

Effectively Navigating the Workplace as a Millennial Professional Staff



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Presentation Overview



- Learning Outcomes
- Workplace Assumptions
- Generational Differences
- Perceptions of Millennials by Older Generations
- Strategies for Working with Older Generations
- Personal Sharing
- Resources

Learning Outcomes



- To identify assumptions regarding personal/work life
- To recognize generational differences along personal and work dimensions
- To identify strategies for effectively addressing differences/issues

Identifying Assumptions



In your ideal work environment, what assumptions do you make about how that environment is structured?



- **Consider:**
 - The type of work
 - The role of technology
 - Interactions with colleagues
 - Communication styles
 - Feedback processes
 - Others?

Generations in the Workplace



Generations in the Workplace

Dates	1922-1945	1946-1964	1965-1980	1981-2000
Generation	Matures/Veterans	Baby Boomers	Gen Xers	Millennials
Historical Events	Great Depression World War II Korean War Manufacturing Economy	U.S. World Power Television & Suburbia Rock & Roll Civil Rights Economic Prosperity	Watergate Women's Liberation Desert Storm AIDS Crisis Economic Downfall	OJ Simpson Clinton/Lewinsky Scandal Oklahoma City Columbine Technology Economic Prosperity

Matures, 1922-1945



- Values developed through family; nuclear families
- Survival is a way of life
- Strong beliefs about hard work, ethics, “putting your nose to the grindstone,” honor, and integrity
- Outcomes for working harder, longer, and faster
- Long-term commitment to one company
- Respectful of authority
- Duty before pleasure
- Willing to wait for delayed rewards
 - “Putting in your dues”

Baby Boomers, 1946-1964



- Dual career couples
- Values from television and neighbors
- Live to work – the “workaholics;” identity in career
- Question policies, rules, and practices
- Perpetual optimism
- Focus on efficiency, teamwork, quality, service
- Quest for eternal youth; nostalgic
- Buy now, pay later
- Striving for convenience and personal gratification

Generation X, 1965-1980



- Latch-key kids
- Skepticism, fun, informality
- Work to live; work-life balance
- Challenging authority as a protective measure
- Job is a contract
 - If you don't get your dues, find a new job
- Work smarter, structured – not longer
- Motivated by growth and development opportunities
- Rewards for work, not longevity
- Resourceful and self-sufficient; savers

Millennials, 1981-2000



- Merged families with overly involved parents
- Demographically diverse
- Nothing is quite what it seems...media conditioning
- Challenge convention
- Live in the moment; immediacy of technology
- Work to live – need for balance
- Earn to consume
- Need for consistent and clear expectations
- Multitasking
- Meaningful work – work should be fun and not mundane

The Generations



	Matures	Baby Boomers	Generation X	Millennials
Core Values	Respect for authority Conformity Discipline	Optimism Involvement	Skepticism Fun Informality	Realism Confidence Extreme Fun Social
Family	Traditional nuclear	Disintegrating	Latch-key kids	Merged
Education	A dream	A birthright	A way to get there	An incredible expense
Communication/ Media	Rotary phones One-on-one Memos Formal	Touch-tone phones Call me anytime In person	Cell phones Call me at work only	Internet Cell phones w/ many capabilities Email Voicemail

Hammill, G. (2005). Mixing and managing four generations of employees. *FDU Magazine Online*.
<http://www.fdu.edu/newspubs/magazine/05ws/generations.htm>.

The Generations



	Matures	Baby Boomers	Generation X	Millennials
Money	Put it away Pay cash	Buy now, pay later	Cautious Conservative Save, save, save	Earn to spend
Work Ethic and Values	Hard work Respect authority Sacrifice Work before fun Follow the rules	Workaholics Efficiency Quality Personal fulfillment Question authority	Eliminate the task Self-reliant Structure/direction Skeptical	What's next? Multitasking Entrepreneurial Goal-oriented Tolerant/inclusive
Interactive Style	Individual	Team player Loves meetings	Entrepreneur	Participative
Feedback and Rewards	No news is good news Satisfaction for a job well done	Regular performance evals Money Title recognition	Periodic check-ins Freedom and flexibility	Immediate Meaningful work
Motivation	Your experience is respected	You are valued You are needed	Do it your way Forget the rules	You will work with other bright, creative people
Work and Family Life	Separation	No balance Live to work	Work to live	Work to live

What do “they” think about “us”?



- Lack of commitment and loyalty
- Poor work ethic and lack of basic skills
- Lack critical thinking skills
- Sense of entitlement
- Perpetual need for fun and excitement
- Too reliant on technology and too busy multitasking
- Too impatient



Strategies for Working with Older Generations



- Examine your assumptions and beliefs
- Establish clear expectations...from the beginning
 - Work/life balance
 - Job expectations
 - Communication & feedback preferences
- Take initiative
 - Seek to learn about the business and the cost of mistakes
 - Employ creative thinking to complete projects
 - Manage the mundane and anticipate what's next
 - Position yourself for success
- Don't forget the value of face-to-face communication
- Find an older mentor
- Be patient

Comments? Questions?



THANK YOU!

Resources



- The Center for Generational Studies . <http://www.gentrends.com/index.html>
- The Center for Generational Studies. (2008). Hey dude: Managing age diversity in today's marketplace.
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