

# *the Millennials*



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*Connections that Matter.*

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# *the 2016 workforce*



**Silent**  
1933 - 1945

**Boomers**  
1946 - 1964

**Gen X**  
1965 - 1979

**Millennials**  
1980 - 1999

**iGen**  
2000 >

*The generations at work – Silents, Boomers, Xers, Millennials. Not better, not worse – just different!*

**#verydifferent**



# *the Millennials*

***Millennials*** are the ***largest*** and most ***influential*** adult population and the most traditionally ***diverse*** generation in history.

**#morethanoneinthree, #75in25**



*"Born as an economic slump ended, markets boomed, and communism collapsed. The first Internet generation."*



# the Millennials

1980 – 1999

# the Millennials

**confident** *Diverse & inclusive*  
**Informal** *Issue-oriented*  
**Hard working, high expectations** **tech-savvy** *Most educated*  
peer-oriented *Coddled, cocooned, chauffeured*  
*Accomplishment & achievement oriented*

*Brought up during the "empowerment years" where everyone won and on one lost. Raised by parents who nurtured and structured their lives, drawn to their families for safety and security.*



# *the Millennials*



growing up

**Internet**

**iPod**

**Social Networks**

first "real" job

**Laptops / Tablets**

**Cell phones**

**Google / Wikipedia**

preferences

**Cool**

**Text, IM, Social Media**

**Fast, efficient, techy**

# *the Millennials*



*Their world has always been flat, connected, diverse and democratic.*

# *the Millennials*



*Younger workers are generally **more satisfied** with their organizations and much **more likely** to be considering an **exit**.*

Mercer Generational Insights

# *the Millennials*

*Millennials are experience hoppers;  
not job hoppers.*

**#employabilitynotemployment**



# the Millennials

*"Millennial workers are ambitious and strive for financial success,*

**88%** *prefer a **collaborative work structure***

*to a competitive one."*

**#teamwork**

Forbes: 10 Ways Millennials Are Creating the Future of Work



# *the Millennials*



**90%** of Millennials prefer to work at a time of their choice.

**#flexibilitymotivates**

# *the Millennials*



**83%**  
of Millennials  
are **actively engaged**  
when:

*They believe their organization fosters an **inclusive culture**; a culture of **individualism, collaboration, teamwork, and innovation.***

**#inclusive**

# *the Millennials*



*"By 2020, Millennials will make up **50%** of the **global workforce**; a plan to recruit, engage and retain the best and brightest is critical to your business' long-term success."*

Neil Manji, PwC Toronto

# *recruit, engage, retain*

messages matter

*"Lots of flexibility"*

*"You will learn, grow & develop"*

*Emphasize team & teamwork*

*"There's challenge and variety."*

*"You can make an impact."*

*"You won't be bored."*





*Training and development is the **#1 perk** Millennials seek when evaluating prospective employers.*

*Money matters to Millennials but not as much as opportunity.*

# *recruit, **engage**, retain*

***1. Challenging,  
stimulating, varied work***

***2. Learn, grow & develop***

*3. Appreciated*

*4. Making a difference*

*5. Autonomy*

*6. Enjoyable environment*

*7. Work-Life balance*

*8. Pay*



coaching counts



*Set expectations*

*Give a lot of feedback*

*Personalize the conversation*

*Challenging work*

*Create an informal environment*

*Answer the Why?*

*Millennials are not always work ready.*



*recruit,  
engage,  
retain*

retention realities

*Enjoyable work environment*

*Create community, value inclusion*

*Commit to teaching & learning*

*Express appreciation*

*Celebrate Success*

*be a **Good Boss!***

# *millennials describe a good boss . . .*

- *Stretches & challenges me*
- *Exposes me to senior leaders*
- *Creates an informal & fun environment*
- *Encourages teamwork & collaboration*
- *Leverages my social skills*
- *Guides my decision making*
- *Expresses appreciation*
- *Provides structure*



*Millennials want to  
experience-hop not job-hop.*

# *attract, engage, retain Millennials*



*Millennials will give their loyalty and discretionary effort to those who **foster growth, show appreciation, share a compelling vision and are trustworthy.***

# Millennials take the lead

**28%** of Millennials are in formal leadership roles.

-- PayScale.com



# Millennials take the lead

**20%** of midlevel corporate employees now report to a boss who is younger than they are.

-- Pitney Bowes



# Millennials take the lead

*what comes easily for millennial leaders?*

1

Use technology to gain speed and efficiency

2

Effortless multitaskers who move rapidly among tasks / topics

3

Connected communication, networking and social networks



# Millennials take the lead

*what's more difficult or challenging?*

1

Supervise and gain respect of older team members

2

Acquire and use basic management skills

3

Understand and deal with hierarchy, bureaucracy, and status quo



# *millennials take the lead*

1

Challenge: Supervise and gain respect of older team members

Coach

- ✓ Build rapport
- ✓ Create trust
- ✓ Be visible and available
- ✓ Understand differences in workstyle & lifestyle



# millennials take the lead

2

Challenge: Acquire and use basic management skills

Coach

- ✓ Train & develop: delegation, feedback, performance review
- ✓ Provide practical job aids: talk tracks, how to's, tips
- ✓ Develop emotional intelligence and business acumen



# *millennials take the lead*

3

Challenge: Understand and deal with hierarchy, bureaucracy and the status quo

Coach

- ✓ Increase their influencing skills
- ✓ Coach on the “why” (history and context)
- ✓ Build their business savvy
- ✓ Connect them with successful change agents



# coaching the gap

*Millennial Leaders often benefit from coaching.*



- ▶ Building credibility
- ▶ Building trust worthiness
- ▶ Gaining visibility
- ▶ Making decisions

- ▶ Critical thinking skills
- ▶ Managing ambiguity
- ▶ Emotional intelligence
- ▶ Office "politics"

# *Millennials take the lead*



A word cloud of traits associated with Millennials. The words are arranged in a roughly circular shape. The largest and most prominent words are 'Educated', 'Tech-savvy', and 'Collaborative'. Other significant words include 'Flexible', 'Risk-takers', 'Adaptable', 'Socially-conscious', 'Self-improvement', 'Inclusive', 'Leading-the-business', and 'Now'. The words are in various shades of brown and grey.

Leading-the-business Educated Inclusive  
Now Tech-savvy Self-improvement  
Collaborative  
Flexible Socially-conscious  
Risk-takers Adaptable

*"We are hungry, we are ready, willing to work; we are ambitious.  
We want to make change."*

# *take it back*



- ✓ Examine demographics
- ✓ Leverage gen assets
- ✓ Think flex culture
- ✓ Hire & Onboard
- ✓ Coach & Mentor
- ✓ Share Knowledge
- ✓ Get Gen Ready: Tips, Tools, Techniques

*The  
Learning  
Café  
thanks  
you!*

The things that we share  
in our world are far  
more valuable than  
those which divide us.

**Kelsie, Will, Brad, Mac  
and Diane**  
thank you.

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*Connections that Matter.*