

WHAT'S New

POLL



23%

OF PEOPLE 50 TO 64 WHO ARE OVERWEIGHT THINK THEY ARE NORMAL WEIGHT.

Source: Harris Interactive



THE RIGHT STAFF
Employees at the Village Market in Wilton, Connecticut, range from teens to people 70-plus.

Trends

My Coworker Is Just a Kid!

How to excel in the most age-diverse workforce in history

BY LAURA DAILY PHOTOGRAPH BY ERIN PATRICE O'BRIEN

For the first time since 1948, as older workers delay retirement because of the recession, Americans age 65 and up outnumber teens in the workforce. That means four generations are working together—which can cause age-related workplace angst. Take Mary Sue Wildman: When a 20-something manager was hired in her department at The Broadmoor, a resort in Colorado Springs, the veteran concierge had concerns. “I worried that a lack of life experience or maturity might lead to poor decisions for the team,” says Wildman, 65, whose colleagues range from

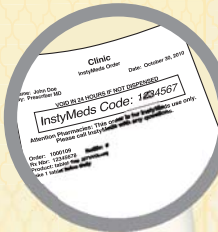
college students to people 70-plus.

To defuse generational conflicts before they happen, The Broadmoor and companies like it are teaching supervisors how to manage multiple age groups. A key part of that training is workshops, which cover topics such as how to give constructive feedback and why you needn't call your boss "sir." Workers must reject common myths to perform well, explains David Stillman, cofounder of the training company Bridge-Works, which has offices in San Francisco and Minneapolis. "One myth is that the oldest generation doesn't want to change," he says. "But they've gone from World War II to the World Wide Web. You can't tell me they don't change." Adds Bill Novelli, the former CEO of AARP, now a professor at Georgetown's McDonough School of Business, and coauthor of *Managing the Older Worker*: "Another myth is that workers 50-plus don't perform as well as younger ones. In truth, they do just as well if not better in problem solving, adaptability, accuracy, and reliability."

Even when you're capable, it can be tough to work with and for some "kids," who—to your mind, anyway—act entitled and obsess over their smartphones. (See? Stereotypes go both ways.) But if you embrace differences, you win. For instance, Wildman says her jitters were unfounded and her boss works well with the staff. Stillman and Novelli believe each age group has unique talents: The Silent Generation has wisdom, boomers bring optimism, Gen X offers a healthy dose of skepticism, and Gen Y brings a collaborative attitude. Says Stillman: "That's one awesome team." ■

Meds Only—Hold the Chips

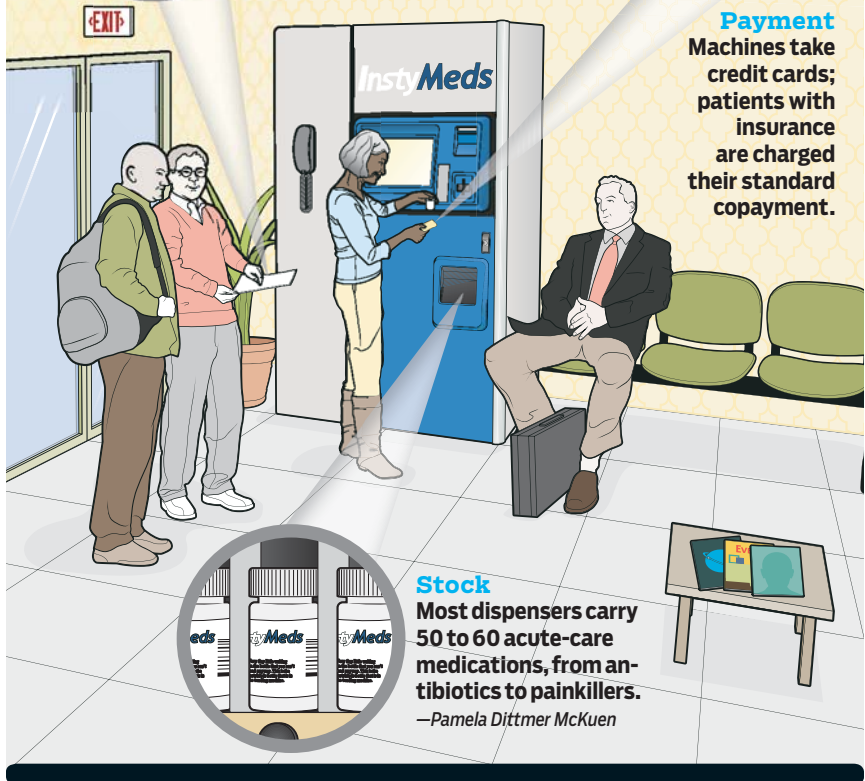
Vending machines now offer more than M&M's. With InstyMeds (instymeds.com), convenient ATM-like dispensers provide prescriptions. Machines are in 24 states, mainly in ERs. "When you're hurting, you don't want to wait," says patient Mary Sliga, 59, of Glendale Heights, Illinois.



Security
Docs enter prescriptions into a computer and issue vouchers. Patients enter voucher codes to receive meds.



Payment
Machines take credit cards; patients with insurance are charged their standard copayment.



Stock
Most dispensers carry 50 to 60 acute-care medications, from antibiotics to painkillers.
—Pamela Dittmer McKuen



Ah, youth! Sometimes We Don't Miss It

Teenage Teething

Thanks to popular vampire tales, **young people are biting each other—and even drawing blood.** They say punctures show affection. But human bites can cause hard-to-treat infections, reports NIH. And, in rare cases, bites may transmit blood-borne diseases, including HIV and hepatitis. —Leslie Quander Wooldridge