

Fundamental Supervisory Practices

Center for Public Leadership and Governance

UNC-School of Government

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Topics covered in today's session:

- Review many aspects of diversity and the challenges and value it brings to supervision.
- Explore the concepts of inclusion and belonging and the supervisor's responsibility in creating an inclusive environment.
- Review the challenges and benefits of working with multigenerational workforce.

Fundamental Supervisory Practices Diversity Reflection



1. Think about your work team or organization. What diversity dimensions are valued on your team? Why is this?

2. Is it in your interest to develop greater diversity on your team? If so, why?

3. What specific changes can you make to foster an environment where all feel included and valued?

4. If you need to make changes, how do you pitch those changes to your boss?

Birth Years	Communication Preferences	Work Ethic and Values	Messages/Rewards that Motivate
Baby Boomers (1946-1964)	In-person Talk on the phone	“Work to Live” Crusading Causes Desire quality Personal fulfillment	You are valued. You are needed. Title Recognition/Promotions Having their expertise valued Money
Generation X (1965-1981)	Direct Immediate	Work-life balance Work well independently Want structure and direction Skeptical Self-Reliant	Do it your way. Forget the Rules Freedom is the best reward. Flexible Schedules Skills training- ability to grow
Millennials (Generation Y) (1982-2000)	Email Voicemail Text Social Media	Work-life balance Freedom and Flexibility Goal-oriented Entrepreneurial Tolerant	Continued learning opportunities. Positive work culture Immediate feedback - mentoring Meaningful work
Centennials (Generation Z) 2001- Present	Social Media Text	Security and Stability Hyper-productive Hardworking “Old souls in young bodies”	Money Social Rewards Constant Feedback Responsibility and meaningful work Value their opinions and input