VitalSmarts research show generational tensions are pervasive in corporate America. Specifically, more than 1 in 3 people waste 5 or more hours each week (12% of their work week) due to chronic, unaddressed conflict between colleagues of different generations.

The two generations who struggle to get along the most are Baby Boomers (49 – 67 years old) and Millennials (13 – 33 years old). When they do work together, they experience:

- Dismissal of past experience
- Lack of discipline and focus
- Lack of respect
- Resistance to change or unwillingness to innovate

But conflict is not isolated to just Baby Boomers and Millennials. Each age group harbors resentment for their colleagues. Specifically:

**Baby Boomers** complain that Gen Xers (34 – 48 years old) and Millennials lack discipline, focus, and are distracted. They also think Millennials lack commitment.

**Gen Xers** complain that Baby Boomers display resistant/dogmatic thinking and are sexist, defensive, incompetent, resistant to change, and lack creativity. They believe that Millennials are arrogant.

**Millennials** complain that Baby Boomers display resistant/dogmatic thinking, and are sexist, defensive, insensitive, slow to respond, resistant to change, incompetent, and lack creativity. They also believe Gen Xers have poor problem-solving skills and are slow to respond.

And on top of the resentment, there is a surprising level of incompetence among all generations to resolve concerns. Across all generations, 1 in 4 people admit to avoiding conflict with colleagues of a different age. Other trends include:

- Younger generations hesitate to hold older generations accountable.
- Millennials are the least confident in their ability to handle a difficult conversation.
- Older generations admit to losing their temper more easily. More than 1 in 4 say they became frustrated, upset or angry during a difficult conversation.

**KEY RESULTS**

1 in 3 people waste 12% of their work week due to chronic, unaddressed conflict between colleagues of different generations.

1 in 4 people admit to avoiding conflict with colleagues of a different age.