

# Millennials in the Workplace

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# Characteristics of Millennials (Generation Y)

- Born 1981-1994
- Confident
- Rewarding work
- Civic minded
- Work-life balance is important
- Values work flexibility
- Life style, work style
- Tech savvy
- Fast learners
- Quick to respond
- Reacts to change well
- Expect rapid advancement
- Desire for new knowledge & skills
- Most coached & mentored generation
- May not have the big picture yet
- Wants to be part of solving societal problems

# Characteristics of Generation X

- Born ~1965-1980
- Work to live (not live to work)
- Individualistic
- Independent
- Entrepreneurial
- High job expectations
- Self-reliance
- Technologically adept
- Informal
- Flexible
- Mediators between Millennials and Baby Boomers
- Suspicious of Boomer values
- Lower organizational loyalty

# Characteristics of Baby Boomers

- Born ~1946-1964
- Live to work – strong work ethic
- Independent
- Goal-oriented
- Focused
- Competitive
- Equal rights/opportunities
- Spend now, worry later
- Resourceful
- Team-oriented
- Loyalty to their children
- Leery of organizational change
- Personal gratification
- Personal growth
- Want to “make a difference”

# Here Comes Generation Z!

- Born ~1995-2010
- Largely children of Gen X
- 2 billion globally
- Global thinkers
- Embraces diversity
- Social
- Visual
- Less focused
- Better multi-taskers
- More cost conscious
- Not as likely to take on debt
- More private
- More guarded/likes safety
- Entrepreneurial
- Individuality is important
- Prefers intrapersonal and independent over group work
- Likes experiential learning

# Understanding Cross Generation Employees

## Baby Boomers

(1945-1964)



**Tech Claim to Fame:**

Television, AM/FM radio

**Communication Style:**

Face-to-face

**Media Style:**

Telephone

**Signature Product:**

Television, cordless phone

**Employee Motivations:**

Being valued/respected

**Feedback and Rewards:**

Money, title recognition

**Fun Fact:**

Heavy social media users

## Gen Xers

(1965-1980)



**Tech Claim to Fame:**

Personal computer, satellite radio

**Communication Style:**

Text, email

**Media Style:**

Email

**Signature Product:**

Personal computer

**Employee Motivations:**

Freedom from the rules

**Feedback and Rewards:**

Freedom

**Fun Fact:**

Online shoppers

## Millennials

(1981-1994)



**Tech Claim to Fame:**

High-end mobile devices

**Communication Style:**

Online, mobile text

**Media Style:**

SMS, instant messaging

**Signature Product:**

Tablet, smart phone

**Employee Motivations:**

Working with creative people

**Feedback and Rewards:**

Immediate feedback

**Fun Fact:**

Largest, most diverse group

## Gen Z

(Born after 1995)



**Tech Claim to Fame:**

Smart phones, digital schoolwork

**Communication Style:**

FaceTime

**Media Style:**

SMS, social media

**Signature Product:**

Nanocomputer, driverless cars

**Employee Motivations:**

Desire to be taken seriously

**Feedback and Rewards:**

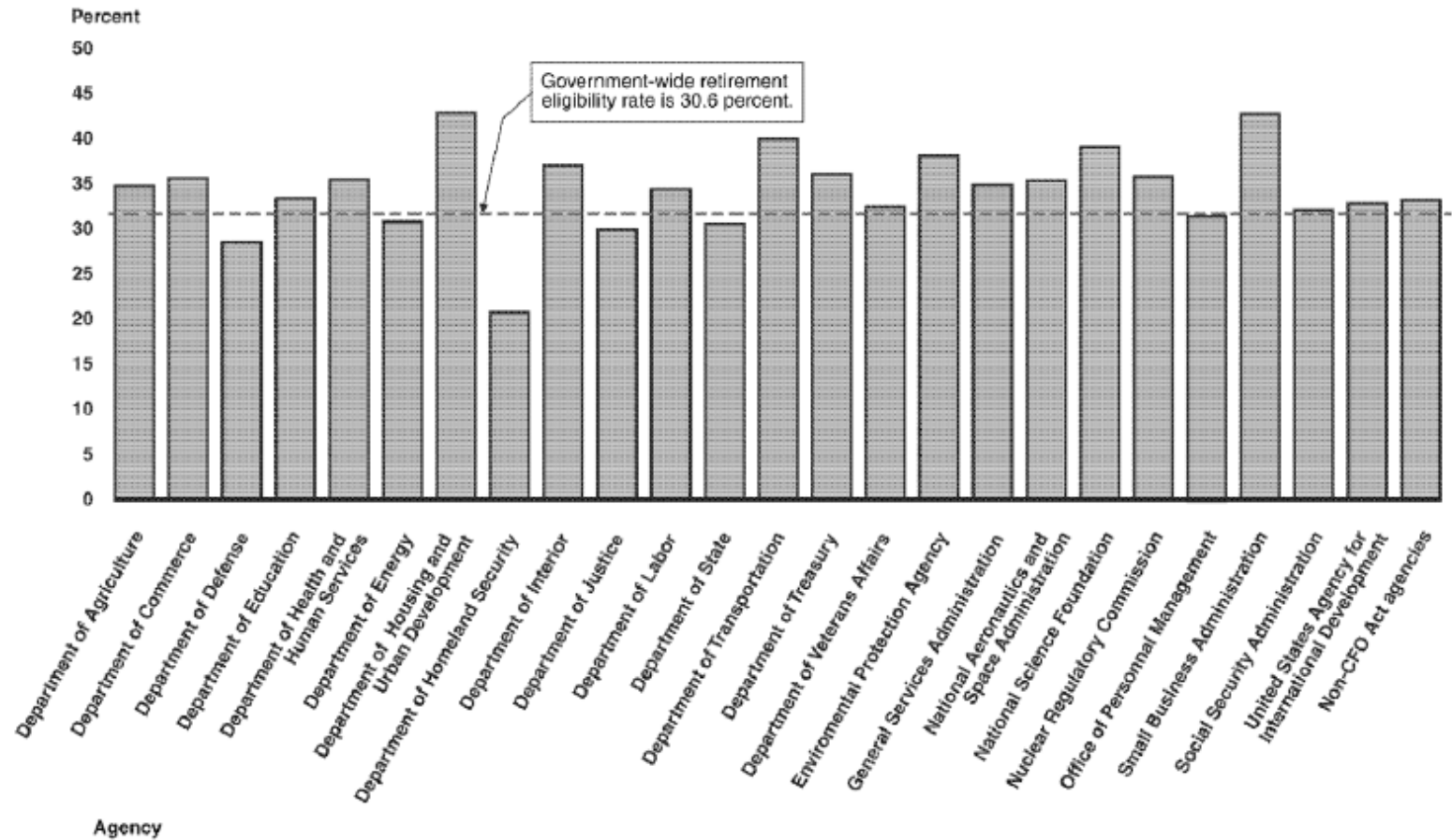
Crave change and progress

**Fun Fact:**

Attached to their tech devices

# The Federal Retirement “Silver Tsunami”

Figure 8: Percent of Career Permanent Employees On Board in 2012 Eligible to Retire by 2017 by Agency

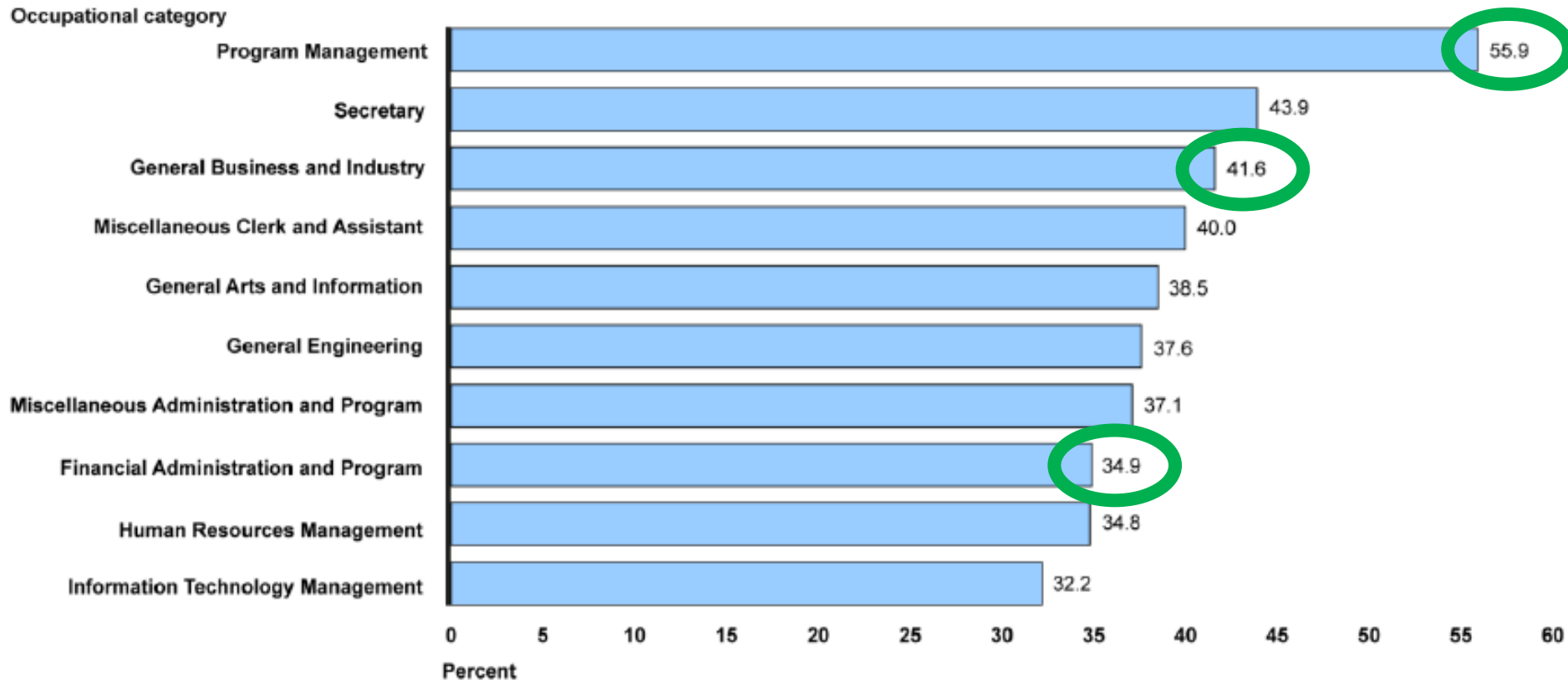


Source: GAO analysis of data from the OPM Enterprise Human Resources Integration Statistical Data Mart.

# Workforce Shifts

Top 10 occupational categories with the highest percentage eligible to retire by Sept. 2017 within midsize\* CFO agencies

\*As defined by the Partnership for Public Service, midsize agencies are those with between 1,000 and 14,999 full-time permanent employees.



Source: GAO analysis of data from the OPM Enterprise Human Resources Integration Statistical Data Mart.



# Workplace Values among the **4 Generations** in the Workforce

(Source: AARP, SHSU.edu)



## Matures / World War II

**Workforce Values:**  
Recognition, willingness to  
sacrifice, hierarchy, resistant  
to change

**Before 1946**

**1946-1964**

## Baby Boomers

**Workforce Values:**  
Dedication, face time, team  
orientation, focused on  
personal health and wellness



## Generation X

**Workforce Values:**  
Work/life balance, autonomy,  
flexibility, informality,  
diversity, globally oriented

**1965-1980**

**1981-2000**

## Generation Y / Millennials

**Workforce Values:**  
Feedback, recognition,  
fulfillment, advanced  
technology, fun, openminded



# Approaches to Bridging the Gap

- Communicate in a variety of ways
- Mentorship programs
- Culture checks
- Multigenerational teams
- Organizational history
- Occupational history
- Sharing career paths

# Approaches to Bridging the Gap

Take interest and recognize life stages:

- Newly hired
- Newly married
- New grandparents
- Approaching retirement
- Beyond retirement
- Sharing values
- Respect for differences
- Conversation!

# Key Questions to Consider

What is the preferred work environment for millennials?

How does this impact

- Gen Z
- Gen X
- Baby boomers

What are millennials looking for in a job?

# Questions, Discussion

# Conclusion