

# THE LIFE CYCLE OF A MILLENNIAL IN THE WORKPLACE

Nollau Leadership Institute  
SAGE  
(Support And Grow Each other)

# INTRODUCTION

Bob Fard

# HIRING

Jennifer Hawley

# JOB INTERVIEW WITH A MILLENNIAL



# 10 MISTAKES TO AVOID WHEN YOU HIRE A MILLENNIAL

(BY SARAH LANDRUM)

1. Writing vague job offer
2. Charting an unclear career path
3. Refusing flexible work arrangement
4. Enticing them with money
5. Disqualifying those without the necessary skills and experience
6. Using an excessively rigorous hiring process
7. Keeping them away from social media
8. Using corporate buzz words to win them over
9. Trying too hard to get millennials hired
10. Failing to provide interview feedback.

# TOP 10 QUESTIONS TO ASK A MILLENNIAL (BY DONA DEZUBE)

1. What have you done in the past that will help you do the job?
2. Have you ever had to wear a uniform, cover up tattoo, or work at a time that was difficult for you like early in the morning or late at night? How did you handle that?
3. Have you ever been passed over for an award or a promotion you thought you were going to get? How did you react?
4. How do you like to receive feedback?
5. What kind of relationship do you expect to have with your boss?
6. Describe a good day in the office. How are you spending your time? Where are you?
7. Tell me about a time you had to handle a difficult customer, in person or on the phone?
8. What do you read or listen to every day to get the news of the day?
9. If we gave you time off to be involved with the community, what would you do?
10. What do you want to accomplish with this job? What are your goals?

# ORIENTATION

Beth Montgomery

# INTRODUCING MILLENNIALS TO YOUR ORGANIZATION

“Values-based culture goes beyond the traditional vision and mission statements, and has the potential for employees (of all generations) to see the alignment of their own personal values and the company’s values. “ Andrei Hedstrom, CEO

# SET TONE WITH CLEAR EXPECTATIONS

Orientation should have the personality of workplace

- Vision, mission, values should be woven into the conversation and flavor of orientation
- Expectations of employee should be outlined and clear

# WHAT SHOULD BE INCLUDED

- What is expected of me.... up front
- Orientation goals need to connect to performance evaluations
- Must be hands on:
  - technology
  - online resources for further self-study
  - TED talks
  - YouTube
- Active learning, group discussion, make the learning social
- Feedback and advice is appreciative and necessary.
- Visual learning, infographics are preferred (instant gratification junkies)

# MORE TIPS FOR ORIENTATION

- Provide meaningful, just-in-time learning experiences
- Flexible and on-demand learning is appealing
- Bite sized pieces of info on ongoing basis
- “Soft skill” that leaders need for interpersonal interaction with employees
- Microlearning

# INCORPORATING SOFT SKILLS

- 80% of employees surveyed agree that learning new skills at work would make them more interested and engaged in their jobs.
- 60% of millennials want training to develop leadership skills
- Offering leadership development at all levels is important and keeps millennials interested in long term careers. They want to feel you are investing in them.

# ORIENTATION THEMES

- Orientation should demonstrate how position and organization make an impact beyond the workplace.
- Invest time in employee growth
- Don't just train, COACH.
- Provide purpose
- Work to build shared vision
- Create trust

# ON-BOARDING

Nichelle Simmons

# LET'S CLARIFY!

- Onboarding is **NOT** the same as training, however it is important to have both.
- It's called having a balanced approach.

# HIGH EMPLOYEE TURNOVER IS A FACT IN BUSINESS LIFE...

- 4% Never return after day 1 on the job
- 20% Leave in the first 45 days
- 33% Look for a new job within the first 6 months
- 23% Leave before their first anniversary

How do these numbers fair within your organizations?

# STRUCTURING YOUR PROCESS

Developing a structured onboarding process can change all that and result in:

- 20% Increase in manager satisfaction
- 50% Greater new hire productivity
- 58% Employees likely to stay with the company after three years

# MULTIPLE AND MUTUAL BENEFITS OF ONBOARDING:

- Win-Win Approach
- Infusing Company Culture into the Onboarding Process
- Formalizing the Process

# BEST PRACTICE APPROACH TO EMPLOYEE ONBOARDING

Standardizing a formalizing an onboarding program shows your employees just how happy you are that they're there.

We recommend putting the following Best Practices into Approach

1. Give employees an idea of how they fit into the Big picture
2. Keep the lines of two-way communication open
3. Set realistic performance measurement

# RETENTION

Missy Fountain

# UNDERSTANDING MILLENNIALS TO BOLSTER JOB RETENTION

- Good work/life balance
- Social and fun; friendships at work
- Flexible schedules
- Creativity
- Culture of community and transparency
- Appreciation and genuine praise
- Personal benefit and career growth
- Collaborative mentality; open work space

# HOW CAN ORGANIZATIONS KEEP UP AND KEEP MILLENNIALS

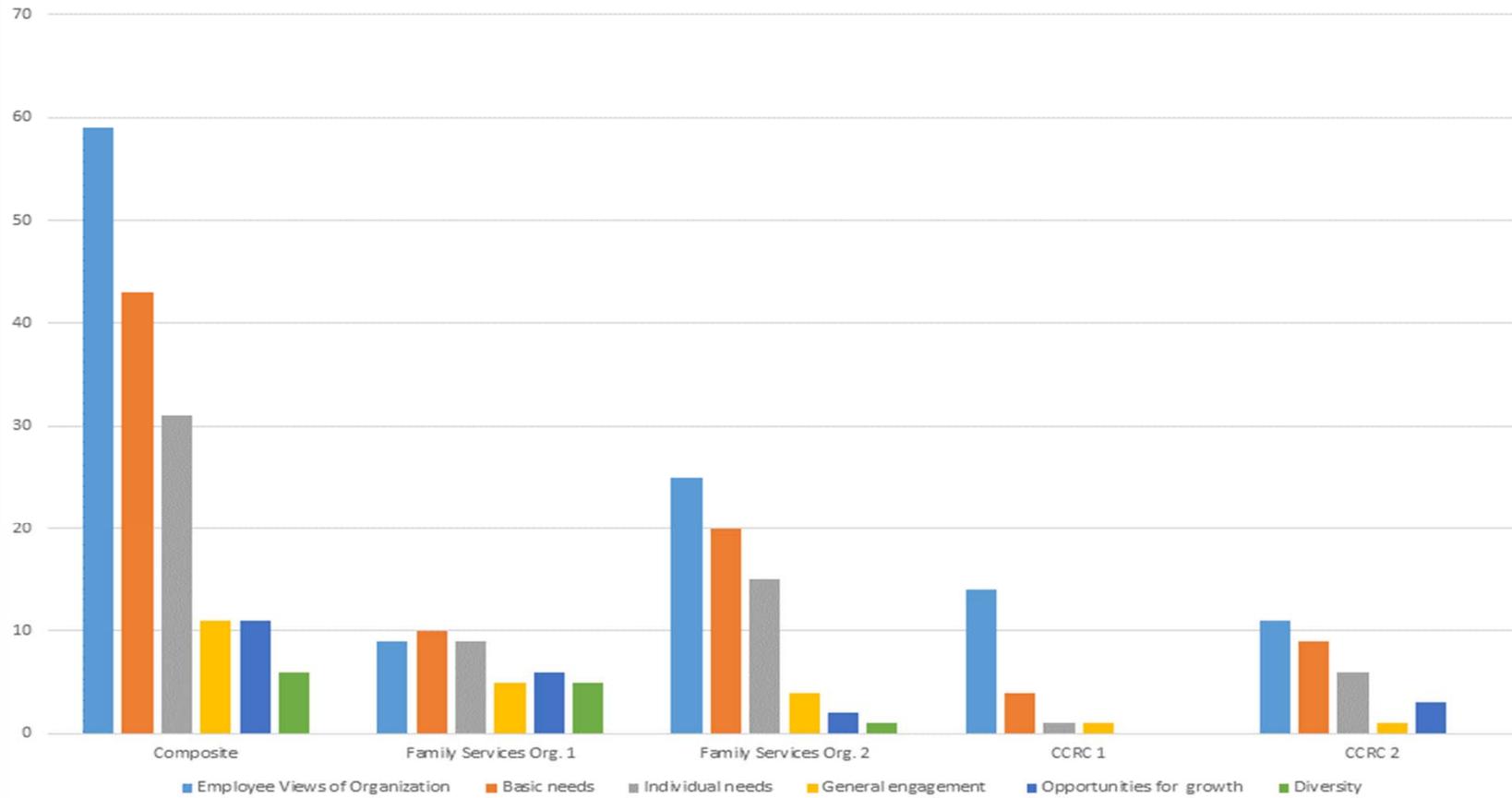
To better foster retention – address disconnect between millennials' work preferences and organizations' attitudes.

- Create telecommuting policies
- Rework the review process
- Commit to ongoing training and development
- Adjust communication methods

# EMPLOYEE SATISFACTION

Bob Symanski

### Survey Questions by Focus Areas



# TYPICAL SAMPLE RESULTS

- I am proud to work here.
- Senior leadership is committed to high quality care.
- I can rely on my supervisor.
- Leadership keeps us well-informed.

# GAUGING MORE RELEVANT VALUES

- I am proud of the work I do/my team does.
- My work provides me personal job satisfaction.
- I can rely on my team.
- My team collaborates and works well together.
- Senior leadership encourages ambitious goals.
- I am respected for my contribution.
- My work is recognized and appreciated.
- I feel I am a valued and important employee.
- Employee morale is good.
- This organization puts people first and making money second.

# CONCLUSION

Lorren Buck

