

## **What Participants Learned:**

*"Thank you, Jamie. Your reference points to the job were greatly appreciated!"*

*"Thank you for an interesting class!"*

*"I learned to make sure the department has a continued goal of diversity and inclusion in all aspects to make the department worth working in."*

*"During this training, I learned [the importance of] acknowledging someone's hard work or re-affirming their contributions to the workplace, being more curious, open-minded and listening to others' perspectives and/or mindsets when they're conflicting with my own and knowing everyone is open to change."*

*"I learned that social media, instant gratification and technology has caused a rift between the Baby Boomers and Millennials..."*

*"I learned to continue to engage, check-in and be genuinely interested/curious."*

*"I learned how to build people up through acknowledgement and affirmations."*

*"I learned the importance of being invested in people and genuinely interested in what they have to say will help foster meaningful relationships."*

*"I learned to give more affirmations to the people I help to train."*

*"I learned the importance of increasing my patience to listen to what others are going to respond with, rather than helping them along with their responses!"*

*"I learned how to take the time to ask people from other generations how they best learn new things and processes."*

*"I learned to try and slow down and look at interactions with people in relation to the generation in which we belong in an effort to assist with getting our missions completed."*

*"I learned the importance of trying to understand and respect people regardless of their age, race, beliefs, values – we [all] want a better place to live in."*

## **What Participants Learned:**

*"During this training, I learned to have more patience and understanding when it comes to training officers. I [will] remind myself that they have a different worldview."*

*"I learned to be more curious about other generations by asking for their feedback if I do not understand [their actions]."*

*"I commit to talking with someone I do not know who is younger than I am and someone who is older than I am."*

*"I learned to practice more empathy with the clients we work with."*

*"I learned to ask more questions of the younger generations and more importantly their family members as well as to start committing to being more open to new ideas."*

*"I learned to be more approachable and answer questions for the younger and or newer employees."*

*"I learned to reach out to the younger generation, ask them about their thought processes and be more open minded."*

*"I learned to be more engaging and inquisitive with others in the workplace."*

*"I enjoyed thinking about the generational thinking commonalities. I also realized how different ways of thinking are based on where you grew up."*

*"I found it very helpful to understand that significant life events during the formative years of each generation helps to mold their values and beliefs."*

*"I liked how the class made me think about the shows I watch and the current events that have shaped me."*

*"I enjoyed learning about everyone's differences and similarities. Hearing stories from coworkers is always insightful and interesting, especially when you have known some of them for years and still learn things about them! I also appreciate hearing about the different perspectives on generations. I've always been old at heart and don't really fit in with the whole millennial title, but I realize not everyone fits into their generation trends 100% either."*

*"I learned that I see life differently than other generations."*

## **What Participants Learned:**

*"During today's training, I learned that everyone's perceptions are very different based upon generational time frame, culture and background."*

*"The 5 Generations in the Workplace graph is very helpful. I never knew the clear definition of each generation. Now, I have a much better understanding of the generations and how it applies to me, my younger family members and co-workers and my in-laws..."*

*"I learned that despite the different common values and lived experiences each generation has, there are many shared goals and ideas across generations that we can all find common ground on. How we go about achieving those goals may be different, but the motivation and ambition is shared."*

*"I learned that each generation has different ways of doing things, communicating and working."*

*"I learned that each generation has differences in how they perceive life and the world which expresses itself in their work environment."*

*"I learned [to be less] judging or criticizing and be open minded and genuinely curious and ask, 'Tell me more about that'."*

*"I learned we should strive to maintain an open mind and constantly attempt to grow and evolve."*

*"I learned how to recognize different generations and how to communicate with them in the workplace."*

*"I learned that the multiple generations and the variety of life experiences all shape who a person will be and what is important to them."*

*"I learned about the importance and critical need for any new employer to be flexible, adaptable and responsive to any potential employee being recruited. It is more important than ever to learn about a person's history, values and beliefs regarding their goals and motives for wanting to do a certain job."*

*"I learned that being a grown-up is hard! Or, maybe we need to look within to make sure we are accounting for all the differences among people and then to share that with our department; to be a voice for those who may not be represented as vastly as others."*

*"I learned that all generations have similar challenges and want the same things. They just took different routes to get [there]. Also, to not use the word, 'Dinosaur', [to describe a person]."*

## ***What Participants Learned:***

***"During today's training, I learned that all generations have differences but if you look hard enough, there is a common ground."***

***"I learned to be open-minded to other people's life experiences."***

***"I learned that we all have the same goals, but maybe different perceptions of how to get there due to how we were raised."***

***"I learned that we need to have a discussion among our generations to understand each other [better]."***

***"I now have a better understanding of how Millennials think and [will] not judge them so quickly."***

***"I learned how perspectives differ between each generation."***

***"I learned that everyone sees life differently."***

***"I learned that, in life, we have to embrace our differences and be open to different ideas."***

***"I would say that at the end of the day, we all want the same thing and that is to live a full and happy life no matter what generation we come from."***

***"I learned that Millennials and Boomers want a lot of the same things...they just have different paths of obtaining those goals."***

***"I learned more about the frustrations of Millennials."***

***"I learned that we have to understand the values of the younger generations in order to [attract] them into working here."***

***"This training reinforced to me that many of the younger generations define working hard differently [than I do]."***

***"I learned there are different paths to finding fulfillment between generations."***

***"I learned that generations share more in common than differences."***