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**PROGRAM MATERIALS**

**Program #35116**

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## **Understanding Generations and Generational Biases and Generational Strengths in the Legal Workplace**

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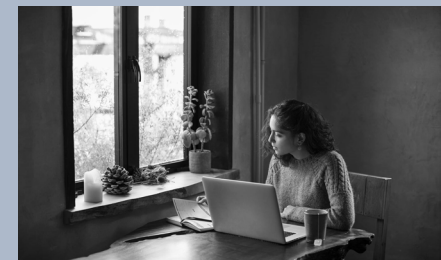
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# UNDERSTANDING GENERATIONS AND GENERATIONAL BIASES AND GENERATIONAL STRENGTHS IN THE LEGAL WORKPLACE

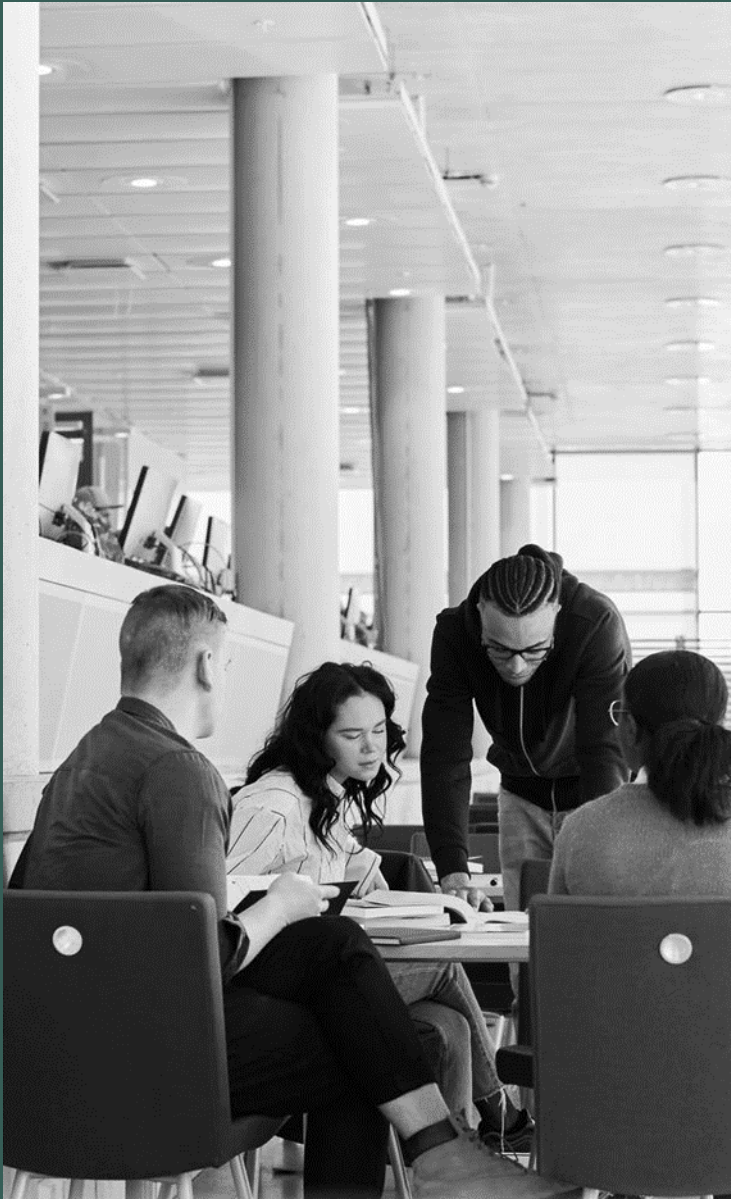


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# AGENDA

- DISCUSS KEY GENERATIONAL GROUPS
- DEFINING, RECOGNIZING AND CHALLENGING BIASES
- IMPACT OF GENERATIONAL BIASES
- TOOLS TO IMPROVE AND WORK ACROSS GENERATIONS



# GENERATIONAL GROUPS & THEIR VALUES & BELIEFS

There are 5 generations currently in the workplace.





**SILENT GENERATION 1928-1945**

# THE SILENT GENERATION: VALUES

Loyalty

Respect for  
Authority

Traditional

Dedicated

Hard Work/  
Discipline

**Smallest of the work groups**

# BABY BOOMERS

AKA, "Me Generation"

**79.9 MILLION**  
BABY BOOMERS  
IN THE U.S.

*By the Numbers:*



**LABOR  
FORCE**

REPRESENTS **29%** OF  
THE LABOR FORCE



**FINANCIAL  
ASSETS**

OWNS **63%** OF  
ALL U.S. FINANCIAL ASSETS



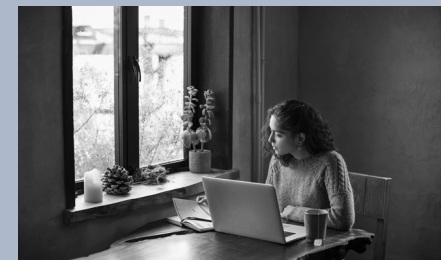
**MARKETING  
DOLLARS**

ONLY **10%** OF ALL MARKETING  
DOLLARS TARGETS THIS GROUP

**BOOMERS HAVE MORE DISPOSABLE INCOME THAN ANY OTHER GENERATIONAL GROUP!**

# BABY BOOMERS

**1946-1964**



# CHARACTERISTICS

- STRONG WORK ETHIC/DEDICATION
- PERSONAL ACHIEVEMENT
- SELF-RELIANCE/INDIVIDUALISM
- OPTIMISM-WITH HARD WORK
- FAMILY
- CONSUMERISM
- DISCIPLINE AND SELF-SACRIFICE
- RESPONSIBILITY AND ACCOUNTABILITY



**“SANDWICH  
GENERATION”**

Gen X

**THE  
FORGOTTEN  
GENERATION**

1965-1980



“LATCHKEY”  
GENERATION

Independence

SELF-RELIANCE

PRAGMATISM

NEED FOR STABILITY &  
SAFETY

DEPENDABILITY  
ADAPTABILITY  
OVERLOOKED

RESPECT IS EARNED

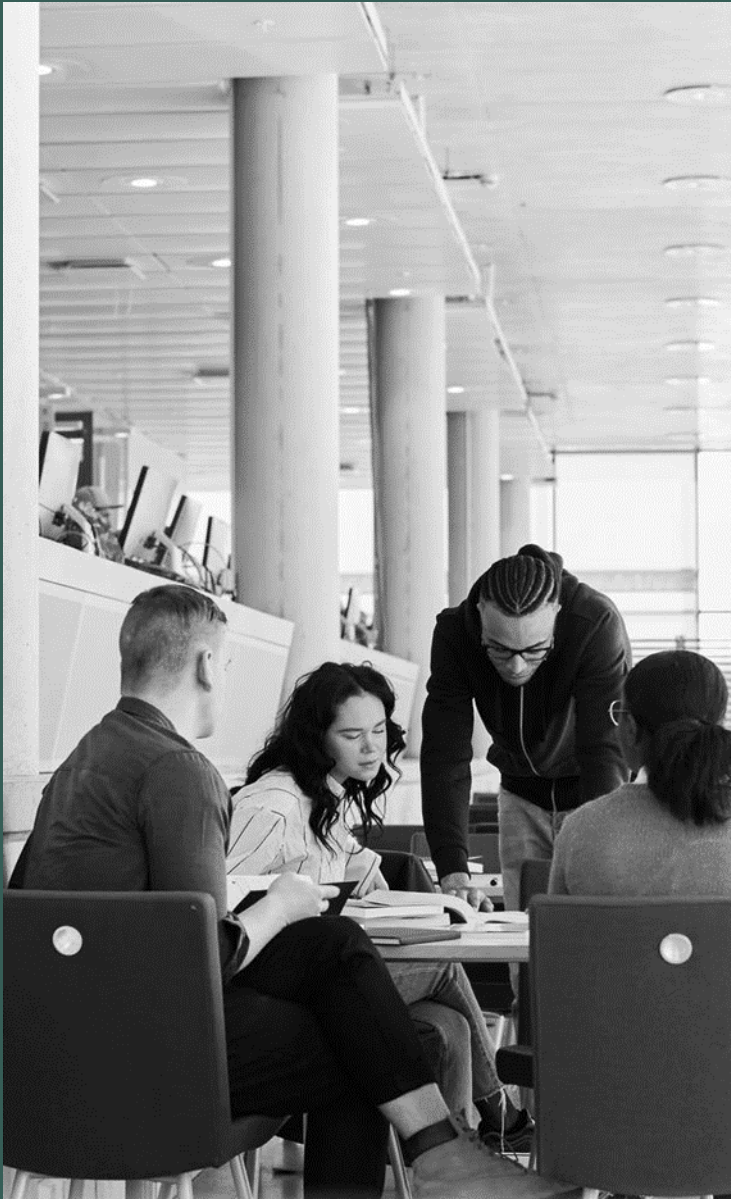
“Figure it out yourself”

CLEAR  
COMMUNICATION



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## Millennials 1981-1996



# MILLENNIAL VALUES & BELIEFS

- Purpose driven living
- Collaboration
- Flexibility and Freedom
- Continuous learning and growth
- Transparency and Accountability
- Social Responsibility

# GEN Z

1997-2012





Work: aligned with values

DIVERSITY, EQUALITY &  
INCLUSION

FLEXIBILITY

AUTHENTICITY &  
TRANSPARENCY

FLUIDITY IN IDENTITY &  
ROLES

GLOBAL CITIZENSHIP

Mental health

# Importance of Generations in the workplace



# BIASES

We are all biased, it is  
how our brains work  
What exactly are  
they?

# IMPLICIT BIASES

# HOW BIASES SHOW UP IN THE WORKPLACE



# Generations & Stereotypes

# DECISION MAKING IN HIRING AND PROMOTION

MISJUDGING/PREJUDGING  
WORK ETHIC

OR LOYALTY

TECHNOLOGICAL  
PROFICIENCY

AGE DISCRIMINATION



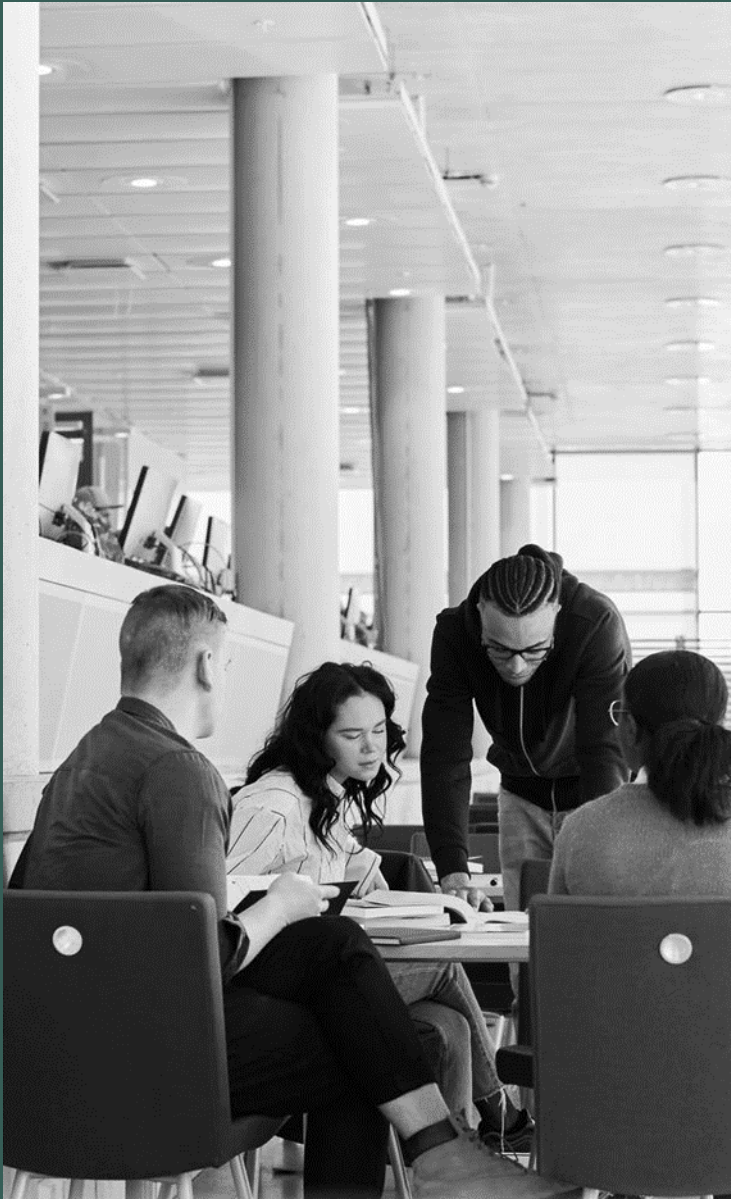
# CLIENT INTERACTIONS

Assumptions About Competence or Credibility

Communication style clashes

Rapport Building

Generational beliefs about justice, fairness, mental health



## WORKPLACE DYNAMICS

Attitudes towards authority/hierarchy

- Leadership styles
- Importance

Views on diversity, equity and inclusion (DEI)

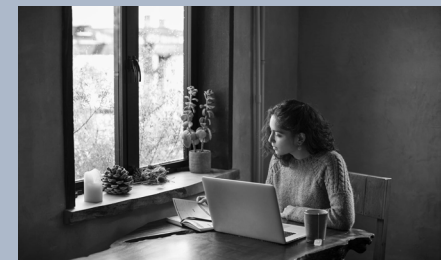
Mentorship and career development

- Traditional view versus reciprocal
- Expectation about feedback

Collaboration versus independence

Flexibility to change

Social norms and professional boundaries



# ATTITUDES ABOUT WORK ETHIC AND EXPECTATIONS

- LOYALTY TO COMPANY
- EXPECTATIONS OF FLEXIBILITY/BENEFITS
  - Hybrid working
  - Part-time work
- EXPECTATION OF HOURS YOU NEED TO WORK



# COMMUNICATION

## Role of social media

- Marketing

- Information availability

## Role of technology

- Preferred method of communication

- Knowledge of latest technologies

## Language used/vocabulary

- Words/slang that other generations may not be familiar with

- Tone misinterpretation, how casual communication is

## Feedback Styles

- Formal versus informal

# APPEARANCE

- CLOTHING/FLEXIBLE
- TATTOOS AND PIERCINGS
- HAIR COLOR

Gen Z:  
1996-2015



Millennials:  
1980-1995



Gen X:  
1961-1979



Baby Boomers:  
1945-1960



## Ways to improve relations across generations

- Awareness and Acknowledgement of biases
  - Understand the worldviews of different generations based on their life experiences.
  - Be comfortable explaining your viewpoint based on your generational experience
- Open communication
  - Ask if you don't know/understand
  - Be clear about what you are asking or needing
- Being open to others' thoughts/experiences and being flexible
  - Expand your experiences
  - Be open to changes that may help others
- Mentorship



THANK YOU!

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