



# Tina Varughese



energetic, relevant, thought-provoking, hilarious!

## BETTER TOGETHER in the Changing Workplace

### WHY THIS TOPIC?

Successful leaders understand today's increasingly multigenerational, multicultural and multifaceted workforce brings both opportunities and challenges if not managed effectively.

To create **trust**, collaboration and creative work environments, **inclusive** leaders need to effectively **communicate**, understand and **listen** to their fellow employees. Everybody wants to be seen, wants to be heard and wants to be acknowledged. Learning how to communicate and cooperate in the workplace leads to a **healthier, happier, motivating** and inspiring workplace where everybody benefits.

### WHAT IS BETTER TOGETHER?

Better Together is learning how to communicate, collaborate, cooperate, influence and impact others both professionally and personally in a positive manner. In today's changing workplace it is integral to understand:

- **Generational differences**  
What are generational differences? Frustrations coupled with challenges can occur with four generations concurrently working together that have different values, work ethics, communication and leadership styles at the workplace.
- **Behavioral differences**  
What are behavioural differences? Extroverts tend to enjoy human interaction and are energized by others whereas introverts need to recharge by being alone. Acknowledging that introversion and extroversion are normal variants of behavior can help in self-acceptance and understanding of others.
- **Cultural differences**  
What are cultural differences? Cultural differences can exist due to country of origin, race, ethnicity, religious background, language, values, dress and traditions. Understanding cultural differences in a global workplace is not only a nicety but a necessity.

Workplaces are similar to fish tanks. Ask yourself, do you want to work in a place where all employees are the same age, act in the same manner, look the same and swim in the same direction or work in a *community fish tank* alternatively known as a *community aquaria*. The goal of such communities is to bring together fish that are compatible in temperament and water requirements, while using their different colours and behaviours to add interest and entertainment value.

“  
*Koi, when put in a fish bowl, will grow up to three inches. When this same fish is placed in a large tank, it will grow to about nine inches long.*  
”



## BETTER TOGETHER

### in the Changing Workplace – CONTINUED

#### GENERATIONS

##### The Canadian Labour Force

According to Statistics Canada (2010) the Canadian Labour force consists of four generations including

- Traditionals (born prior to 1946)
- Baby Boomers (1946-1965)
- Gen X (1966-1980)
- Gen Y (1981-2000)
- iGen (born after 2000)

##### Best practices for Creating a Generationally Inclusive Workplace:

- Recognize attributes
- Analyze recruitment strategies
- Mentor
- Use all methods of communication ie. Face to face, phone, email, text

#### Introverts vs Extroverts

##### Myths about Introverts

- **Introverts are shy**  
FALSE – Introverts are not necessarily shy. They simply need to recharge with solitude.
- **Introverts are not as intelligent as extroverts**  
FALSE – Introverts are as intelligent, if not more than, as extroverts according to grades and intelligence testing.
- **Introverts are not effective leaders**  
FALSE – Introverts are inclined to listen more, therefore more likely to hear and implement innovative suggestions.

##### Best practices for Creating an Introvert-friendly Workplace:

- Time
- Communication
- Notice of changes
- Teams
- Space
- Strengths

#### Cultural Differences

##### Individualists versus Collectivists

Individualistic values reflect individual tastes, goals, achievements and accomplishments. Collectivist values reflect common values among families, tribes, work divisions, communities.

Every decision, conversation, and contribution is reflected in this value. The top collectivist countries in the world are Guatemala, Ecuador, Panama, Venezuela, Columbia and Indonesia. The top individualist countries in the world are the United States, Australia, United Kingdom, Netherlands, Hungary and Canada.

##### Best Practices when Creating a Culturally-Inclusive Workplace

- Recognize differences between individualism and collectivism
- Hierarchy vs lateral workplaces
- High context vs low context
- English as a Second Language (ESL)
- Monochronic vs Polychronic Cultures

#### More information?

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