

RUTGERS

Edward J. Bloustein School
of Planning and Public Policy

Diversity and Generations in Today's Public Transit Workforce



Module 1

Diversity



Movie

Face to Face



Stereotypes

The Person Not the Group

Stereotypes

- A too-simple and therefore distorted image of a group, such as “Football players are stupid” or “The English are cold and unfriendly people”
- A generalization, usually exaggerated or oversimplified and often offensive, that is used to describe or distinguish a group

Stereotypes

- What are some examples of stereotypes that people encounter every day?
- Why do stereotypes exist?
- Where did they come from and why are they so persistent, even when we know they cannot possibly be true?

Stereotypes

- From personal experience, how does it feel to be judged as a stereotype of a group rather than as an individual?
- Are stereotypes ever “true”?
- Is there any case where describing someone using a stereotype is acceptable?

Similarities

The Person Not the Group

Similarities

- Having characteristics in common or alike in substance or essentials
- An aspect, trait, or feature like or resembling another or another's

Similarities

- Name some similarities that everyone in the room might share?
- Why are differences also important?



Unity

Coming Together



Unity

- A totality of related parts or an entity that is a complex or systematic whole
- Something whole or complete formed by combining or joining separate things or entities
- A harmony of opinion, interest, or feeling

Unity

- In what ways can we as individuals help make our workplaces more unified?
- How does unity affect individual relations?

Unity

- How have you ever helped unify a team?
- Have you ever been excluded from a team or workplace?
- How have recognizing stereotypes and stopping them helped unify your team?
- How have similarities you have found with others helped unify your team?

Benefits

The Good That Will Come

Benefits

- Something that promotes or enhances well-being; an advantage

Benefits

- What are some of the benefits a diverse workplace can have as a whole?
- How could your contribution to the team be considered a benefit?

Benefits

- What benefits do you personally get from a diverse workplace?
- What can you do in the future to promote a more respectful and dignified workplace?



Supervisors' Additional Responsibilities

Your Impact on Others

Pop-Ups

- Gut response to different
- Using black and white as adjectives
 - Cream rises to the top
 - The white knight in shining armor
 - Pure as the driven snow
 - The black sheep of the family
 - A black mark on your record
 - Blackmail

Barriers to Inclusion

- Who doesn't get invited to meetings?
- Whose input is not sought out?
- Who doesn't get greetings and eye contact in the hallways?
- Who doesn't get asked to lunch or a social outing?

Requirements Mindset

Objective criteria that should be the deciding factors in decision making

- What about:
 - I am more comfortable doing it this way
 - My way or the highway
 - This is how we always do it
 - That will take too much time
 - Why make more work for ourselves

What Does This Mean To You?

- It's a process
- You will not do everything "right" all the time
- An individual's beliefs about diversity drive his or her attitudes and behaviors
- As transit supervisors we all have a responsibility and obligation to be inclusive

Four Generations



CLASSIC STARS · COLLECTIBLE ART

Visit the MPTv Starlight Gallery
for handmade, limited-edition
prints of classic photos from
Hollywood's Golden Age.

MPT
Starlight Gallery

[CLICK HERE](#)



Traditionalist or Veterans

- Born between 1922 and 1944
- Influenced by the military
- 35 million people today



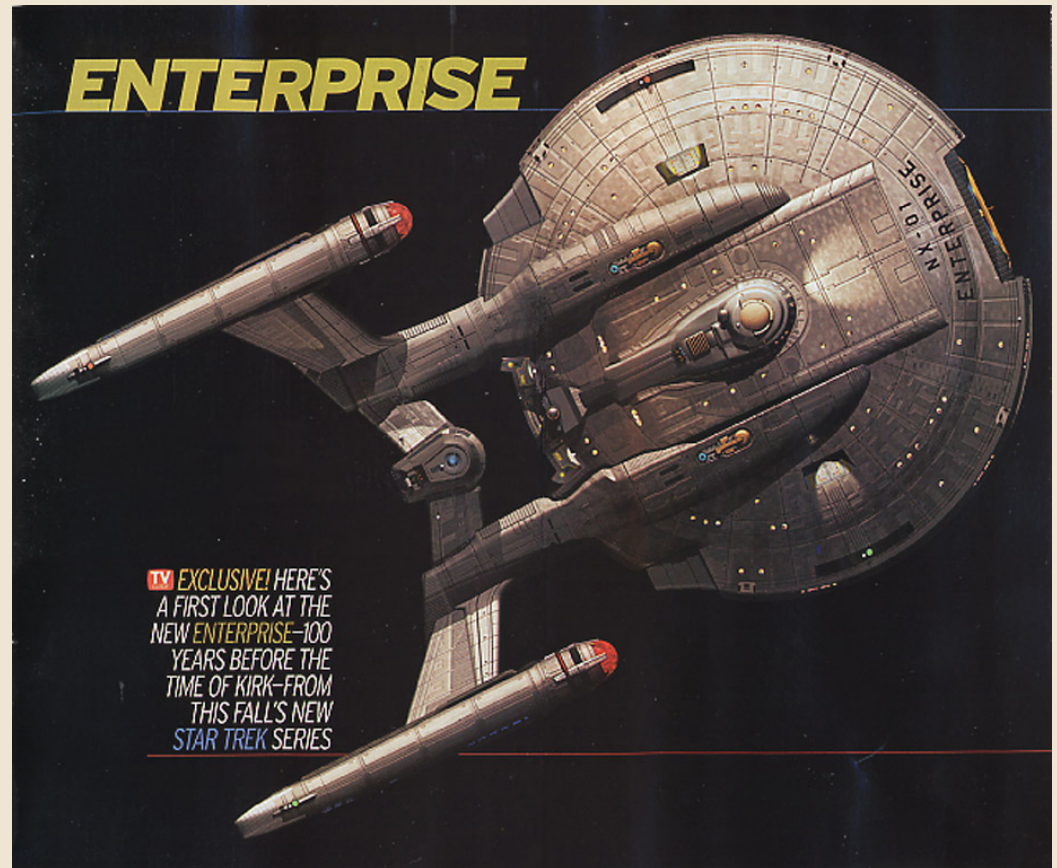
Boomers

- Born between 1945 and 1964
- Most influential people today
- 80 million people



Generation X

- Born between 1965 and 1980
- Prove it to me
- 45 million people



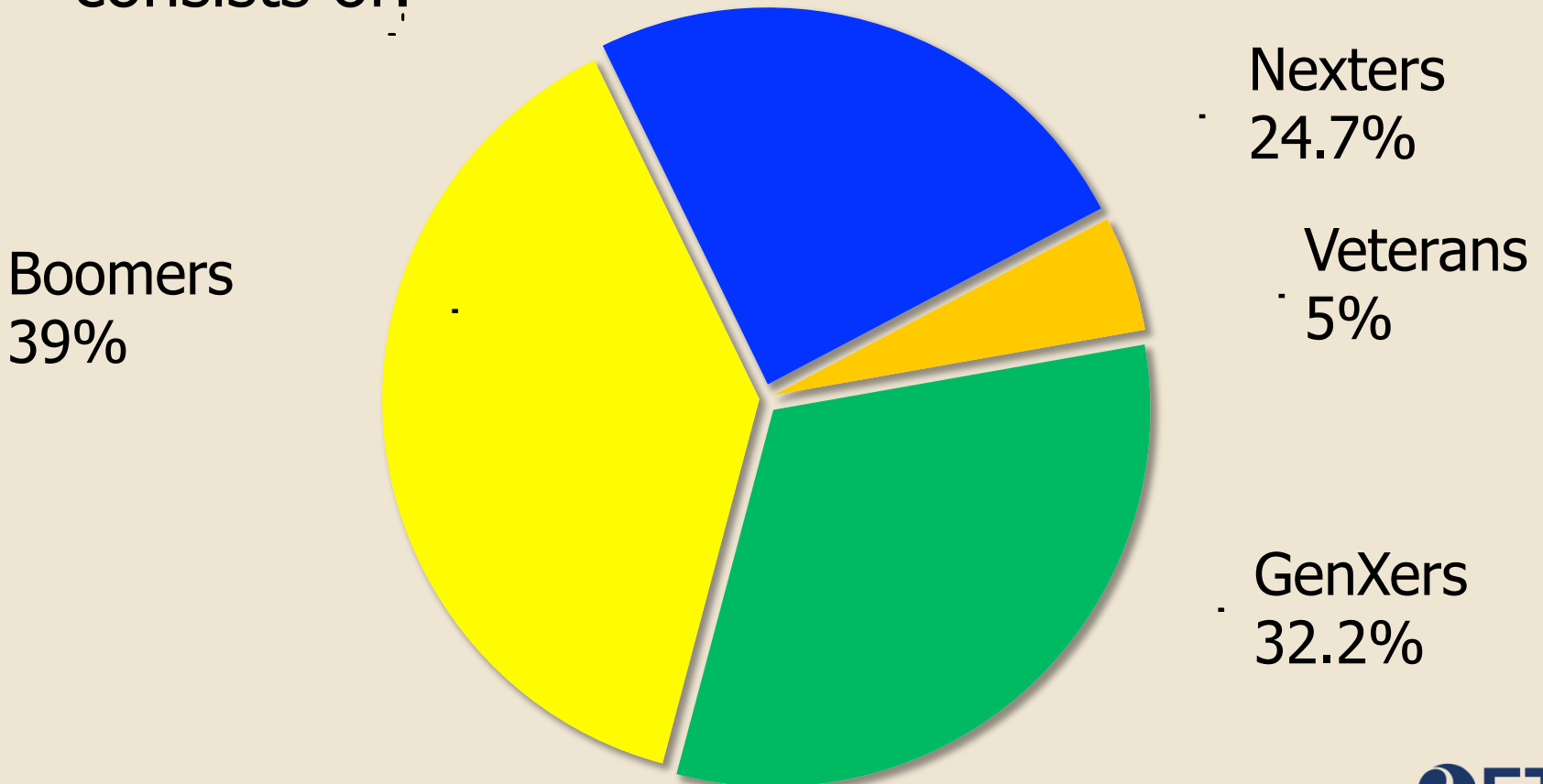
Generation Y or Nexters

- Born between 1981 and 2000
- Instant gratification
- 75 million people



Today's Workforce

- According to 2012 Catalyst report, the workforce consists of:



Formative Experience

Veterans

1922-1944

- WWI & II
- Roaring 20s
- Great Depression
- Atomic Bomb
- FDR

Boomers

1945-1964

- Cold War
- Civil Rights
- Assassinations
- Korea
- Space Race
- Vietnam

Gen Xers

1965-1980

- Roe vs Wade
- Challenger Disaster
- AIDS
- Fall of the Berlin Wall
- Watergate

Nexters

1981-2000

- World Trade Center
- Internet Access
- Princess Diana
- Globalization
- Cell phones
- PDAs

Teenage Experience

∴

Veterans

- The Great Depression

Boomers

- Kent State
- Civil Rights
- Watergate
- Sexual Revolution (the pill)

Gen Xers

- Information Explosion
- AIDS
- Trillion Dollar debt

Nexters

- Overwhelming Information
- Cynicism
- Downsizing
- Living at home longer

Values

Veterans

- Hard Work
- Dedication & Sacrifice
- Respect for Rules
- Duty before pleasure
- Honor

Boomers

- Optimism
- Team Orientation
- Personal gratification
- Involvement
- Personal growth

GenXers

- Diversity
- Techno literacy
- Fun & informality
- Self-reliance
- Pragmatism

Nexters

- Optimistic
- Feel civic duty
- Confident
- Achievement oriented
- Respect for diversity

Work is.....

Veterans

..an
inevitable
obligation
..a means
for living

Boomers

..an exciting
adventure
..a central
focus

Gen Xers

..a difficult
challenge
..an irritant

Nexters

..means to
an end
..always
changing

What Does This Mean To Us?

- Respect
- Fairness
- Opportunity to Contribute
- **Veterans, Boomers, Generation X, Nexters**

What Does This Mean To You?

- Generational context is not about age, but common experiences
- Acknowledge your team's expectations, not just your own
- Different is neither right nor wrong, just different
- Age-ism is the death of any coaching or supervisory strategy

What Does This Mean To You?

- Generational understanding does not take the place of concern for the individual
- Different generations can care about different and/or the same things. Highlight points accordingly, do not stereotype
- Technology is not universal – assess your team member's comfort level before making communication assumptions

The Changing Face of America

Population – est. 304,059,724 in 2008

- US is growing
- Only western industrialized nation to do so
- 439,010,000 in 2050

Population Change by Race

Race	2000	2010	% Change
	% of Population	% of Population	
White	75.1	72.4	5.7
Black	12.3	12.6	12.3
Hispanic	12.5	16.3	43
American Indian	0.9	0.9	18.4
Asian	3.6	4.8	43.3
Pacific Islander	0.1	0.2	35.4

World Population

