Millennial Maximizer

Preparing Today's Workforce for the Future



Who am I?



Graduation



Certifications



Author



Media: Channel NewsAsia



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Questionnaire

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Challenges Millennials Face @ Work



1. A Lack of Experience

Lack of work experience and the limitations it places upon them on getting what they want



2. Not being taken seriously



Frustration comes when they are not being taken seriously especially when their ideas are not entertained or are readily dismissed

3. Not getting Respect

The experience of being treated differently just because of their age.

Being made to feel they are not readily accepted into the culture of the company because of their age.

They are made to feel they do not belong in important work situations.



4. Being perceived as 'Entitled'



Older workers thinking that Millennials want everything to be handed to them without them having to earn it.

5. A Lack of Patience

High expectations about the speed of career development and having difficulty being patient when they are not progressing fast enough



6. Hardly getting helpful Feedback



Feedback is non-existant, untimely or vague

7. Not Understanding Expectations

A mismatch about expectations. Confusion about what is expected.



8. Miscommunication with older workers



Difficulty in communicating with older workers. Difference in communication style from other generations due to technology.

9. Rigid Processes

An emphasis on process that is restrictive to working faster, smarter, and more effectively.

Being process oriented rather than outcome oriented.



10. Proving my Value



Proving their value to Management. In particular, "How assertive should I be when it comes to asking for more responsibility or opportunity?"

11. Corporate Culture Shock

Uncertainty with respect to what is appropriate at work (communication style, dress code, socialising, and unwritten rules).

Knowing when to be formal and when it is okay to be informal.



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Points of Reference



Critical Thinking



3 differences between Millennials & Non-Millennials

Motivation - Communication - Work Ethics



1: Discuss

What are Non-Millennials motivated by & Why are they like that?



Motivation

1. Measure of Success

2. Perception of Boss

3.Ways of Appreciation at Work





MASLOW'S MOTIVATION MODEL





Singapore's SM Goh reinvents "Singapore Dream"

27/6/18, 7:07 PM

Singapore's SM Goh reinvents "Singapore Dream"

Singapore's Senior Minister, Goh Chok Tong, delivered his National Day Dinner speech at Marine Parade Central with emphasis on reinventing the 5 Cs - cash, credit cards, car, condominium, and country club membership - that Singaporeans so dearly chase.

SM Goh did a little walk down memory lane telling his audience about his childhood and the conditions he grew up in.

He explained how the dreams of Singaporeans then were different to what they are now.

He said: "So our dream was caricatured as "1, 2, 3, 4" - one wife, two children, 3-room flat and four wheels. Why only two children? You may remember the family planning slogan of "Stop at Two" at that time."

Eventually, the Singapore dream was elevated to the 5 Cs in the 90s.

SM Goh noted that today's generation, Gen Y, find fulfillment in more than just the 5 Cs.





5 C's

- Car
- Cash
- Credit Card
- Condominium
- Country Club Memberships



Singapore

Singapore youths no longer drawn to 5Cs; they have YOLO mindset: Maliki

Dr Maliki Osman said the Government must understand the aspirations of millenials because they will inherit and shape the country's future.



3 F's

• Fun

Freedom

• Fortune



Appreciation of Non-Millennial Workers



- 1. Promotions
- 2. Awards Night
- 3. You get to keep your job for 1 more year

Perception of Boss



To be treated with respect always Be grateful to him because he gave you the job
Mistakes Millennials Make

Impatient for Promotions

Demanding for change to happen faster without understanding the constraints

Entitled by asking for responsibility to be handed over to them without earning their dues



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If you want to progress in your Organisation, You need to take up more RESPONSIBILITY

Communication



Mistakes Millennials Make

- 1. Not building a relationship
- 2. Not matching their conversational style
- 3. Rolling eyes in disagreement
- 4. Checking phones while other party is communicating



Past Vs Today







Work Ethics



Discuss

What work ethics will help Millennials overcome stereotypes



"Perceptions acted upon create Reality"



Build a Relationship



1. Take an ACTIVE interest in your Mentor/Manager

How was your Career like?

How did you start your Career?

What were the most difficult parts of growing in their career?

What do you think my strengths are?

I notice TECHNIQUE

I notice that people listen when you talk. Why is that? How did you develop that?

Ask questions that make them feel valued

2. Actively Listen

Note: If you're using your phone to take notes, tell them that and ask if that's okay with them first

3. Match Communication Style

INITIALLY - when you're still building the relationship...

Reply emails with emails

Reply phone calls with phone calls

Reply in person requests with in person answers

4. Show Appreciation when your Manager does something nice

Never ASSUME/EXPECT people to do things for you.

It's not their JOB to be nice and kind. It's not their job to do things for you

Show high appreciation and gratitude when someone does something nice for you

4. Show Appreciation when your Manager does something nice

- **1. Give them a Gift**
- 2. Invite them to an Event
- **3. Introduce them to someone**



5. Have Multiple Mentors

- **1. Upward Mentors**
- **2. Friendship Mentors**
- 3. Sandpaper Mentors



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Look for Friendship Mentors. Acknowledge them and bounce ideas off of them & get regular feedback on work-relationship issues.

What would you do in my situation?

5. Have Multiple Mentors

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- **2. Friendship Mentors**
- **3. Sandpaper Mentors**



They will find you and refine you. It will be uncomfortable but that's what you need to grow to the next level.



- 1. Get clear on what you need to improve on
- 2. Come up with the people who can help you
- 3. Be specific on where you need their help in

7 Ways to Overcome Negative Perceptions of Millennials @ Work

Build a Relationship
Ask for details
See the Big Picture
Know when to focus
Go for Feedback
Be accountable
Recognise your value





Any Questions?

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