Diversity and the Future of Work: Examining the Future Workplace Through a Generational Lens

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Diversity and the Future of Work: Examining the Future Workplace Through a Generational Lens

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Talent management is a critical consideration for organizations in the increasingly uncertain and competitive business environment.

Human Resource Management is critical to the success of any organization operating in the current service and knowledge economies.

Ignoring generational differences can lead to an ineffective organization.
The Multigenerational Workforce

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<td>➢ The brick builders for corporate culture</td>
<td>➢ Focus on the organization’s mission</td>
<td>➢ Loyal to their supervisors</td>
<td>➢ Aspire to make an immediate impact</td>
<td>➢ Affinity with the digital world</td>
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<td>➢ Possess a solid work ethic</td>
<td>➢ Enjoy learning and taking on new responsibilities</td>
<td>➢ Focus on achieving results while demanding work–life balance</td>
<td>➢ Need meaningful work to accomplish goals</td>
<td>➢ Expect instant access to information</td>
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<td>➢ Do not understand those who do not sacrifice to improve the organization</td>
<td>➢ Believe in money, title, and recognition and are loyal team members</td>
<td>➢ Have a spirit of mentoring and entrepreneurship</td>
<td>➢ Require continuous feedback</td>
<td>➢ Emphasize personal needs over organizational goals</td>
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Graduates are often seen as an enigma because their potential is offset by specific challenges such as poor work readiness and unrealistic expectations about the world of work.

In recent decades, a growing body of literature has emerged to illustrate the strong pressure on higher education institutions to prepare graduates for the world of work.
Balanced Scorecard Approach

- **Financial Measures**
- **Customer Satisfaction**
- **Internal Processes** (Qualitative Analytics)
- **Improvement and Innovation**

**Sustainable Competitive Advantage**
Using Qualitative Analytics, the goal is to better ensure our HRM curricula are providing students with the KSAs needed to be job-ready.
The sample included of 15 HR professionals from different industries

Interviews conducted using Zoom videoconferencing
Benefits of Qualitative Analytics

- Convenient collation of responses by theme or respondent characteristics

- Easy to maintain an analytic audit trail increase transparency and conduct checks for validity and reliability
What Our HR Professionals Said
Qualitative Feedback
Thoughts? Reactions? Input?
We Thank You

Gordon Haley

Tom Henkel