



Different Strokes for Different
Folks:

Technology and Training

May 19th 1:30-3:10

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Agenda

- **Introduction**
- **The Generations**
- **Technology Timeline**
- **Generational Differences Related to IT**
- **Business Needs for IT Training**
- **Training Options**
- **Conclusion**
- **Q&A**

Introduction

Technological Challenge:

Most of you are probably faced with multiple generations of employees working side by side with different attitudes toward technology and training.

The Question:

How do we most effectively meet the training needs of our people knowing there are many different types of technology that exist in an organization?

Providing the right tool for the right job is no longer enough. We will explore the generational gaps in technology and general attitudes toward how electronic tools are provisioned into the work place.

Who We Are?

- IT Risk Management Professionals
 - IT Governance
 - Information Security
 - Disaster and Business Continuity Planning
- Consultants who act as trainers, coaches and mentors within various information technology services
- State of Florida Term Contract Provider
- Offices in Tampa and Stockholm

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The Generations

- The Silent Generation (born before 1946)
- Baby Boomers (born between 1946 – 1964)
- Generation X (born between 1965 – 1985)
- Generation Y (born after 1985)

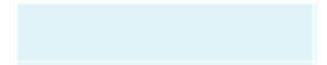
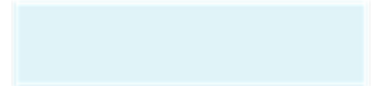
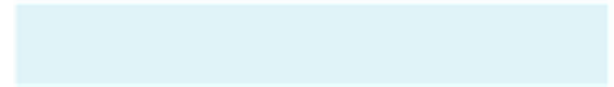
- Poll – who is here today?

Memory Lane – The Silent Generation

Born before 1946 – current age 61-78

- Defining events and trends: patriotism, families, the Great Depression, the New Deal, WWII, the Korean War
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- Life expectancy: Male- 58.1, Female 61.6
- Toys: tinker toys, crayons, yoyo's
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Memory Lane – The Silent Generation

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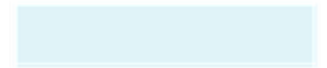
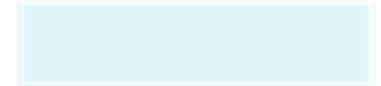
- Defining events and trends: patriotism, families, the Great Depression, the New Deal, WWII, the Korean War, participation in labor unions
- Core values related to above events: dedication, sacrifice, hard work, conformity, law & order, patience, respect for authority, duty before pleasure, adherence to rules, honor
- Personality: conformists, conservative spenders, past oriented, belief in logic- not magic
- Appreciated black & white TV, the Golden Age of Radio
- Cost of a stamp in 1932- \$.03
- Cohorts- John F. Kennedy, Frank Sinatra, Elvis, Ella Fitzgerald
- The All-American Girls Professional Baseball League is founded
- Life expectancy: Male- 58.1, Female 61.6
- Average Salary in 1930s-\$1,368
- Unemployment- 25%
- Car sales- 2,747,400
- Food Prices- Milk \$.14/quart, bread- \$.09/loaf
- What people did for fun: movies, played board games, danced to big band music
- Technology: automatic washing machines, manual typewriters, 78 RPM LPs
- Toys: tinker toys, crayons, yoyo's

Memory Lane – Baby Boomers

Born 1946 – 1964 - current age 43-60

- Defining events and trends: prosperity, children in the spotlight, suburbia, political assassinations, Vietnam, Civil Rights, the Cold War, Women's Liberation/Rights, the Space Race, Woodstock, fallout shelters, Fidel Castro, the draft grew, Peace Corps created
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- 1955 - Rosa Parks refuses to give up her seat on a public bus in Montgomery, Alabama and Dr. Salk developed a vaccine for polio
- 1967- Armstrong lands on moon
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- Core values related to above events: optimism, teamwork, personal gratification, health and wellness, personal growth, youth, work, involvement
- Personality: driven, soul searchers, willing to go the "extra mile," love/hate relationship with authority
- Appreciated: color television, American Bandstand, skateboards, Barbie dolls, troll dolls, slot cars
- Cost of a stamp in the 1950s-\$.04
- Cohorts- Madonna, Oprah
- 1955 - Rosa Parks refuses to give up her seat on a public bus in Montgomery, Alabama and Dr. Salk developed a vaccine for polio
- 1967- Armstrong lands on moon
- Life expectancy: Male-65.6 , Female 71.1
- Average Salary in 1950s-\$2,992
- Unemployment-3,288,000
- Car sales- 6,665,800
- Food Prices- bread- \$.14
- What people did for fun: danced to the Beatles, Elvis, drive-ins
- Technology: 331/3 RPM LP, electric typewriters with memory, 8 tracks, transistor radios, handheld calculators, Bits, Bytes, Kilobytes

Memory Lane - Xers

Born 1965 – 1985 – current age 22-42

- Defining events and trends: Social movements were highly visible on college and university campuses, Watergate, latchkey kids, single parents, AIDS, Berlin Wall falls, Glasnost, Dotcom Bubble, funding of Humane Genome project, Challenger disaster,
- Core values related to above events: diversity, thinking globally, balance, techno-literacy, fun, informality, self-reliance, pragmatism
Personality: risk-takers, skeptical, family-oriented, bosses as colleagues, focused on job-not hours,
- Appreciated: MTV, soccer-moms were created, Oprah airs- 1986
- Cost of a stamp in the 1970s-\$.08
- ET phoned home
- Sandra Day O'Conner first woman named to Supreme Court;
- 1967- Armstrong lands on the moon
- Life expectancy: Male- 69.9 , Female 77.6
- Average Salary in 1980s- \$15,757
- Technology:
 - IBM PC- 1987
 - 1976- Steve Wozniak designed the Apple I, a single board computer
 - Beta Max, VHS, Remote Controls, Cassettes, Atari, Microchips, Megabytes, gigabytes, Dot Matrix

Memory Lane – Yers/ Millennials

Born after 1985 – current age 13-21

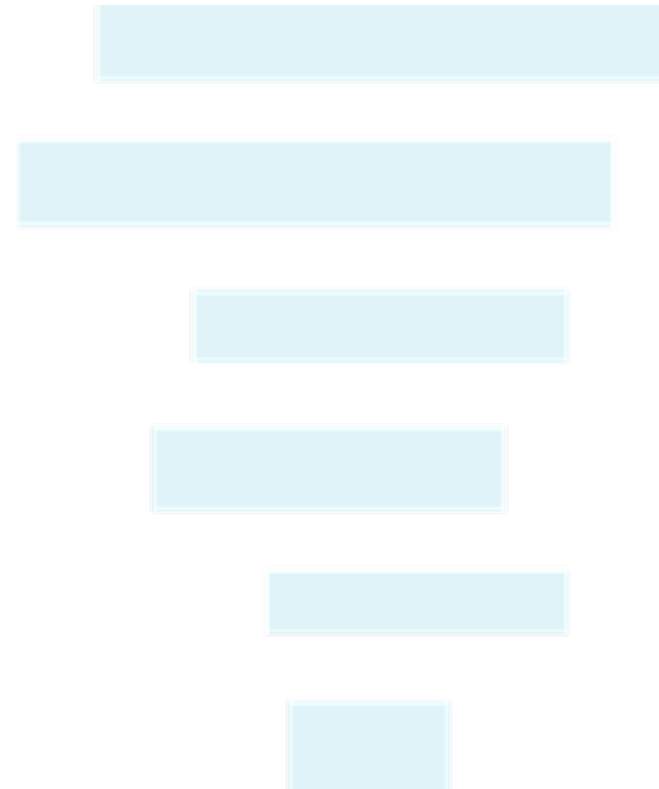
- Defining events and trends: Internet chat, school violence, Oklahoma City bombing, TV talk shows, multiculturalism, the Girl's Movement, World Trade Center attacks, Gulf War, War on Terrorism, Somalia, Bosnia, "Merger Decade," healthcare issues revisioned, Rodney King and LA Riots, NAFTA, ADA, "Don't Ask, Don't Tell," globalization, Take Our Daughters to Work Day, Reality TV
- Core values related to above events: confidence, civic duty, achievement, sociability, morality, diversity, street smarts
- Personality: optimistic, prefer collective action, tenacious, visionary
- Cost of a stamp in 2007- \$.41
- Average Salary: \$13.37/hr (1999)
- Life Expectancy: Male 73.1
Female 79.1
- Glass Ceiling Commission established
- Technology: wireless, mobile phones, ipods, handheld computers
- Internet/Chat language in use
- WWW- changes business, communication, use of free time, research
- Culture: Grunge, Gangsta, Country music more mainstream, 98% of homes have TVs
- Green Movement, myspace, you-tube

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Technology Timeline

- Prior to 1980
- 1980s
- 1990s
- Y2K and beyond



Technology Timeline – thru 1980

- Traditional brick and mortar storefront
- Electronic cash registers
- Mainframe
- Cathode ray tube monitor (green screens)
- IBM punch cards
- Magnetic tape
- 8" floppy
- Not really that much considering businesses were not heavily dependent on technology!

Technology Timeline – 1980s

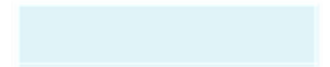
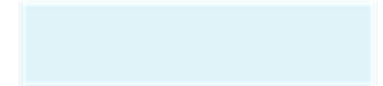
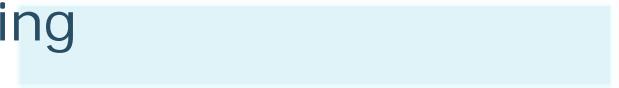
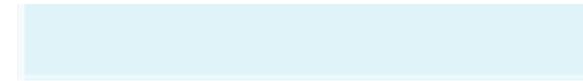
- Personal computer – 8086, 80286, 80386
- Smaller, faster mainframes
- Disc packs
- Color CRT
- MS DOS - Disk Operating System
- Windows 1, Windows 2
- Modems
- Electronic bulletin board
- Peer-to-peer networks
- The 5 ¼" and 3 ½" floppy
- Computer games
- Computer viruses

Technology Timeline – 1990s

- World Wide Web
- Personal computer – 80486, P5, P6
- Pentium MMX, Pentium II, III, and so on
- Liquid Crystal Display (LCD)
- Laptop computer
- Personal Digital Assistant
- Windows 3, Windows NT
- Email
- Intranets, extranets (B2B)
- Mobile phone
- LANs, MANs, WANs
- Wireless

Technology Timeline – Y2K and Beyond

- Personal computers, Pentium IV, etc.
- Windows 2K, 2K3, XP, Vista
- Handheld computers
- Microchips everywhere and in everything
- Broadband
- Wireless
- Blackberry
- iPod
- Blog
- GPS
- Picture/video/TV phones
- Video conferencing
- Instant Messaging
- Memory sticks / thumb drives



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Generational Differences Related to IT

- There are generational differences in the workplace because each one has:
 - its own idiosyncrasies
 - different needs
 - different attitudes toward the other generations
 - different attitudes toward technology
- Or do they?
- So how do we train people with technology in an increasingly technical workplace? Although the focus is not on recruiting and retaining people in this presentation, they all go hand in hand.

Traditionalists: Born before 1946

- Grew up without what we would call modern technology
- Learned technology after 20+ years in the workforce
- Generally viewed as hard working, dependable, and financially conservative
- Like/need structure; generally resistant to change
- Slower to accept new technology
- Where's my typewriter?!!!
- Need to be taught technology
- Same job, same employer their entire life
- "12:00" is flashing on all their VCRs

Boomers: Born 1946 - 1964

- Represent majority of the workforce today (80 million represent one-third of nations population)
- Fiercely competitive
- Loyal to their employer
- Avoid making waves
- Idealistic, optimistic, and driven
- All but invented the 60-hour workweek
- Prefer structure, routines
- Prefer face-to-face, process oriented meetings
- Auditory and visual learners
- Learned technology after schooling
- Love-hate relationship with technology

Generation X: Born 1965 - 1985

- Technologically savvy
- Skeptical and independent
- Reluctant to rely on institutions for security
- Resistant to structure
- Meetings are a waste of time
- Resist structured technology training
- Tactile learners
- Value flexible work schedules
- Eager to learn, but always questioning things
- Have seen corporate downsizing and reorganizing
- Much less loyal than the prior two and have changed jobs multiple times

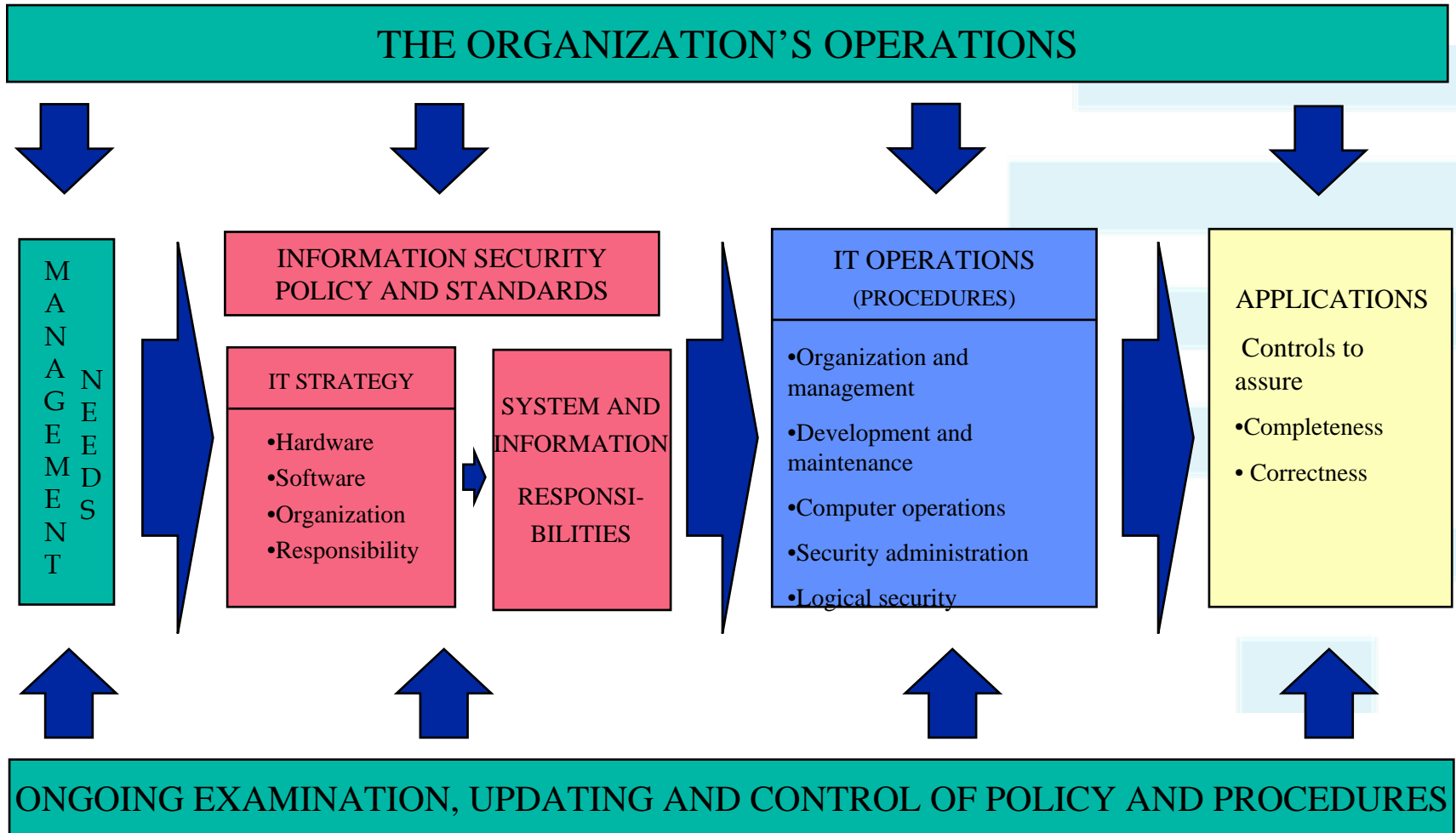
Generation Y: Born after 1985

- Exposed to technology from an early age – technology taught in elementary and middle school
- Just entering the work force
- Very comfortable with technology
- Communicate via IM more than any other generation
- Know they will change employers often throughout their career
- Don't expect employer loyalty
- Risk takers
- Value flexible work schedules
- Tactile learners
- "Manuals? They are for old folks."

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Efficient and Effective IT

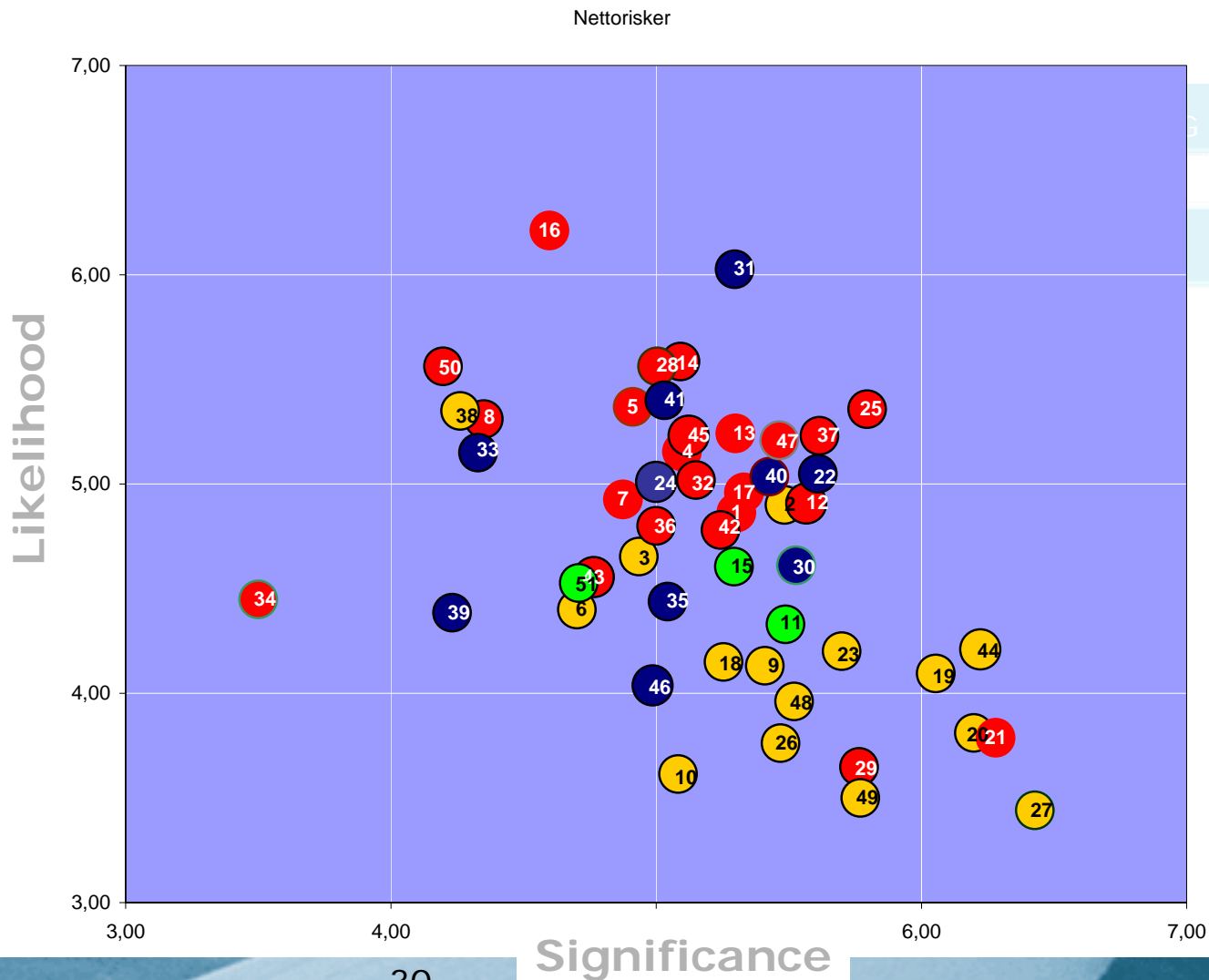


IT Risks and Opportunities

1	Risk Management	27	Data integrity Ladok (student admission and documentation system)
2	Insufficient information available for IT decisions	28	Student essay "cheating"
3	High level IT Policies	29	Financial system (Agresso, Raindance etc)
4	System/process owners capabilities to define requirements and acquire IT system and resources	30	Internet Image and Content
5	Compliance to internal policies/decisions	31	Internationalization
6	Project Management	32	IT Strategy
7	Integration between administrative systems	33	Academic freedom
8	Data storage/management	34	Macintosh computers
9	IT is not in alignment with the universities long term plan	35	Help-desk
10	Regulatory Compliance	36	Information overflow
11	IT coordination resources/skills (central IT, faculty, department)	37	Telephones
12	Skills IT personnel	38	Theft of hardware
13	End user skills (students, teachers, administration)	39	Software license management
14	Teachers do not utilize existing IT infrastructure	40	Roles and responsibilities IT
15	IT as and competitive advantage for recruiting/research	41	Payroll/HR system
16	Spam	42	System/Information Ownership
17	Distance learning (E-learning)	43	Email
18	Standardization	44	Back-up management
19	Availability critical systems	45	IT costs to high or incorrect allocated
20	Availability administrative systems	46	Tools for financial follow-up
21	Disaster - Business Continuity & Disaster Recovery	47	Security administration
22	Formalized procedures	48	Outsourcing/vendor management
23	Information security	49	Security flaws Microsoft products
24	Journal registration/management	50	In-house developed systems
25	Dependency to key individuals	51	Single sign-on
26	Educational support systems		

Net Risks

●	Potential Risk
●	Opportunity
●	Risk and Opportunity
●	Some risk mitigation in place



Key IT Risks/Opportunities

RISKS

- Data integrity core systems
- Availability phone systems
- Availability research systems
- IT roles & responsibilities
- Compliance to internal policies/ decisions
- Employee skills central and local IT (faculty/department)
- End user skills (students, teachers, administration)
- Teachers do not use IT infrastructure

OPPORTUNITIES

- Cooperation IT: Central/faculty/ department IT
- **Student Portals (the self administrated student)**

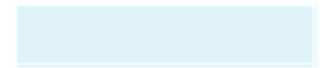
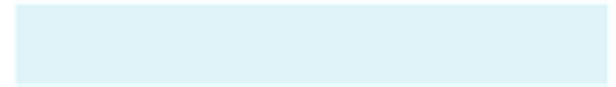
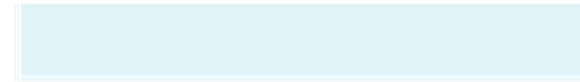
Business Needs for IT Training

- Need to start with a top down approach
 - Overall Business Strategy/Objectives
 - IT Strategy
 - Infrastructure
 - Applications
 - ERP systems
 - Portals
 - Microsoft
 - Etc.
 - Infrastructure – focused more on your IT professionals
 - Applications – focused more for end users
 - Need to have a formal job descriptions based on tasks, duties, technical computer skills required, etc.
- Need to Perform Gap Assessment

Business Needs for IT Training

Gap Assessment

- What is it?
- How do you perform one?
- Results from assessment



Business Needs for IT Training

- Develop Training Plan
 - Broken down by:
 - Common Training (Excel, Word, Email, Internet Explorer etc.)
 - Specific Training (Peoplesoft, Oracle, Lawson, HTE, etc.)
 - Adjust training for generational issues (we will talk about these next!)
 - Costs
 - Effectiveness
 - Delivery

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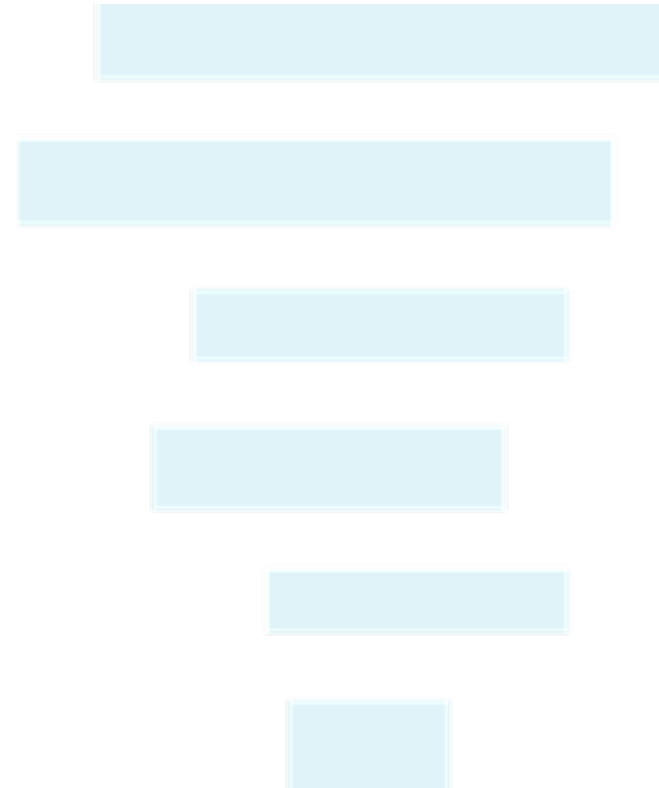
Types of Technology

- Email
- Word processing
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Types of Technology

- Email
- Word processing
- Spreadsheets
- Internet
- PowerPoint / presentations
- Database systems
- Safety systems
- Core systems
 - Imaging
 - Inventory
 - Accounting
 - Payroll / HR / Personnel



Training – Delivery Methods

Delivery Method	Advantages	Disadvantages
On The Job Training / Mentoring	One on One	One on One
Manuals/ Books	Cheap	Boring / Time Consuming
Lecture/Classroom/Hands On	Manage information Content	Must be there
VCR Tapes	Can be used in large groups	Purchase / rent, get out of date
PowerPoint	Reach a large number of employees	No Detail
eLearning (electronic technology)	Multiple delivery methods, reach large number of people. Can track progress Learner focused Anytime Anywhere	Difficult to judge effectiveness. Quality issues.
CD-ROM	Holds a lot of content can be easily distributed	Must physically create disks and distribute
Computer based	Reach a large number of employees, Specific topics	Training material can become outdated
PowerPoint with sound	Use written and verbal	One way no questions
Webinar	Can be interactive and can control content	Usually doing something else at same time
On-line/Intranet/Internet	Reach a large group at a reduced cost per person.	Difficult to judge effectiveness

Training Cost / Effectiveness

Training Method	Cost	Effectiveness
On The Job Training / Mentoring	\$\$\$	High
Manuals/ Books	\$	Low
Lecture/Classroom/Hands On	\$\$\$	Medium
VCR Tapes	\$\$\$	Medium
PowerPoint	\$	Low
eLearning (electronic technology)		
CD-ROM	\$\$	Low
Computer based	\$	Medium
PowerPoint with sound	\$	Medium
Webinar	\$	Medium
On-line/Intranet	\$	Medium

Training Styles – Silent Generation

- Prefer Instructor Led
- Use a leisurely even pace
- Use telling, text oriented methods
- Focus on the content
- Take a linear approach
- Employ a prudent amount of fun
- Need technology training

Training Styles – Baby Boomers

- Also Prefer Instructor Led
- Getting more comfortable with eLearning
- Web based, webinars
- Semi-technology knowledgeable

Training Styles – Generation X and Y'ers

- Pick up the pace
- Increase interaction
- Link to the Learner
- Offer options
- Make learning fun
- Requires less technology training
- Needs more process training and how things fit together
- Keep them interested and learning
- Coach social skills
- Mentoring and OJT

Training a Mix of Generations

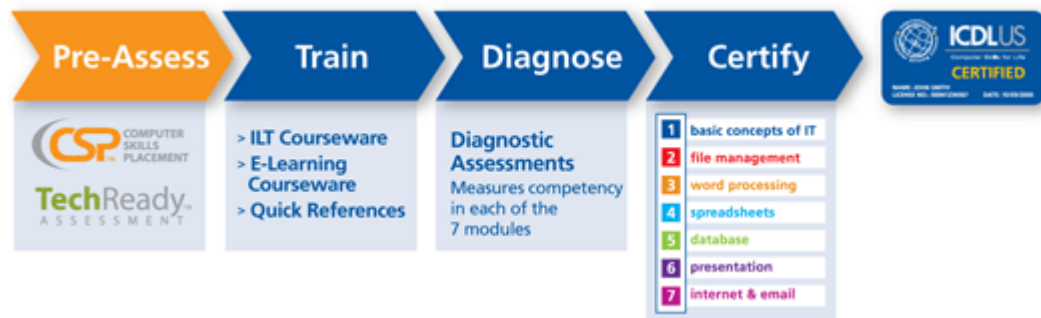
- A variety of techniques and approaches will be needed to fully engage.
- Flexibility and willingness to adapt as you go.
- Have available the repertoire of techniques, games, and activities.
- Provide cross generation awareness.

Other Training Items

- Policies and Procedures (acceptable use and confidentiality agreement)
- Security Awareness
- Cross Training (key positions)
- Training plan for each person (based on job description and skills necessary)
- Tracking of training and costs
- Can be beneficial for other needs within organization

Training - Trends

- Certifications
 - International Computer Driving License



- Other

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Conclusion

Training needs to be:

- On-going
- Take a fresh approach (think outside the box; it is no longer “one size fits all”)
- Effective training can lead to:
 - Better retention
 - Better productivity
 - Less mistakes / less stress
 - Higher job satisfaction
 - Promotional opportunities
 - Short term assignments



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Questions?

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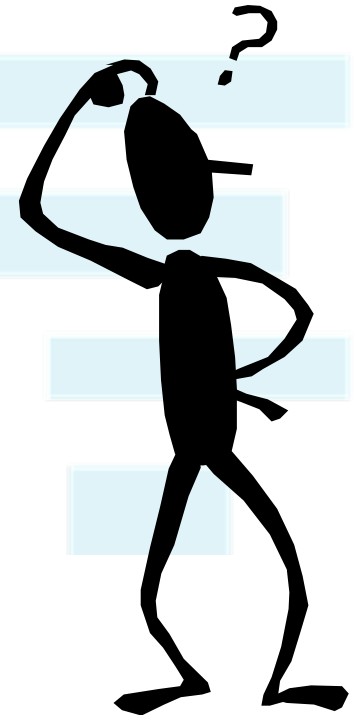
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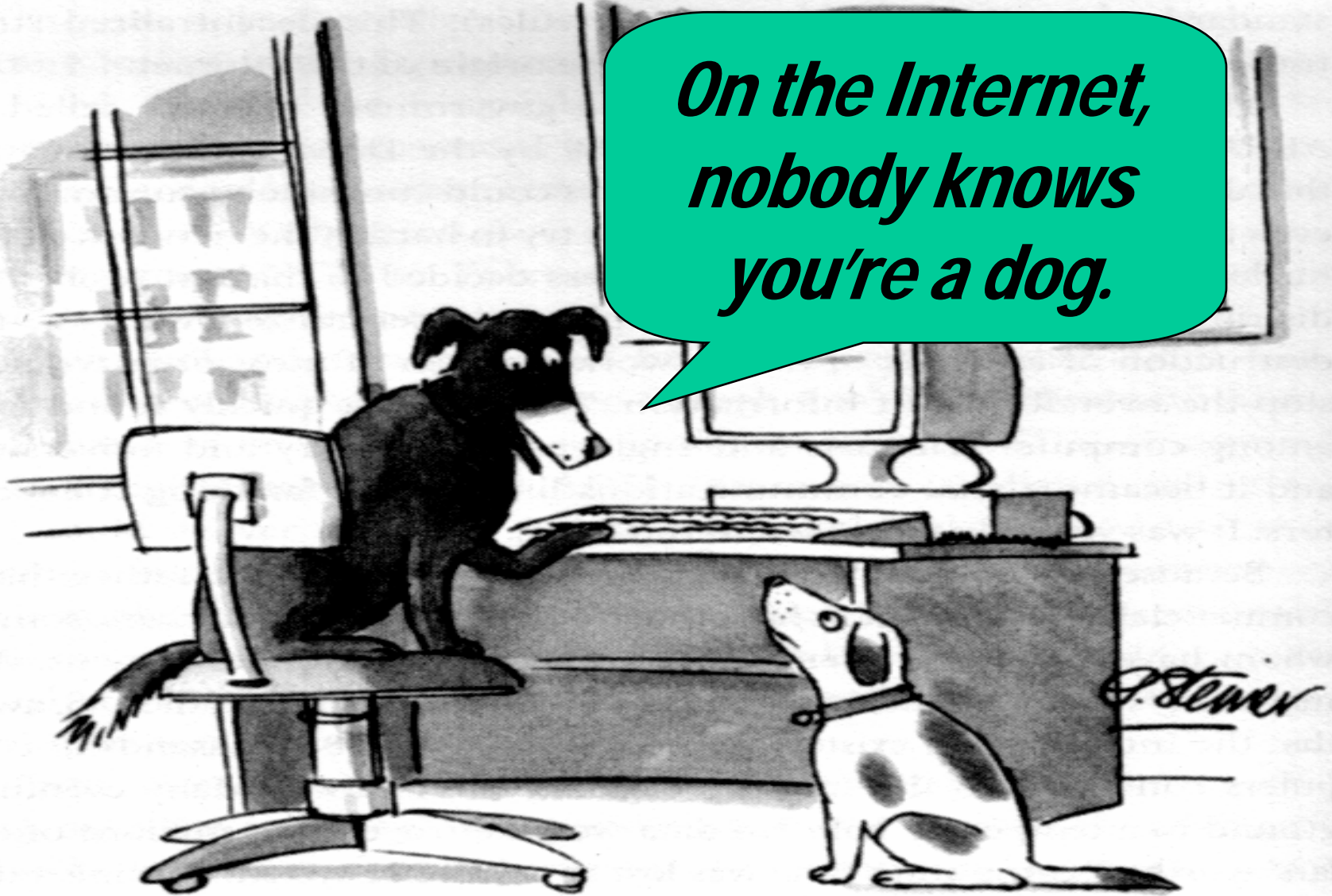
813-832-6672

X9103 for Richard

X9101 for Johan

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"On the Internet, nobody knows you're a dog."