



**WORKING BETWEEN GENERATIONS
VIA PEER-TO-PEER LEARNING**

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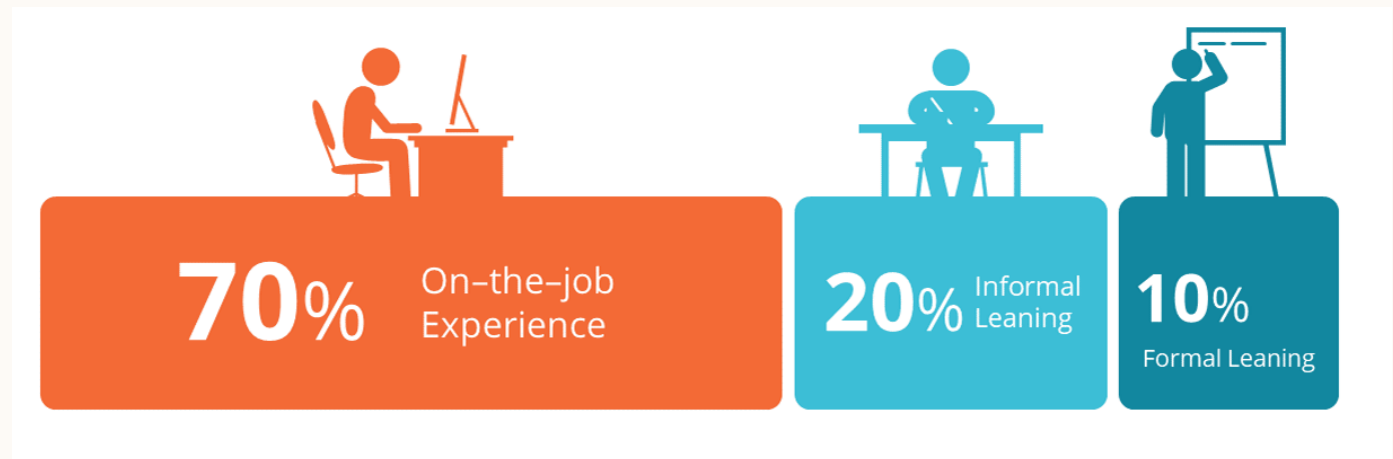


AGENDA FOR THE NEXT 60 MINUTES

- social learning theory
- peer-to-peer learning
- examples of peer-to-peer learning methods
- innovation theory
- different generational needs and approaches
- best practices of peer-to-peer learning
- example application exercises

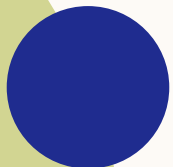
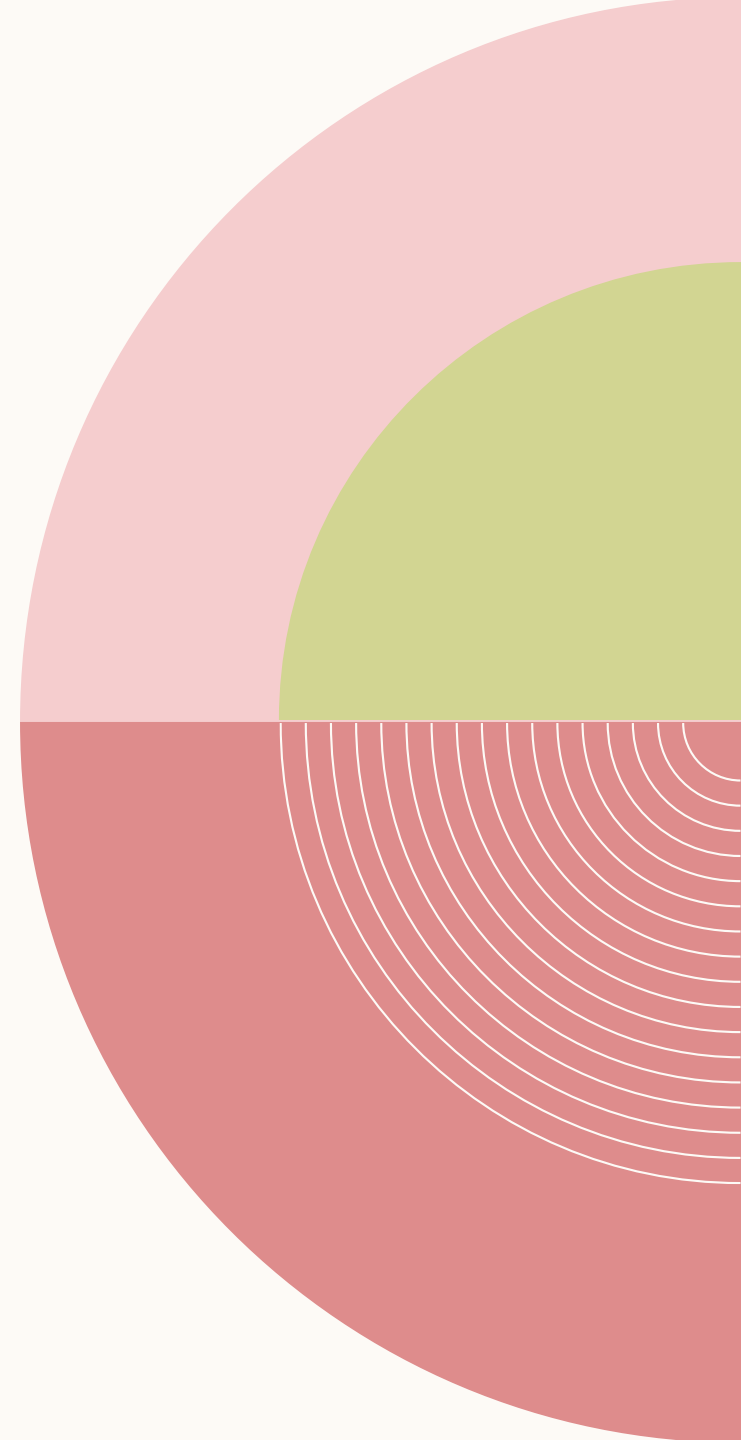
“SOCIAL LEARNING THEORY” (BANDURA)

- from early childhood, humans are naturally social creatures who learn behavioral norms by observing others in society
- many natural developmental stages such as walking and talking are first done by children imitating others



WHAT IS PEER-TO-PEER LEARNING?

- involves individuals exchanging knowledge and experience with each other
- it recognizes that ultimately learning takes place between individuals and it facilitates interpersonal interchanges that are well matched
- by providing a forum to discuss, share, and debate about ideas with you can harness the natural inclination to be social, while simultaneously channeling that energy into productive activities





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Encourages connectivity, collaboration, and teamwork

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Increases employee engagement and productivity

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3

Promotes knowledge-sharing culture and upskilling

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Develops more well-rounded employees

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Employees gain new perspectives

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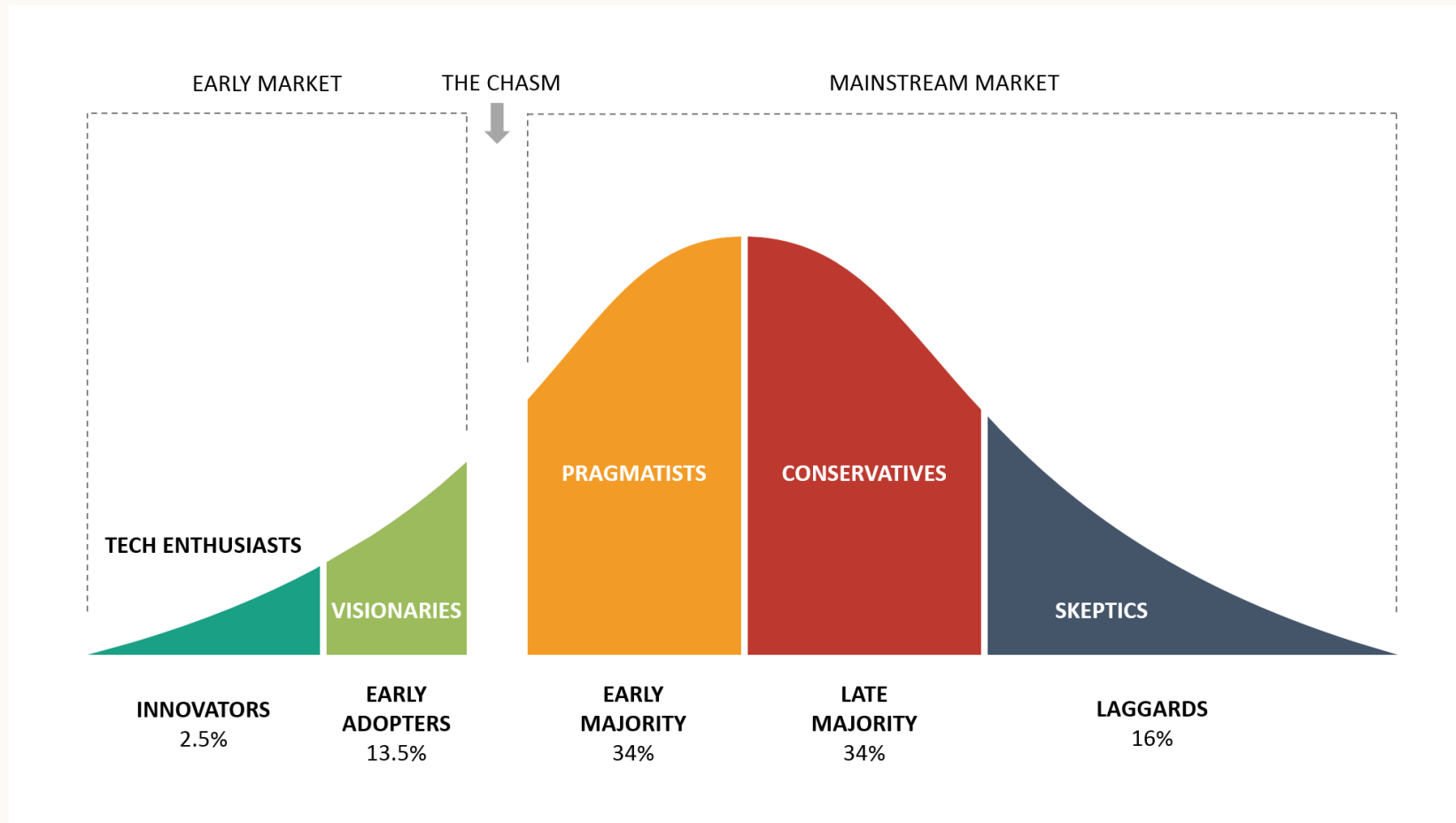
Cost-Effective



EXAMPLES

- Action learning groups (5-7 people)
- Debates
- Discussion groups
- Coaching & mentoring
- Lunch and learn (brown bag)
- Peer performance reviews
- Online communities and forums
- Collaborative projects in the workplace
- Gamification
- FAQs
- Social learning tools (Facebook's Workplace)
- MS Teams

“CROSSING THE CHASM” THEORY





EXERCISE

1. How many different generations can potentially work in the same workplace nowadays?
2. What are different generations called?
3. What are their core values?
4. What is their work ethic?
5. What is their preferred communication methods?
6. What is their preferred feedback?
7. What are some stereotypes about them?

	The Silent Generation	Baby Boomer Generation	Generation X	Generation Y or Millennials	Generation Z
Born	1922–1945	1946–1964	1965–1980	1981–2000	1995–2015
Core values	Respect for authority Compliance Dutiful Custom	Optimism Acceptance Workaholism Stimulation	Stimulation Self-reliance Informality Skepticism	Realism Self-direction Goal-focused Purpose	Uniqueness Authenticity Creativity Shareability
Work ethic	Discipline Hard work Loyalty	Questions authority Self-centered Crusading causes	Task-oriented Autonomous Work-life balance	Multitasking "What's next?" Eagerness	Flexibility Self-reliant Personal freedom
Communication preferences	Written Formal	One-on-one Telephone	Direct Email Text messaging	Text messaging Social media	Digital natives Hand-held devices
Feedback preferences	No news is good news Take pride in a job well done	Not keen on feedback	Direct	Require lots Instantaneous	Bite-sized Immediate Real-time
Stereotypes	Old-fashioned Practical Rule followers	Ambitious Optimistic Wealthy	Self-centered Risk takers Cynical	Job hoppers Tech-dependent Work to live	Constantly connected Distracted Apathetic Multitaskers

BEFORE YOU START

Be respectful

Flexibility and adaptability

No stereotypes

Adjust the communication style

Focus on similarities

Learn from each other

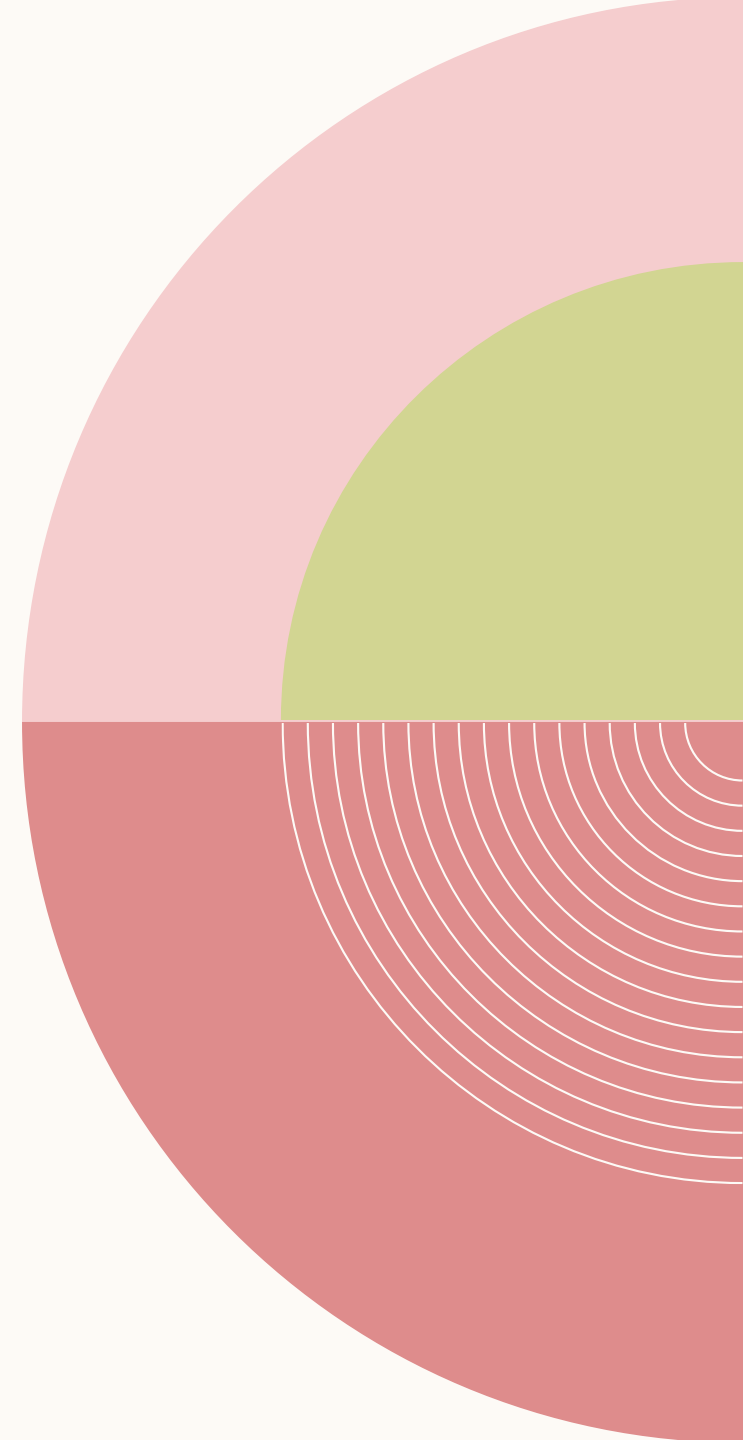
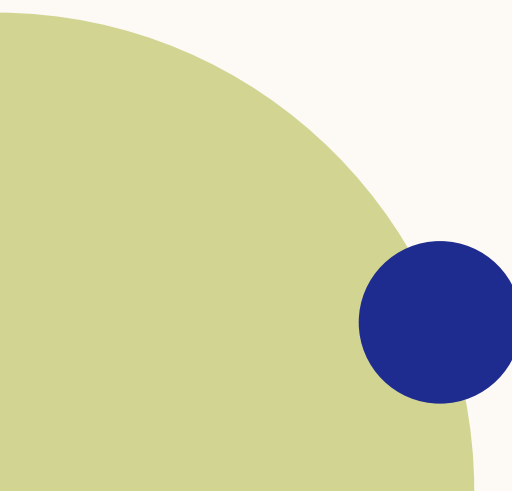
HOW TO START

Nominate a peer learning facilitator

Incorporate a buddy system

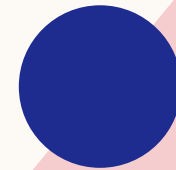
Incentive peer-to-peer learning participation

Set up networking events (happy hour?)



HOW TO PERSONALIZE LEARNING

1. Let the learner take the lead
2. Give them the why
3. Provide real-world opportunities
4. Connect peers
5. Start a two-way conversation





EXERCISE – JIGSAW METHOD

The expert jigsaw method involves getting people into groups:

Session 1: In the first instance, each group focuses on a different aspect of a topic.

Session 2: Then, employees peel off and re-form new groups. Each new group should have one member of each of the previous groups. This ensures that every group has one expert on a specific aspect of the topic.

Topic: ? (homeoffice/hybrid/office)



EXERCISE – CASCADING GROUPS

Cascading groups involve placing people in groups that are either successively smaller or successively larger.

Successively smaller

- The group starts out as a large group then splits in half for a follow-up activity. Then, those two groups split into halves again, and then again, until students end up in pairs or as individuals.

Topic: ? (university/formal vs. informal learning)

THANK YOU FOR YOUR ATTENTION



Questions



Thoughts



Ideas



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