

Kaitlyn Zintel

BIT 140-YO7

Professor Carnegie

October 27, 2025

Generational Differences

With technology changing the workplace as precipitously as ever, it is as important as it's ever been to work together. Today, five generations are in the workforce at the same time. In the article titled “Tomorrow’s Workforce Changed Yesterday – Now What For Businesses That Want To Be Future-Ready?” from the World Economic Forum, Janet Trucale, Global Chair and Chief Executive Officer at EY outlines how best to tap into the collective strengths of the age-diverse workforce. In this essay I will summarize the article.

Trucale starts by acknowledging our current circumstances. She cites the “wider geopolitical disruption and economic instability we are currently experiencing” as an atmospheric element that affects all generations. (Trucale, 2025) She says that to know the future of your business means to know the people who are facilitating it. Trucale uses an infographic to help clarify the generational categories of Boomers, Gen X, Millennials, Gen Z and Gen Alpha and their ages alongside major historical events. Then Trucale highlights the importance of Gen Z as a major driving force because of their tech savvyness. She goes on to list and elaborate on three strategies for leading the multigenerational workforce.

Trucale says “Leaders can start with three essential actions to address the evolving needs of the workforce and benefit from the rich diversity this moment in time offers.” (Trucale, 2025) She lists encouraging collaboration, the critical importance of continuing education (called “upskilling”), and continuing to center people during this tech-driven time. One example she

gives for encouraging collaboration is “letting go of biased generational stereotypes and accepting that each generation brings new ways of thinking.” (Trucale, 2025) Trucale says that upskilling is crucial as AI rapidly becomes an industry driver for change, and that centering people will help us to maintain “empathy, ethics and critical problem-solving,” which only people can provide. (Trucale, 2025)

A productive mindset is a good foundation for business success. Supporting and enhancing generational differences shifts the generation conversation from focussing on differences to focussing on collaboration. Janet Trucale’s article “Tomorrow’s Workforce Changed Yesterday – Now What For Businesses That Want To Be Future-Ready?” says that collaboration, upskilling and centering people is vital to the health of businesses under the omnipresence of technology.

References

Truncale, J. (2025, January 17). *Tomorrow's Workforce Changed Yesterday – Now What For*

Businesses That Want To Be Future-Ready? World Economic Forum.

<https://www.weforum.org/stories/2025/01/workforce-change-future-ready-businesses/#:~:text=Generational%20divides%20can%20emerge%20as,and%20that's%20what%20humans%20bring>.