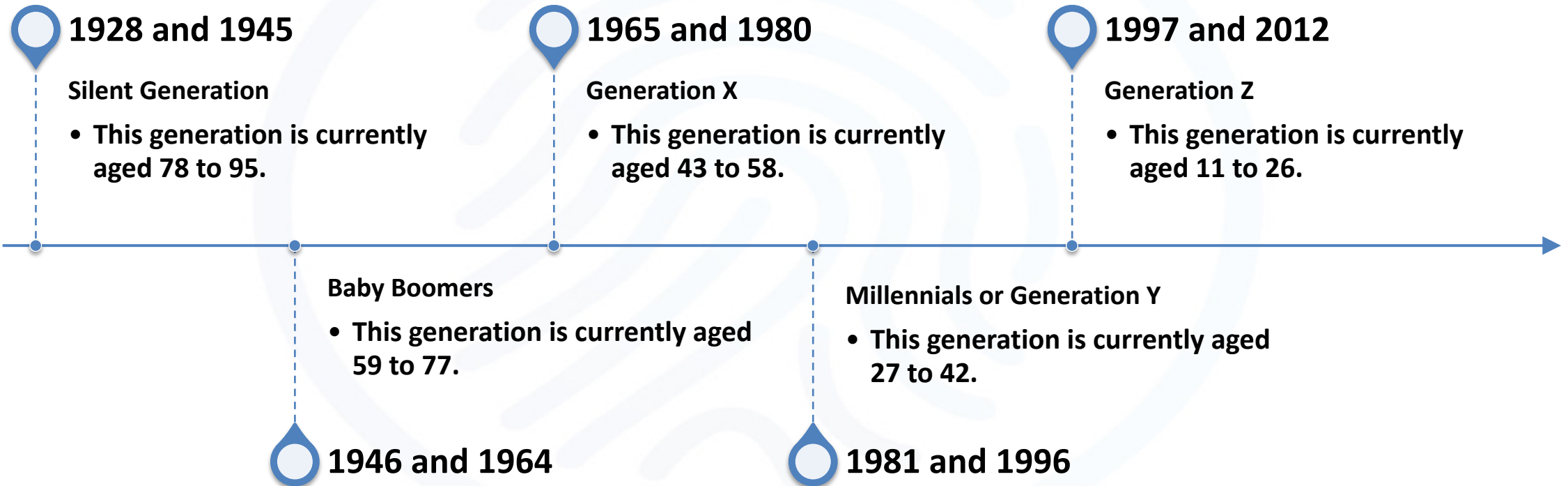# human error
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Knowledge Training in a Multigenerational Environment

PIA CONFERENCE 2023
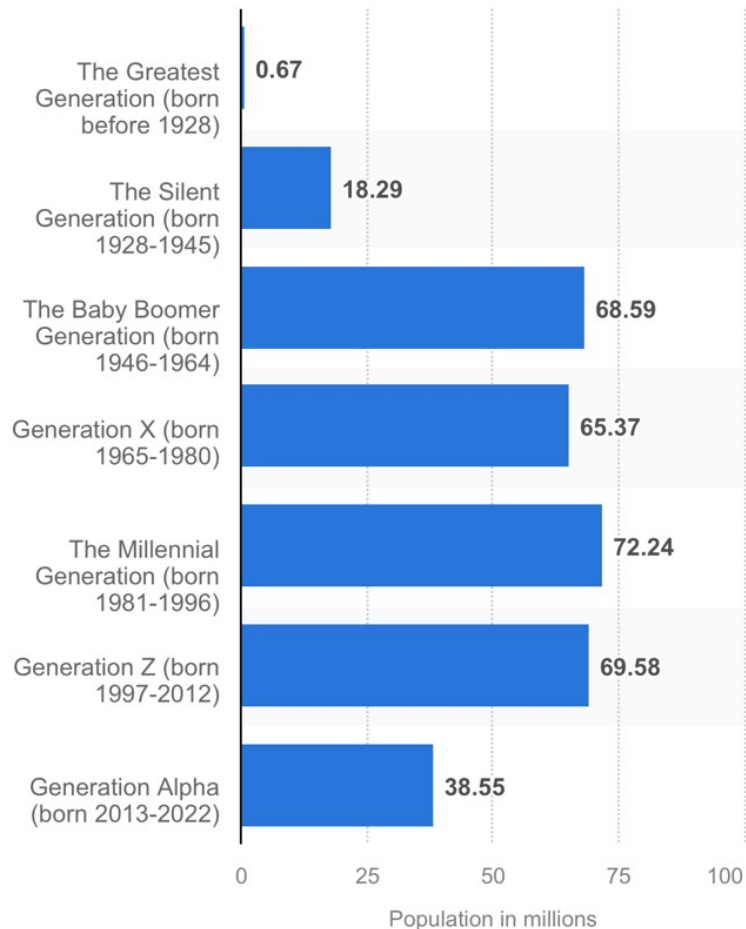
Knowledge Training in a Multigenerational Environment

- Knowledge training in a multigenerational environment refers to the *intentional process* of providing individuals from *different age groups* with the necessary knowledge and skills to effectively collaborate and communicate in a diverse workplace.

- It aims to *bridge generation gaps*, foster mutual understanding, and leverage the unique *strengths* and perspectives of *each generation* for organizational success.

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Generations by Age

1928 and 1945

Silent Generation

- **This generation is currently aged 78 to 95.**

1965 and 1980

Generation X

- **This generation is currently aged 43 to 58.**

1997 and 2012

Generation Z

- **This generation is currently aged 11 to 26.**

Baby Boomers

- **This generation is currently aged 59 to 77.**

1946 and 1964

Millennials or Generation Y

- **This generation is currently aged 27 to 42.**

1981 and 1996

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Resident population in the United States in 2022, by generation

(in millions)

Generation	Population in millions
The Greatest Generation (born before 1928)	0.67
The Silent Generation (born 1928-1945)	18.29
The Baby Boomer Generation (born 1946-1964)	68.59
Generation X (born 1965-1980)	65.37
The Millennial Generation (born 1981-1996)	72.24
Generation Z (born 1997-2012)	69.58
Generation Alpha (born 2013-2022)	38.55

- Silent: 18M
- ***Baby Boomers: 68M***
- ***X: 65M***
- ***Millennials: 72M***
- ***Z: 69M***
- Alpha: 38M

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Silent Generation: 18 Million

Experience and Expertise	**Respect for Hierarchy**	**Prefer formal learning methods such as classroom-style training or structured workshops**
Detail-oriented	**Preference for Face-to-Face Interaction**	**Emphasis on Discipline and Work Ethic**

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Baby Boomers: 68 Million

Traditional Learning Approach: Classroom-style training sessions with clear objectives and hands-on activities.

Experience-Based Learning: Training methods that allow them to share their knowledge and learn from the experiences of others, such as mentorship programs or case studies.

Respect for Authority: Respond well to training programs led by subject matter experts or senior leaders within the organization.

Face-to-Face Interaction: On The job Training

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Generation X: 65 Million

Independent	• learn at their own pace and apply their own problem-solving skills.
Adaptability	• open to learning new technologies and approaches.
Work-Life Balance	• appreciate training programs that offer flexibility and accommodate their personal responsibilities outside of work.
Goal-Oriented	• provide tangible skills and knowledge that can be applied immediately in their work.
Preference for Technology	• proficient in using technology over time.

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Millennials: 72M

Technology Adoption:
- Technology for learning and online or mobile learning platforms.

Collaborative Learning:
- Training methods that foster interaction with peers and or virtual Environments.

Blended Learning Approach:
- Combines traditional classroom-style training with online resources and self-paced modules.

Instant Feedback:
- Crave real-time feedback and prefer training programs that provide immediate feedback.

Purpose-Driven Learning:
- Programs that align with their personal and professional goals.

Continuous Feedback and Growth
- Ongoing, continuous feedback and coaching.

Multimedia and Interactive Content:
- Training programs that incorporate videos, animations, simulations.

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Generation Z: 69 Million

- **Digital Natives:**
  - Digital tools and platforms.
- **Multitasking and Short Attention Spans:**
  - Shorter, bite-sized learning modules that can be consumed on-demand and fit into their fast-paced lifestyles.
- **Visual and Interactive Learning:**
  - Visual learners and respond well to multimedia and interactive content.
- **Just-in-Time Learning:**
  - Immediate access to information and prefer on-the-go learning. Artificial intelligence.
- **Social and Collaborative Learning:**
  - Collaborative environments.
- **Personalization and Customization:**
  - Personalized learning experiences.
- **Authenticity and Real-World Relevance:**
  - Authenticity and practicality.

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Potential Errors by Generation

- **Traditionalists:**
  - Lack of familiarity with modern manufacturing technologies and processes, leading to errors in operation or quality control.
  - Reluctance to adopt new manufacturing techniques or machinery, resulting in inefficiencies or process errors.
  - Difficulty adapting to changes in safety protocols or updated regulations, potentially leading to safety hazards or compliance issues.

- **Baby Boomers:**
  - Resistance to adopting new technologies or automated systems, leading to errors in data analysis, reporting, or production planning.
  - Potential challenges in working collaboratively with younger colleagues who may have different perspectives on problem-solving or process improvement.
  - Reliance on manual processes or outdated techniques, which could result in errors or inefficiencies in manufacturing tasks.

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Potential Errors by Generation

- **Generation X:**
  - Adapting to rapid advancements in robotics or automation, which may result in errors if not properly trained or calibrated.
  - Balancing the need for efficiency and cost-effectiveness with maintaining quality standards, potentially leading to errors in production or quality control.
  - Communication challenges with both younger and older generations, affecting coordination and error prevention efforts.
- **Millennials:**
  - Overreliance on technology and automation, potentially leading to errors if not properly monitored or maintained.
  - Impatience or lack of attention to detail in repetitive tasks, resulting in errors or quality control issues.
  - Potential challenges in balancing the need for innovation and experimentation with adherence to established manufacturing standards, leading to errors or suboptimal processes.

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Potential Errors by Generation

- **Generation Z:**

    – Lack of experience or exposure to complex manufacturing processes, potentially leading to errors in operation or troubleshooting.
    – Reliance on digital tools and instant gratification, which may lead to impatience or shortcuts that compromise quality control.
    – Potential challenges in adaptability and flexibility to changing manufacturing requirements or technologies, resulting in errors or inefficiencies.

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Conclusion

- In conclusion, human errors in manufacturing can be influenced by:

  - Generational differences, including resistance to new technologies, communication challenges.

  - Balancing efficiency with quality standards, and lack of experience or exposure to complex processes.

  - **It is important for organizations to address these differences through training, mentorship, and effective communication strategies to minimize errors and improve overall manufacturing performance.**

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Good Luck!

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Podcast: The Power of Why