the Millennials

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The Learning Café

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

#verydifferent
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

confident  Diverse & inclusive
Informal  Issue-oriented
Hard working, high expectations
peer-oriented

Most educated
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.

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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.
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
“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
83% of Millennials are actively engaged when:

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

#inclusive
“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

“Lots of flexibility”
“There’s challenge and variety.”

“You will learn, grow & develop”
“You won’t be bored.”

Emphasize team & teamwork

“You can make an impact.”
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?

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Millennials are not always work ready.
recruit, engage, retain

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

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Millennials want to experience-hop not job-hop.
Millennials will give their loyalty and discretionary effort to those who foster growth, show appreciation, share a compelling vision and are trustworthy.
28% of Millennials are in formal leadership roles.

-- PayScale.com
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

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

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millennials take the lead

Challenge: Acquire and use basic management skills

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

Coach
millennials take the lead

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

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

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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"
“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
✓ Get Gen Ready: Tips, Tools, Techniques
✓ Hire & Onboard
✓ Coach & Mentor
✓ Share Knowledge
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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