Onboarding Millennials:

Why the Fuss?

Presented by: Angie Branstetter

Vice President Marathon Technology Group,
Director Diversity & Inclusion
NIHRA Executive Board

Marathon Technology Group

So you landed your first job?

- What was your first professional job?
- What was the worst thing that happened to you in that job?
- Did you fit in the first day?
- Were you excited?
- Nervous?
- How long did you stay?
- How long did it take to get a promotion?
- Why did you leave?

You say, "Millennial" like it's a bad thing!

What would you think of a workshop on:

- How To Onboard Women?
- How To Onboard Blondes?
- How To Onboard Former College Athletes?
- How To Onboard Short People?

Is "labeling" a group fair?

Defining Generations

Generation	Age	You Prefer
Traditionalist	60	Let's have a conversation
Boomer	50	Call me on my cell
X'er	35	Send me an email
Y'er	30	Text me
Millennial	25	Facebook or Tweet to me
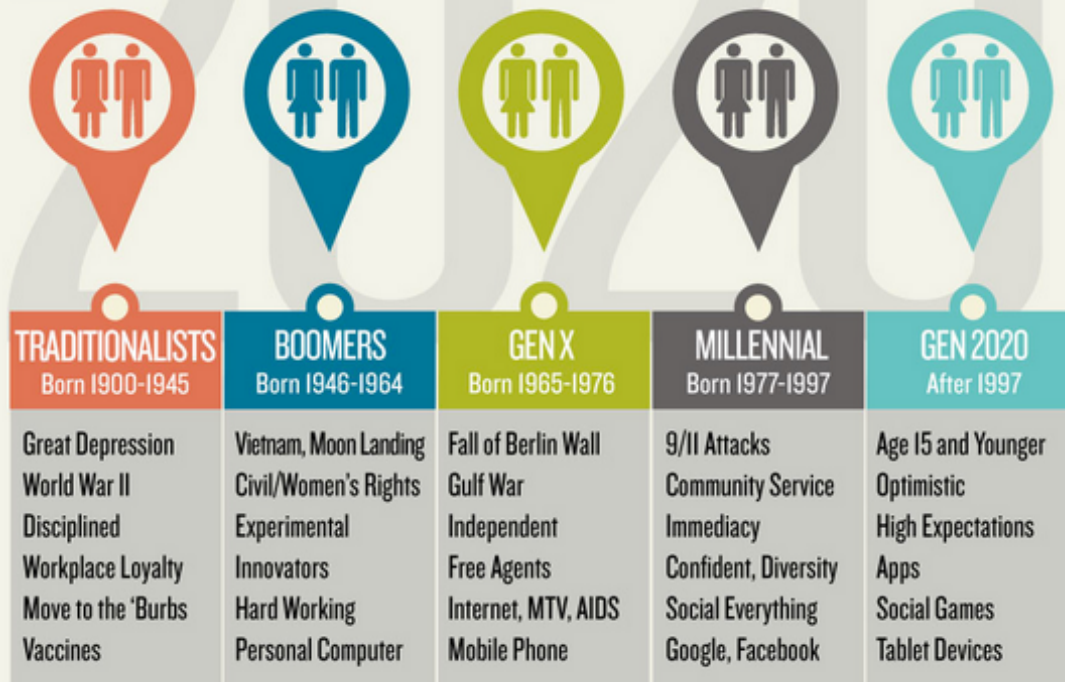
Communication Differences

Is there any question about why we might not see eye-to-eye?

The Statistics

- Millennials current compose roughly 35% of the U.S. workforce and are projected to be 47% of the U.S. workforce by 2014.

Gen Y = Changing "Rules" of the Game

This generation gets bored quickly and seeks meaningful work with constant change and professional development.

Warning:
- Don't expect them to subscribe to the same old beliefs as to structure, rules, working hours, corporate culture or business models.

- They are breaking the traditional rules, while becoming fast, aggressive, new competitors.

How is Gen Y shaping our future?

So why did they get this way?

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Millennials have been handled by influencers.

- As a group Millennials haven't been allowed to really think for themselves. Their lives have often been planned out by teachers, guidance counselors, and parents.

- They don't know how to "Connect the Dots" for themselves to understand why performing a task they don't like might actually be important to their long range career goal.

- As a result they have some skewed expectations. A Millennial may apply to be CEO of the company because all of their life handlers have prepared them to believe they're CEO material. But they have so little work experience, customer-service experience, real life problem solving experience that they don't understand that they have no real idea of what the CEO actually does. They don't get that before you can be the CEO you may have to be the Administrative Assistant to the Vice President of Finance. Or a sales rep.

Employers are trying to handle them now.

- 77% of employers surveyed expect a recent college graduate to stay less than one year in his or her job.

- Only 23% think the average graduate stays at his or her employer for more than one year!

Express Employment Professionals survey of 115 U.S. Franchises

Millennials don't believe they need to mature in the workplace.

- Millennials are taking jobs that they believe they are overqualified for and, thus, are eager to move on from when something better appears.
- Employees are less committed to employers because they place a higher value on personal advancement.
- Millennials are plenty willing to check out their options to keep moving up
- In a recent employment survey 58% of Millennials reported that they expect to stay in their jobs for fewer than 3 years. 52% reported corporate loyalty is outdated.

Technology is making "job hopping" easier than ever before.

- Millennials are more easily poached by recruiters and employers through social media like LinkedIn.

- It's easier for employees to pitch their latest accomplishments through social media. And employers and "connectors" are helping folks leap frog to other opportunities.

Millennial Traits: I'm smart and have all the answers!

- Millennials know how to access social media and technology very quickly.
- Google has allowed them to surf for information and skim data. They have limited understanding of concepts and how thoughts connect to other thoughts to form new thoughts. They take much of what they find as fact because they can check Snopes for veracity.
- They don't want to wait around to understand the history or background behind a decision, a rule, or a behavior.

Millennial Traits:
My life is rich and full of many wonderful things other than work!

- Millennials don't' see the value of putting in "face time" or "paying dues". They believe they paid their dues in tuition, studying, working part-time gigs for beer money.

- They want work-life balance. They see time as a resource they can fill with their varied interests, projects, hobbies, families and volunteering. They see "paying dues" as a waste of their time because they don't see an immediate pay off.

Millennial Traits:
Lacks respect for incumbent leadership and loyalty to the employer.

- Millennials have a constant need to get information. Immediately. All too often they don't value the wisdom that comes from years of *experience* because they believe they can learn the same information faster by watching a YouTube video or reading a Wikipedia entry. They don't appreciate the time it took others to develop their knowledge base.

- Because their experience is fast and fleeting, they don't fully appreciate loyalty. They have a "What have you done for me lately?" view of the employer. And they expect to move into more important roles quickly. If they don't move up they move out.

Millennial Traits:
Don't know how to process critical feedback.

- Millennials are conflicted between having disdain for authority while deeply desiring having a guide, coach, or mentor.

- They need PRAISE, PRAISE, PRAISE! So hearing they failed at a task, or that they need to improve upon how they completed a task doesn't often go over well because that feedback is coming from someone they don't believe they need to respect.

- They absolutely need to know what the rules are, what's expected of them, how they'll be "scored" or "measured" against the rules or expectations, and what they'll get when they've "won".

8 Critical Millennial Onboarding Moves

1. Help prepare them for their first day!

- Everyone wants to feel wanted. Send a pre-first day e-mail OR TEXT to the new hire reiterating your excitement to have them on board!

- SPELL OUT what your expectations are regarding how they dress, who they should expect to see, where they check in, and where they should park the first day.

- Consider starting their first day mid-week around 10AM to avoid the usual chaos of 8AM Monday morning.

I've got 99 problems and 86 of them are completely made up scenarios in my head that I'm stressing about for absolutely no logical reason.
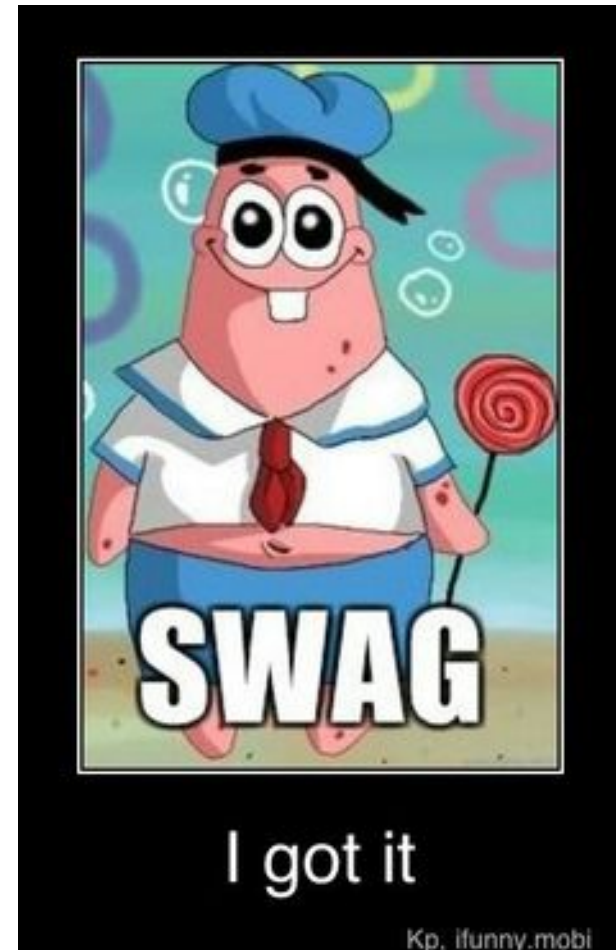
8 Critical Millennial Onboarding Moves

2. Use current employees to engage the newbie.

- Ask current employees who've been on board less than 2 years what they wish they'd have been told or how they would have been treated those first days.
- Use the current employees much like sales reps for your company. Tell them what they should do to help make the new employee feel welcomed.
- Make sure you design time to have the new hire have a meaningful meeting with at least one company leader who welcomes them.

3. Make sure company hardware & supplies have been allocated.

- Nothing's worse than feeling like you don't matter than to start your first day and not have the tools you'll need to do your job.

- Ensure company issued hardware and devices are live and pre-loaded the software and the applications they need on day one.

- Also, if possible, provide the new hire with corporate "SWAG" (Stuff We All Get).

4. Encourage customization.

- Millennials have had their names on their stuff since they were children. They've been able to customize shoes, shirts, bookbags, mugs. You name it. They've customized it. Don't stop them now!

- Allow the new employee to customize their workspace as much as is practical. This encourages their ownership of their environment.

- You'll also learn a great deal about your new employee through how they express themselves. Just make sure you specify any guidelines that the office follows in terms of what is or isn't appropriate.

5. Explain Expectations

- Provide a clear introduction and overview of their job. Don't expect that the job description tells the new hire what they should be doing day-by-day or hour-by-hour.

- Spell out how and when their work will be appraised. Millennials want very much to please, and they succeed by knowing exactly what they're to be doing and how they'll know if they're doing it correctly.

I HAVE NO IDEA WHAT'S GOING TO HAPPEN.

AND I LOVE IT.

8 Critical Millennial Onboarding Moves

6. Show them the advancement path.

- The top reason Millennials leave the organization is that they don't see themselves moving upward fast enough. Cut this mindset off by explaining the steps needed to successfully advance. Remember this is the generation who received awards for "participation". They want the trophy.
- Clearly identify their options and requirements to be on the upward path and give them a timeline so they can work toward that.
- One organization actually gives each new hire a plant as a gift on their first day to help begin the mindset that growth takes time and attention.

7. Communicate Your Culture

- Provide a "New Hire Handbook" that includes insights from employees, close places to eat or grab a beer, transit options, attire no-nos, behavior no-nos.

- Help assign a mentor AND a buddy who can guide the new employee along the "political" path by answering the touchy questions like: Is overtime expected? Who leaves first? What's the attitude toward the "last in/first out" employee? Who's opinion matters around the office and why?

- Having company values and vision displayed on the walls is good. Engaging your employees to demonstrate the those daily is best!

"TRY AS WE MIGHT, TELLING SOMEONE HOW COOL WE ARE IS MOST OFTEN A LESSON IN FUTILITY."

8 Critical Millennial Onboarding Moves

8. End Energetically

- Onboarding programs can all too often drag on forever and that leads to new-hire burnout. Know when to say "When".

- Schedule a social event or community building activity to signify the completion of the process.

- Show them they've WON! And help them move on to the next phase in their career.

Go Out And Expect Great Things!

Contact Angie Branstetter

(260) 471-4316

angie@marathontechgroup.com

Download this presentation at:
www.marathontechgroup.com.