

Communicating in a Multi-generational Workplace
Selected Readings
March 11, 2009

BOOKS:

- Michael Adams, ***Sex in the Snow: Canadian Social Values at the end of the Millennium***, Penguin Canada, Toronto, Ontario, 1997
- Mark Bauerlein, ***The Dumbest Generation: How the Digital Age Stupefies Young Americans and Jeopardizes Our Future – Or, Don't Trust Anyone Under 30***, Penguin, New York, 2008
- Reginald W. Bibby, ***The Boomer Factor: What Canada's Most Famous Generation is Leaving Behind***, Bastion Books, Toronto, Ontario, 2006
- Adwoa K. Buahene and Giselle Kovary, ***Loyalty Unplugged: How to get, keep & grow all four generations***, Xlibris Corporation, US, 2007
- Douglas Coupland, ***Generation X: Tales for an Accelerated Culture***, St. Martin's Press, New York, 1991
- Richard Croker, ***The Boomer Century: How America's Most Influential Generation Changed Everything***, Springboard Press, New York, 2007
- Jennifer J. Deal, ***Retiring the Generation Gap: How Employees Young & Old Can Find Common Ground***, San Francisco, Jossey-Bass, a Center for Creative Leadership publication, 2007
- Lynne C. Lancaster and David Stillman, ***When Generations Collide: Who They Are. Why They Clash. How to Solve the Generational Puzzle at Work***, Harper Collins, New York, 2002
- Mike A Males, ***Framing Youth: 10 myths about the Next Generation***, Common Courage Press, Monroe Maine, 1999
- Cam Marston, ***Motivating the "What's in it for me?" Generation: Manage Across the Generational Divide and Increase Profits***, John Wiley & Sons, Hoboken, New Jersey, 2007
- Leonard Steinhorn, ***The Greater Generation: In Defense of the Baby Boom Legacy***, St. Martin's Press, New York, 2006
- William Strauss and Neil Howe, ***The Fourth Turning: What the Cycles of History Tell Us About America's Next Rendezvous with Destiny***, Broadway Books, New York, 1997
- Jean M. Twenge, ***Generation Me: Why Today's Young Americans Are More Confident, Assertive, Entitled – and More Miserable Than Ever Before***, New York, Free Press, 2006

- Ron Zemke, Claire Raines, Bob Filipczak, ***Generations at Work, Managing the Clash of Veterans, Boomers, Xers, and Nexters in Your Workplace***, New York, AMA Publications, a division of American Management Association, 2000.

ARTICLES/PRESENTATIONS:

- CBC News, July 17, 2007, ***Baby boomers swell ranks of retirement-aged Canadians***
- Pamela A. Bolton, Deborah Pearce, ***Gender and Generational Communication Issues***, Women in the Profession, Ohio State Bar Association, May 2007
- Kathy Condon, ***Intergenerational Communication Made Simple***, International Association of Business Communicators, 2007
- Jennifer J. Deal, ***Secrets of Communicating with Four Generations***, International Association of Business Communicators, 2007
- Melanie Joy Douglas, ***Young Workers More Interested in Career Growth Than Salary***, Monster.ca, August 2007
- Greg Hammill, Director, Intern and Student Programs, Fairleigh Dickinson University Silberman College of Business, ***Mixing and Managing Four Generations of Employees***, FDU Magazine Online, Winter/Spring, 2005
- Nadira Hira, ***Attracting the twentysomething worker***, Fortune, May 15, 2007
- Karen E. Klein, ***Managing Across the Generation Gap***, Business Week, February 12, 2007
- David J McPhail, Director Performance Culture, TELUS, ***Corporate Perspectives on Workplace Learning, "Four Generations in the Workforce"***, 2006
- ***Cross Generational Communication: Implications in the Work Environment***, Office of Institutional Equity, Duke University
- Donna Nebenzahl, ***Helicopter Parents: Hovering Into the Workplace***, Calgary Herald, October 15, 2007
- Melissa Proffitt Reese and Tiffany A. Sharpley, ***Four Generations – One Workplace – Can We All Work Together?***, Indiana Business News
- Diane Thielfoldt and Devon Scheef, Generation X and the Millennials: ***What You Need to Know About Mentoring the New Generations***, Law Practice Today, August 2004