

Bridging the Generational Gap with Social Collaboration

Presented by:

Graham Gardner | Ryan Felkel

Agenda

Time	Agenda Item
1:00 p.m.	Announcements & Instructions
1:10 p.m.	Presentation Begins
1:40 p.m.	Questions
1:50 p.m.	Presentation Concludes

Full Sail Partners AT A GLANCE

- **Deltek & Client Feedback Tool Premier Partner**
- Deliver “**project-focused**” solutions:
 - Business consulting
 - Technology solutions
 - System implementation
 - Software training
 - Application hosting
 - Data migration
- **1000+** clients nationwide
- Deltek Project Excellence Winner
- **25** employees



Sarah Gonnella
VP of Marketing & Sales



Wendy Gustafson
General Manager, VP



Kevin O'Connor
Corporate Counsel & Advisor



Wes Renfro
VP of IT



Scott Seal
VP of Consulting

Full Sail Partners

RESOURCES

Webinars/Events

- **Sept 25th** | Deltek's Consulting Series: The Profitable Project
- **Sept 30th** | How to Avoid and Overcome Client Communication Pitfalls
- **Nov 3-6th** | Deltek Insight
- **Past Webinars:**
<http://www.fullsailpartners.com/resources/archive/>

Full Sail Partners

RESOURCES

Whitepapers & Publications

- Whitepaper: Thinking Out Cloud
- Empowering Client Feedback to Fuel Profits
- Full Sail Partners Selected to Accounting Today's 2015 Top VAR List
- Mine Your Own Business – Advanced Marketing Budgeting with Deltek Vision
- 9 Deadly Sins Owners of Consulting Firms Make
- Take the Virtual Tour: Deltek Touch Time and Expense Application
- Understanding How Deltek Vision Utilizes FILESTREAM and TDM

Whitepapers: <http://www.fullsailpartners.com/resources/whitepapers/>

Blogs: <http://www.fullsailpartners.com/FSPblog/>



Thinking Out Cloud

- Is the cloud right for my firm?
 - Maybe? Maybe not?
- Why are firms considering the cloud?
 - Looking to add CRM or Resource Planning
 - Less expensive than managing IT internally
 - Not on the latest version
 - Not utilizing new features
 - Right size firm
- What is the difference between Deltek cloud and Full Sail Partners hosting services?
 - Similar benefits, but cost analysis will dictate which makes more sense
- What size firms utilize the cloud for Vision?
 - 10 – 1000

Featured Firm

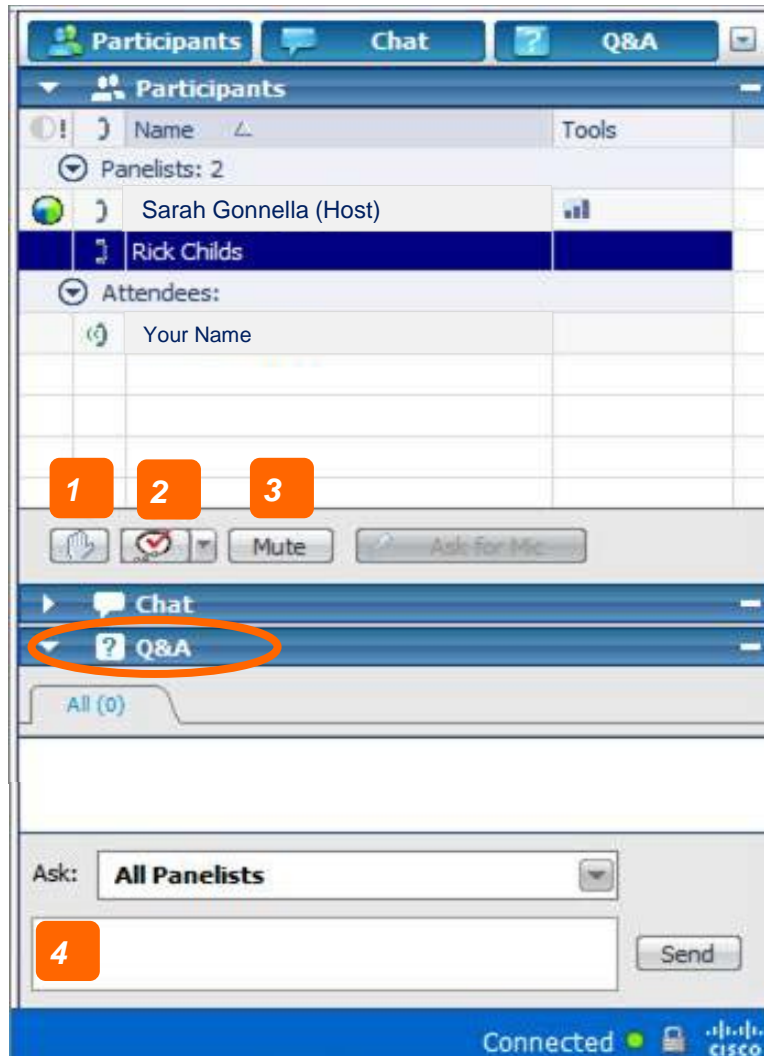
Fitzpatrick Engineering Group

was looking at ways to manage data about their customers and project pursuits. The results of the cost analysis found significant savings over a five year period if Fitzpatrick Engineering Group switched to a Deltek Cloud hosted solution

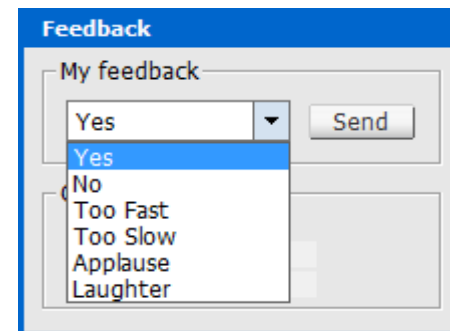
ROI Calculator

[www.fullsailpartners.com/
services/deltek-vision-
application-hosting/](http://www.fullsailpartners.com/services/deltek-vision-application-hosting/)

WebEx Instructions



1. **Raise Hand** (be sure to click again to remove raised hand or feedback information)
2. **Feedback Tool** (use for yes/no questions or to provide the speaker feedback.)



3. **Mute** (mute yourself when you need to talk to someone in your office or put the line on hold)
4. **Q&A** (Type in the Q&A dialogue box [Not Chat] to ask a question. Be sure to choose All Panelist)

MAY 20, 2013

Obama's New Boss / Syria
face-off McCain vs. Brzezinski **PLUS:** Summer's
best movies & more

TIME

THE ME ME ME GENERATION

Millennials are lazy, entitled narcissists
who still live with their parents

Why they'll save us all

BY JOEL STEIN



time.com

It All Started with an Observation



It All Started with an Observation

The **Baader-Meinhof Phenomenon** occurs when a person, after having learned or observed something (usually obscure) for the first time and encounters that item again, perhaps several times, shortly after having learned it.



Meet the Generations

GEN Z
1996 - 2010



MILLENNIALS
1980 - 95



GEN X
1965 - 79



BABY BOOMERS
1946 - 64





Baby Boomers – Culture Changers

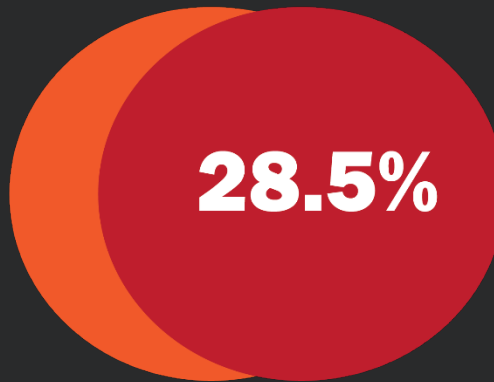


Signature Tech Device



Television

Percentage of Workforce



Workplace Expectations



Career Driven

Gen X – The Bridge Generation

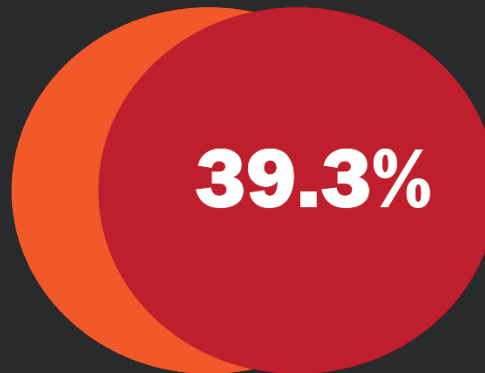


Signature Tech Device



Personal Computer

Percentage of Workforce



Workplace Expectations

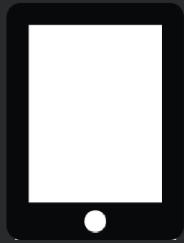


Work Smarter, Not Harder

Millennials – The Tenacious Generation

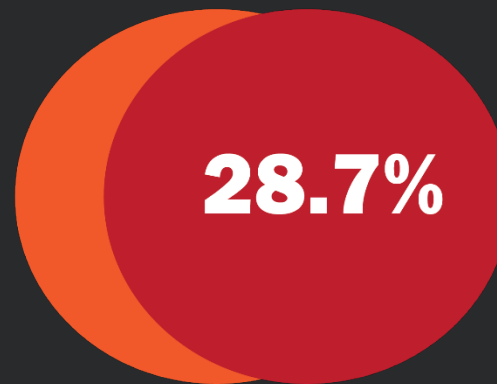


Signature Tech Device



Mobile Tech

Percentage of Workforce



Workplace Expectations



Ambitious

Gen Z- The Up and Comers

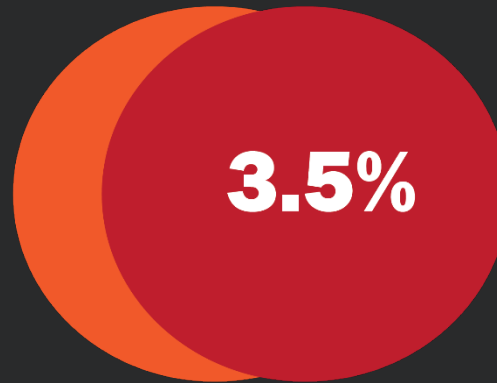


Signature Tech Device



Cloud Computing

Percentage of Workforce



Workplace Expectations



Entrepreneurial



What does all this talk about generations have to do with knowledge sharing?

Bridging the gap between generations starts with understanding how to communicate effectively to enable knowledge sharing. It also requires making sure information, a.k.a knowledge, is easily accessible.

How Can We Share Knowledge in the Workplace?



Knowledge Sharing and Social Collaboration in the Workplace

- **30%** of total time spent could be reduced by moving communication to a social intranet, freeing up 8% of employees' workweek to focus on more important projects.
- **90%** (est.) of Fortune 500 companies deploy enterprise social networks.
- **90%** of companies using social technologies report some business benefit from using them, such as cost savings due to increased productivity.
- Engaged employees deliver a **5X** higher shareholder return.

Kona: Social Collaboration for the Workplace

- Employee Social Network – connect and communicate with coworkers in a private social network
- Team Collaboration – create spaces for projects to share ideas, files, assign tasks and more



Marketing Campaign
WORK
Owned by Ella Victor



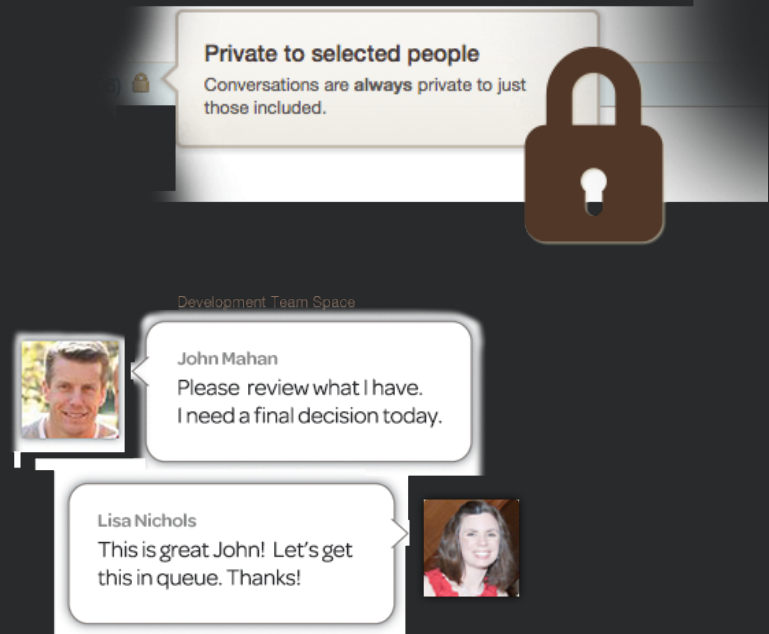
2013 Global Conference
WORK
Owned by Jennifer Grayson



Development Team
WORK
Owned by Jeff Eckerle

Kona: Social Collaboration for the Workplace

- NO IT Required – easily manage members, administrators, spaces, data, and more
- Personal Productivity – empty your inbox and track tasks efficiently



How Can You Use Kona in Your Workplace?





Aloha! Welcome back.

ggardner@fullsailpartners.com

.....

[Forgot password?](#)

☐ Keep me signed in on this computer

Log In

Or log in with these:



Not using Kona yet? [Sign Up](#)

+

Add to Kona

Spaces (23)

Manage | Add | Join

Find spaces

ALL (23)

Full Sail Partners ...

Member Network

Full Sail Partners ...

Full Sail Partners

FSP/QV Website ...

Full Sail Partners

Atlanta CRM User ...

Full Sail Partners

Deltek Partner Pro...

Deltek

Design Workshop ...

Full Sail Partners

FSP Marketing

Full Sail Partners

Just for Me

Kona Business Us...

Deltek

People

My Kona

CONVERSATIONS

TASKS

EVENTS


FILES

Add a conversation

+


ALL HIGHLIGHTS FAVORITES MUTED

Sort




Vision 7.5 EA Feedback Chat Room

Vision 7.5 EA Feedback | Everyone (109)




Project Planning Enhancements

Vision 7.5 EA Feedback | Everyone (109)




New Leads

FSP Part-Time Admin Asst | Everyone (7) | Notes




Email Signature/Outlook Preferences/Branding Guidelines

FSP New Hire Template | 2 people | Notes




Press Release

FSP New Hire Template | 2 people




Requests to Test Touch T&E

Vision 7.5 EA Feedback | Everyone (109)




Instructions for Submitting a Support Case

Vision 7.5 EA Feedback | Everyone (109)




Q3 - 2015 Co-Op Reimbursements Due

Deltek Partner Programs | 91 people | Sep 18 3:00 PM - 4:00 PM



Take a Peek at Deltek iAccess for Vision - On Demand Demo

Deltek Partner Programs | 91 people



Do More with Deltek iAccess - On Demand Webinar

Deltek Partner Programs | 91 people

Reminders

TODAY

Enter or drag in reminder

Follow-up

Jan 20 - Jan 21

Deltek Partner 2015 Sales Kickoff

Deltek Partners, please see attached presentation from Mike Bourgeois 'SE Update...

Jan 20 - Jan 21

Deltek Partner 2015 Sales Kickoff

Follow-up

Mar 12 1:00 PM - 2:00 PM

Resource Planning / Navigator Live De...

Event scheduled

Nov 13, 2014 12:30 PM - 2:00 PM

Consulting Client Lunch at Insight 2014

Follow-up

Jun 17, 2014 1:00 PM - 2:00 PM

Clarity AE Webinar

Follow-up

Jun 17, 2014 1:00 PM - 2:00 PM

Clarity AE Webinar

Q Search Kona

No Thanks

Sarah Gonnella included you on the task
[Headshot](#)
FSP New Hire Template
about 4 hours ago

Press Release 1

Requests to Test Touch T&E 

Instructions for Submitting a S

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+

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Find spaces

ALL (23)

Full Sail Partners ...

Member Network

Full Sail Partners ...

Full Sail Partners

FSP/QV Website ...

Full Sail Partners

Atlanta CRM User ...

Full Sail Partners

Deltek Partner Pro...

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Design Workshop ...

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Atlanta CRM User ...
Full Sail Partners

Deltek Partner Pro...
Deltek

Design Workshop ...
Full Sail Partners

FSP Marketing

Edit space

Chat with members

Favorite

Mark all read

Hide space

My Kona

Search Kona

CONVERSATIONS

TASKS

EVENTS

FILES

Add a conversation

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Navigation

- Info Center
- 31 Calendar/Activities
- Proposals
- Planning
- Transaction Center
- Accounting
- Time & Expense
- Reporting
- Utilities

Kona

+ Add to Kona

Spaces (11)

Manage Add Join

Find spaces

ALL (11)

Full Sail Partners...
Member Network

Children's Hospital
Full Sail Partners

Delttek Partner Pro...
Delttek

FSP
Delttek

FSP Marketing
Full Sail Partners

FSP Part-Time Ad...
Full Sail Partners

Full Sail Partners...
Full Sail Partners

Just for Me

Knowledge Sharin...

People

My Kona

Search Kona

CONVERSATIONS TASKS EVENTS FILES

Add a conversation

ALL HIGHLIGHTS FAVORITES MUTED

Sort

New Leads
✓ FSP Part-Time Admin Asst | Everyone (7) | Notes

Q3 - 2015 Co-Op Reimbursements Due
Delttek Partner Programs | 91 people | Sep 18 3:00 PM - 4:00 PM

Take a Peek at Delttek iAccess for Vision - On Demand Demo
Delttek Partner Programs | 91 people

Do More with Delttek iAccess - On Demand Webinar
Delttek Partner Programs | 91 people

Screenshots for Presentation
Knowledge Sharing and Generati... | 2 people | Aug 28 3:48 PM | 1MB

Review Knowledge Sharing Whitepaper
✓ Knowledge Sharing and Generati... | Everyone (2) | Today | Notes

Graham Gardner
1:1 Chat

Delttek Webinar: Vision SaaS Administrators
Delttek Partner Programs | 91 people | Dec 16 11:00 AM - 12:00 PM

Presentation: Bridging the Generational Gap with Social Collaboration
Knowledge Sharing and Generati... | 2 people | Sep 09 1:00 PM - 2:15 PM

Dept of Labor Stats.xlsx
Knowledge Sharing and Generati... | 1 person | Aug 28 2:23 PM | 13KB

Ryan Felkel

Reminders

TODAY

Enter or drag in reminder

No reminders for today

Knowledge Sharing and Generational Gap

Search Space

- OVERVIEW
- CONVERSATIONS
- TASKS
- EVENTS
- FILES

Announcements

Welcome to the Knowledge Sharing and Generational Gap Space.

4 Active Conversations

- ✓

Review Knowledge Sharing Whitepaper

Everyone (2) | completed Aug 28
- 📅

Presentation: Bridging the Generational Gap with S...

2 people | Sep 09 1:00 PM - 2:15 PM
- 📄

Whitepaper: Bridging the Generational Gap with K...

2 people | Today 2:26 PM | 2MB

White Paper
- 🗨️

Knowledge Sharing and Generational Gap Chat R...

Everyone (3)

See all

0 Tasks at Work

There are currently no tasks at work. + Add task

0 Important Files

There are currently no important files. + Add file

SPACE SUMMARY

Workspace for Knowledge Sharing and Bridging the Gap project.

- 5 conversations
- 1 task
- 1 event
- 16 files
- 2 people

TOP CONTRIBUTORS



UPCOMING

Sep 1 TUE	✓ Review Knowledge Sharing Whitepaper
Sep 9 WED	📅 Presentation: Bridging the Generational Ga...



Full Sail Partners Account
WORK

Owned by Ryan Felkel
Last activity Aug 28 2015

About this space

Space Members (2)
Manage

Find members

- 🗨️

Space Chat Room
- 👤

Graham Gardner
- 👤

Ryan Felkel

Owner

Add to Kona

Spaces (23)
Manage | Add | Join

Find spaces

ALL (23)

📁

Full Sail Partners

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Marketing Content...

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2015 PSMJ A/E/C...

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📁

FSP - Kona White...

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FSP New Hire Te...

Full Sail Partners

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FSP Part-Time Ad...

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📁

Knowledge Sharin...

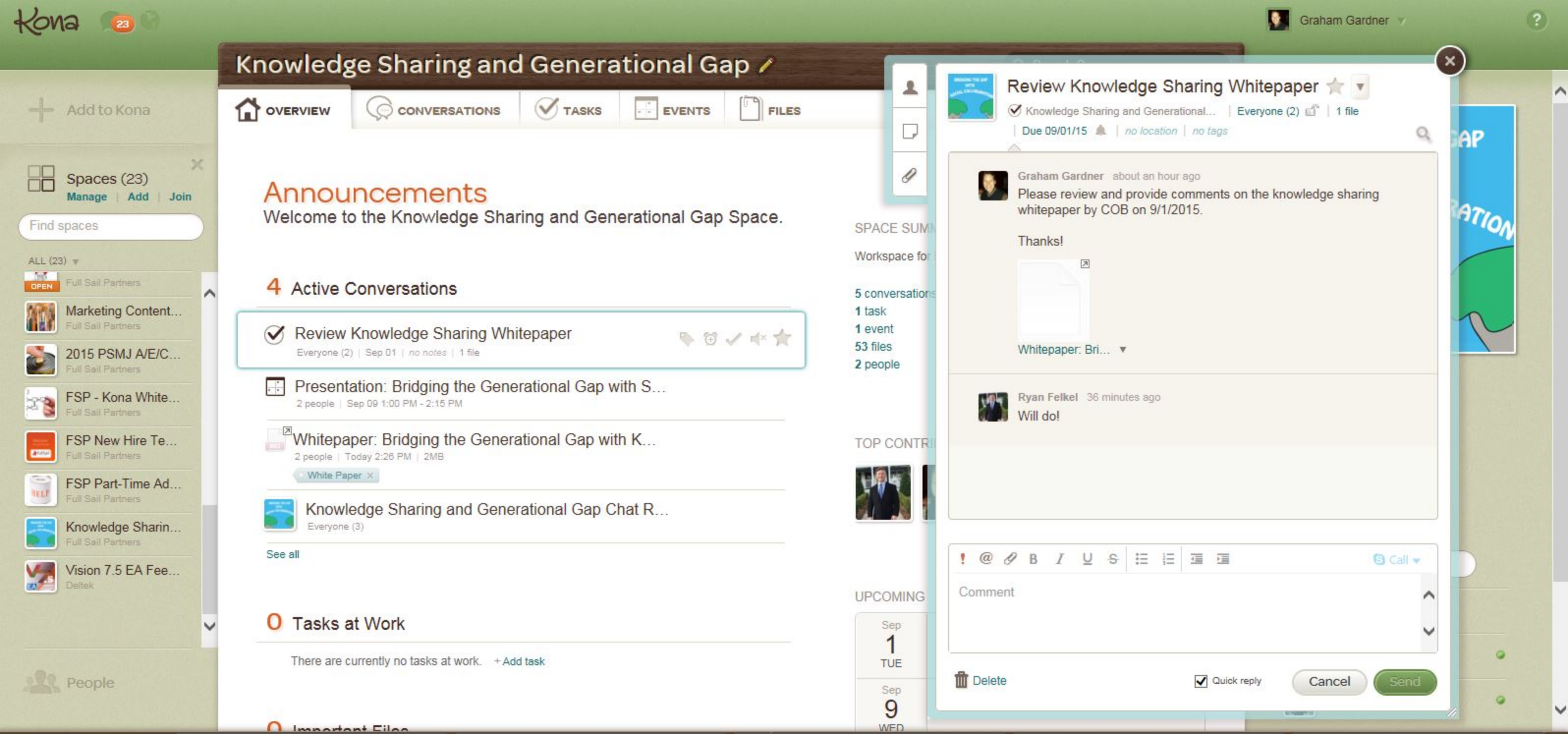
Full Sail Partners

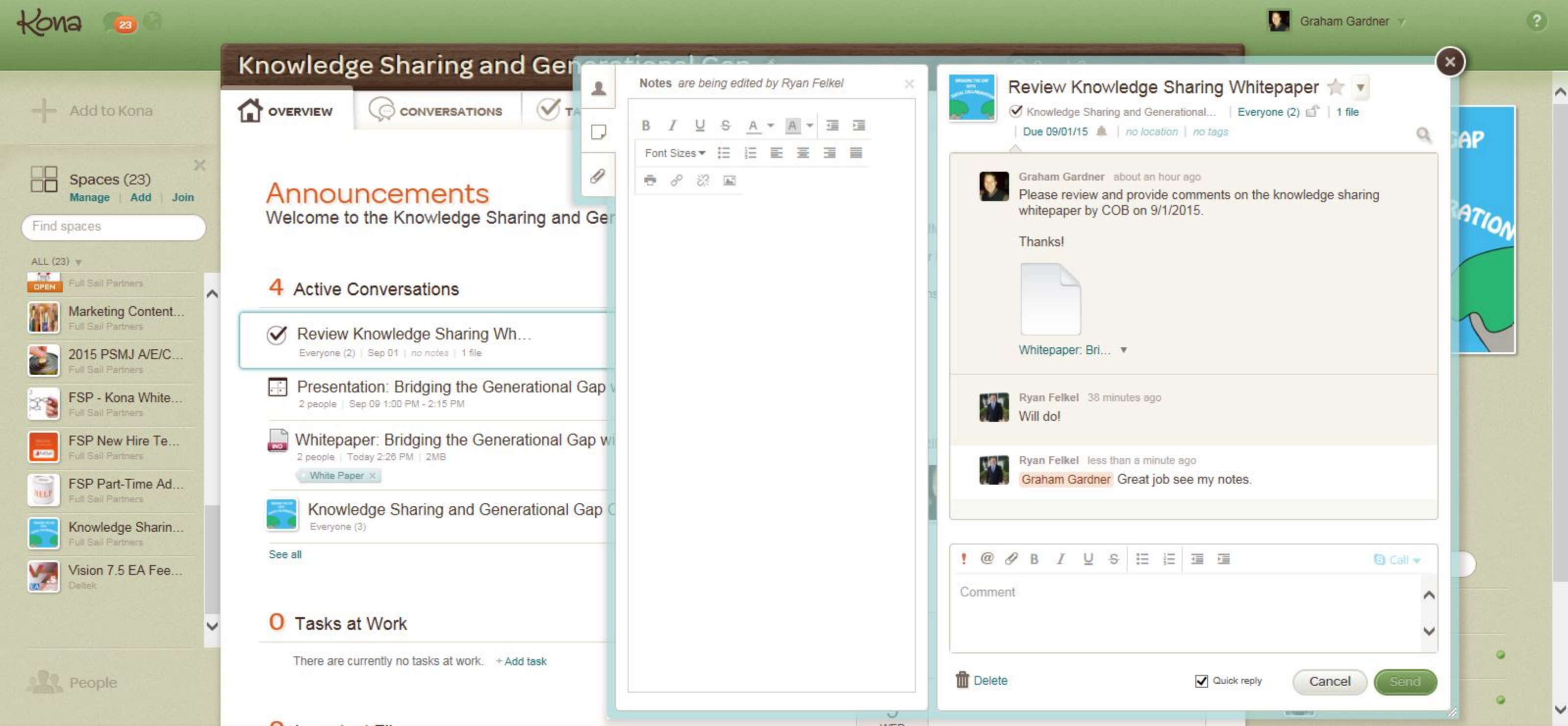
📁

Vision 7.5 EA Fee...

Deltek

People





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Knowledge Sharing and Generati

OVERVIEW

CONVERSATIONS

TASKS

Announcements

Welcome to the Knowledge Sharing and Generational

4 Active Conversations

Review Knowledge Sharing Whitepaper

Everyone (2) | Sep 01 | Notes | 1 file

Presentation: Bridging the Generational Gap with S...

2 people | Sep 08 1:00 PM - 2:15 PM

Whitepaper: Bridging the Generational Gap with K...

2 people | Today 2:26 PM | 2MB

White Paper X

Knowledge Sharing and Generational Gap Chat R...

Everyone (3)

See all

1 Tasks at Work

Review Knowledge Sharing Whitepaper

Everyone (2) | Sep 01 | Notes

See all

Important Files

Notes

B I U S A A

Font Sizes

Print Link Undo Redo

Key to Document:
Yellow highlight are recommended changes.
~~Stikethrough~~ means delete.

8/28/2015

Graham Gardner reviewed Ryan Felkel edits, incorporated changes in document.

Review Knowledge Sharing Whitepaper

Knowledge Sharing and Generational ...

Everyone (2) | 1 file

Due 09/01/15 | no location | no tags

Graham Gardner about an hour ago

Please review and provide comments on the knowledge sharing whitepaper by COB on 9/1/2015.

Thanks!

Whitepaper: Bri...

Ryan Felkel 42 minutes ago

Will do!

Ryan Felkel 5 minutes ago

Graham Gardner Great job see my notes.

Comment

Call

Delete

Quick reply

Cancel

Send

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Search Space

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- CONVERSATIONS
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- EVENTS
- FILES

Add an event

+

MONTH WEEK DAY

Tags Calendars

Today < September 2015 >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1 <div>Review Knowledge...</div>	2	3	4	5
6	7	8	9 <div>1p Presentation: Bridgi...</div>	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10



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 - FSP Part-Time Ad... Full Sail Partners
 - Knowledge Sharin... Full Sail Partners
 - Vision 7.5 EA Fee... Deltek

People

Knowledge Sharing and Generational Gap

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Add an event

MONTH WEEK DAY Tags ▾ Calendars ▾

Today < September 2015 >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1 Review Knowledge...	2	3	4	5
6	7	8 1p Presentation: Bridgi...	9	10	11	12
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6	7	8 1p Presentation: Bridgi...	9	10
13	14	15	16	17
20	21	22	23	24
27	28	29	30	
4	5	6	7	

Presentation: Bridging the Generational Gap...

Knowledge Sharing and Generational... | 2 people | no files

Sep 09 1:00 PM to Sep 09 2:15 PM | no location | no tags

Graham Gardner about an hour ago

Bridging the Generational Gap with Social Collaboration

Today's workforce is comprised of the largest generational gap in history which has created new challenges for Human Resource professionals. Technology has allowed professionals to enter the workplace at an earlier age and exit well beyond the historical retirement point. Most conversations focus on the generational gap and its potential damaging

@

Comment

Delete ☒ Quick reply

Cancel Send

23

Kona

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Knowledge Sharing and Generational Gap

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TASKS

EVENTS

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MY FILES

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DOCUMENTS

LINKS

Tags

Sort

All files (54)

Presentation (21)

White Paper (9)

Research (8)

Presentation (21)

Last updated Today 3:48 PM

White Paper (9)

Last updated Today 3:26 PM

Research (8)

Last updated Today 3:25 PM

White_Paper__RF_Sections_v2.docx

1 person | Today 3:03 PM | 13KB

White Paper

White_Paper__GG_Sections_v1.docx

1 person | Today 3:03 PM | 13KB

White Paper

White_Paper__GG_Sections_v2.docx

1 person | Today 3:03 PM | 13KB

White Paper

White_Paper__RF_Sections_v1.docx

1 person | Today 3:03 PM | 13KB

White Paper

Marketing_Cartoon__Mill.png

1 person | Today 2:26 PM | 124KB

Graphic | Presentation

BTG_Logo.png

1 person | Today 2:26 PM | 765KB

BRIDGING THE GAP WITH SOCIAL COLLABORATION

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- Marketing Content ...
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Full Sail Partners
- Knowledge Sharin...
Full Sail Partners
- Vision 7.5 EA Fee...
Deltek

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- EVENTS
- FILES

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Knowledge Sharing and Generational Gap

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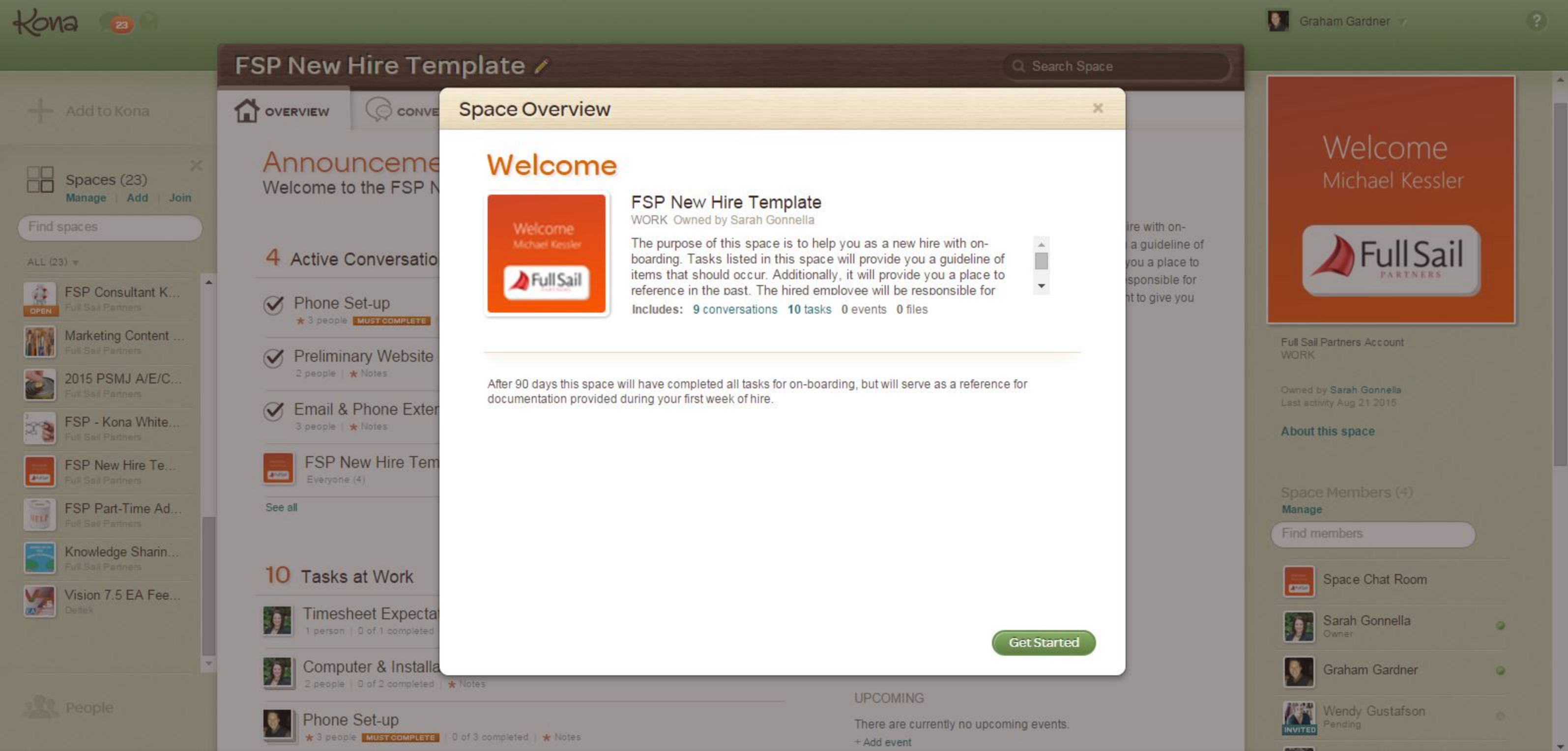
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Owner



FSP New Hire Template

Search Space

OVERVIEW

CONVERSATIONS

Space Overview

Welcome



FSP New Hire Template

WORK Owned by Sarah Gonnella

The purpose of this space is to help you as a new hire with on-boarding. Tasks listed in this space will provide you a guideline of items that should occur. Additionally, it will provide you a place to reference in the past. The hired employee will be responsible for

Includes: 9 conversations 10 tasks 0 events 0 files

After 90 days this space will have completed all tasks for on-boarding, but will serve as a reference for documentation provided during your first week of hire.

Get Started

Announcements

Welcome to the FSP N

4 Active Conversations

✓ Phone Set-up
★ 3 people MUST COMPLETE

✓ Preliminary Website
2 people ★ Notes

✓ Email & Phone Extension
3 people ★ Notes

FSP New Hire Template
Everyone (4)

See all

10 Tasks at Work

Timesheet Expectations
1 person 0 of 1 completed

Computer & Installation
2 people 0 of 2 completed ★ Notes

Phone Set-up
★ 3 people MUST COMPLETE 0 of 3 completed ★ Notes

Welcome
Michael Kessler



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WORK

Owned by Sarah Gonnella
Last activity Aug 21 2015

About this space

Space Members (4)
Manage

Find members


Space Chat Room

Sarah Gonnella
Owner

Graham Gardner

Wendy Gustafson
Invited Pending

FSP Part-Time Admin Asst










 Search Space

-  OVERVIEW
-  CONVERSATIONS
-  TASKS
-  EVENTS
-  FILES

Announcements

Welcome to the FSP Part-Time Admin Asst Space.

5 Active Conversations

-  **New Leads** 3
Everyone (7) | Notes 
- 

-  **2015 Insight Attendees List**
3 people |  Notes 
-  **Marketing Email Automatic Replies**
Everyone (7) **MUST COMPLETE** | 3 of 4 completed | Notes
-  **Build Business List**
Everyone (7) **COMPLETED** | 3 of 3 completed

[See all](#)

6 Tasks at Work

- 
 Notes 

SPACE SUMMARY

The purpose of this space is to assign and document requests for administrative assistance.

- 9 conversations
- 6 tasks
- 0 events
- 17 files
- 7 people

TOP CONTRIBUTORS



UPCOMING

There are currently no upcoming events.
[+ Add event](#)



Full Sail Partners Account
WORK


Owned by Sarah Gonnella
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-  Space Chat Room
-  Sarah Gonnella
Owner 
-  Graham Gardner 
-  Jennifer Renfree 

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Details

 People

Bridging the Gap



Process



Productivity



Collaboration




Mobile

Knowledge Sharing: Bridging the Generational Gap for Improved Business Success

Download the White Paper at:

<http://www.fullsailpartners.com/resources/whitepapers/>

White Paper



Knowledge Sharing: Bridging the Generational Gap for Improved Business Success

Contents:

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Meet the Generations.....	1
What is Knowledge Sharing....	3
How Knowledge Sharing Occurs.....	5
Conclusion.....	6

The mainstream media has beaten Human Resources (HR) over the head with the idea that today's generational gap in the workplace is a negative influence on business. Most conversations focus on the generational gap and its potentially damaging effect on the workplace. This gap is often referred to as a catastrophe – a reflection of the impending doom facing our future business.

The fact is we do have the most generations represented within the workplace in modern history. Technology has allowed professionals to enter the workplace at an earlier age and exit well beyond the historical retirement point.

This whitepaper hopes to change the direction of the conversation regarding generational gaps. We have identified common misconceptions that are often presented as hurdles, but are truly opportunities. Rather than focusing on negative stereotypes as we hope to focus on the values and perspectives each generation can contribute to today's world of social collaboration in the

This whitepaper will:

- Identify common generational misconceptions
- Define the levels of knowledge sharing, and how they apply to your business
- Review emerging studies that highlight the value and benefits of social collaboration in the workplace
- Offer guidance to HR and talent management professionals on how to improve organizational culture and communication by focusing on and leveraging these common traits

Meet the Generations

There are myths and misconceptions about every generation. Don't let these misunderstandings fool you and impede your ability to embrace knowledge sharing in the workplace, and in your personal

Questions?

Connect with Full Sail Partners:

LinkedIn: <http://www.linkedin.com/company/full-sail-partners>

Twitter: <http://twitter.com/#!/reachfullsail>

YouTube: <http://www.youtube.com/user/reachfullsail>

Thank you for attending

For more information contact:

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info@fullsailpartners.com

Hearing what you have to say, whether criticism or praise,
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