millennials in *our* workplace

HOW TO ENGAGE AND RETAIN MILLENNIALS IN OUR BILLABLE INDUSTRY

Jeremy Deischer and Jeff Wulliman

WITH THE CASFM YMG
TIMELINE: 2000-2015

The Millennials: A new generation of employees

The "Millennials" Are Coming!

Morley Safer On The New Generation Of American Workers

Generation X — the millennials
TIMELINE: 2000-2015

What Happens When Millennials Run the Workplace?

Are We Asking The Right Questions About Millennials? Who Really Hate America?

Have You Got It All Wrong?

Millennials: What are we going to do about them?
7 Things You (Probably) Don't Realize About Your Millennial Employees

Young people are clashing with traditional working environments, but soon they're going to be all the workers. Does the environment need to change, or do they?

7 Reasons Millennials Are the Worst Workforce in 2015.

Millennials Will Become the Majority in the Workforce in 2015. Is Your Company Ready?
TIMELINE: 2016 – WE’RE HERE!

Millennials Now Largest Generation in the U.S. Workforce
THE GOLD STANDARD OF GOOGLE

- CREATIVE, FREE THINKING
- STRESS-FREE COLLABORATION
- WORK WHEN YOU WANT
- DEADLINE FREE ZONE
THE GOLD STANDARD OF GOOGLE

• CREATIVE, FREE THINKING
• STRESS-FREE COLLABORATION
• WORK WHEN YOU WANT
• DEADLINE FREE

I WANT YOU

TO BE BILLABLE

meme-generator.net
HOW ABOUT OUR INDUSTRY?

Jeremy and Jeff answer this burning question through:

- A Literary review of current content
- CASFM Young Members Group (YMG) survey
  - 94 survey responses
- Their own illustrious opinions
  - (Professional millennials)
WHO ARE MILLENNIALS?

- BORN BETWEEN 1982 - 2002
- OVER 80 MILLION STRONG
- LARGEST GENERATION SINCE BABY BOOMERS
- FIRST GENERATION TO ENTER WORKPLACE WITH BETTER GRASP OF TECHNOLOGY THAN MORE SENIOR WORKERS –

Just watch this animation!
YMГ SURVEY DEMOGRAPHICS

**What is your age?** (93 responses)

- 20-25: 45.2%
- 26-30: 16.1%
- 31-35: 12.9%
- 36+: 25.8%

**Experience Level:**
- EI: 60%
- PE: 30%
- Pursuing EI / Other: 10%
YMG SURVEY DEMOGRAPHICS

Employer Information

49 Public Sector
53 Private Sector

- < 25 employees
- 25 - 100 employees
- 101 - 500 employees
- 501 + employees
QUESTION: “...PLEASE INDICATE WHAT WOULD BE THE STRONGEST REASON FOR CHOOSING TO WORK FOR AN ORGANIZATION, AND WHAT WOULD BE THE WEAKEST.”

1. WORK-LIFE BALANCE
2. OPPORTUNITIES TO PROGRESS
3. FLEX HOURS, REMOTE WORKING

The 2016 Deloitte Millennial Survey
ATTRACTING MILLENNIALS: SURVEY

QUESTION: “PLEASE RANK THE FOLLOWING MOTIVATORS IN ORDER OF IMPORTANCE WHEN CONSIDERING A JOB.”

1. WORK-LIFE BALANCE
2. SENSE OF MEANING, PURPOSE
3. PAY/FINANCIAL BENEFITS
YOU’VE GOT THEM! BUT FOR HOW LONG...

2016 DELOITTE MILLENNIAL

Percentage who expect to leave in the next...

- 66% expect to leave
- 27% expect to stay
- 8% ≤ 6 months
- 11% 6 months to 1 year
- 13% > 1 to 2 years
- 11% > 2 to 5 years
- 11% > 5 to 10 years
- 22% > 10 years
- 12% Would never leave
- 5% Don’t know

YMG SURVEY RESULTS

How long do you expect to be with your current employer? (92 responses)

- 23.9% < 6 months
- 16.3% 6 - 12 months
- 17.4% 1 - 2 years
- 35.9% 3 - 5 years
- 11% 6 - 10 years
- 19% 11 + years

60% PLAN TO LEAVE IN 5 YEARS OR LESS
YOU’VE GOT THEM! BUT FOR HOW LONG...

**YMG PUBLIC SECTOR**

- 31% plan to leave in < 6 months
- 15% plan to leave in 6 - 12 months
- 15% plan to leave in 1 - 2 years
- 17% plan to leave in 3 - 5 years
- 17% plan to leave in 6 - 10 years
- 2% plan to leave in 11 + years

**YMG PRIVATE SECTOR**

- 19% plan to leave in < 6 months
- 17% plan to leave in 6 - 12 months
- 17% plan to leave in 1 - 2 years
- 17% plan to leave in 3 - 5 years
- 19% plan to leave in 6 - 10 years
- 4% plan to leave in 11 + years

54% PLAN TO LEAVE IN 5 YEARS OR LESS

66% PLAN TO LEAVE IN 5 YEARS OR LESS
WHY DO MILLENNIALS LEAVE?

They feel that their...

• LEADERSHIP SKILLS ARE NOT BEING DEVELOPED
• ORGANIZATION ISN’T INVOLVING THEM OR GIVING PURPOSE
• ORGANIZATION DOES NOT SHARE THEIR CORE VALUES
• ORGANIZATION HAS NO AMBITION BESIDES PROFIT
• WORK HOURS/LOCATION ARE NOT FLEXIBLE
• PAY COULD INCREASE
HOW TO ENGAGE MILLENNIALS

• DEVELOP THEIR LEADERSHIP SKILLS
• MAKE THEM FEEL INVOLVED AND FEEL PURPOSE
• ALIGN YOUR CORE VALUES WITH THEIRS
• SHOW AND SUPPORT AMBITIONS OTHER THAN PROFIT
• FLEXIBLE HOURS
• COOKIES...
How involved / engaged do you feel at your current organization? (94 responses)
CURRENT STATUS...

**YMG PUBLIC SECTOR**

**How Involved / Engaged Do You Feel at Your Current Organization?**

- 1: 4%
- 2: 16%
- 3: 27%
- 4: 39%
- 5: 20%

**YMG PRIVATE SECTOR**

**How Involved / Engaged Do You Feel at Your Current Organization?**

- 1: 11%
- 2: 28%
- 3: 43%
- 4: 19%
- 5: 10%
MAKING THEM FEEL INVOLVED

Question: What could your company doing to make you feel involved?

- INVOLVEMENT IN DIRECTION/SUCCESS OF THE COMPANY
- CONSTANT COMMUNICATION WITH MANAGER
- HAVE SENIOR STAFF SUPPORT AND INVOLVEMENT IN SOCIAL CULTURE
- EXCITING/NEW PROJECT RESPONSIBILITIES
- KEEP ME BUSY!
ENCOURAGING FUTURE LEADERSHIP

YMГ SURVEY

Question: How should your company encourage future leadership?

- PROJECT EXPERIENCE
- TRAINING AND LEARNING OPPORTUNITIES
- REGULAR COMMUNICATION WITH MANAGER
- CULTURE OF GROWTH
ENCOURAGING FUTURE LEADERSHIP
MENTORSHIP

YMG PUBLIC SECTOR

YMG PRIVATE SECTOR
ENCOURAGING FUTURE LEADERSHIP
MENTORSHIP

How important is having a mentor to your long-term career goals / decisions?
(94 responses)

Do you currently have a mentor or mentors at your workplace?
(94 responses)

- Yes: 41.5%
- No: 58.5%
ENCOURAGING FUTURE LEADERSHIP
MENTORSHIP

YMГ PUBLIC SECTOR

Do you currently have a mentor at your workplace?

- No: 55%
- Yes: 45%

YMГ PRIVATE SECTOR

Do you currently have a mentor at your workplace?

- No: 62%
- Yes: 38%
DEVELOPING LEADERSHIP SKILLS

Question: What do you want to see more of in terms of professional development?

• TRAINING/CLASSES
• ON-THE-JOB MENTORING
• FIELD ASSIGNMENTS
• A COMMITMENT FROM MANAGEMENT
ALIGNING CORE VALUES

The 2016 Deloitte Millennial Survey
ALIGNING CORE VALUES

**DESIRED TRAITS:**

- **TRANSPARENCY** – COMPANY DIRECTION, FUTURE
- **INTEGRITY** – DOING THE RIGHT THING
- **HONESTY** – TO STAFF, TO CLIENT
- **CONSISTENCY** – QUALITY PRODUCT TO CLIENT
- **FAIRNESS** – AMONGST STAFF

Do you feel your organization's values line up with your personal ones?

(93 responses)
ALIGNING CORE VALUES

YMГ PUBLIC SECTOR

YMГ PRIVATE SECTOR

Do You Feel Your Organization’s Values Line up with Your Personal Ones?

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<th>Level</th>
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SHOW OTHER COMPANY AMBITIONS

Question: What ambitions do you think your organization should have?

• PROTECTION OF PEOPLE, PROPERTY, ENVIRONMENT
• GROWING THEIR EMPLOYEES
• PROVIDING A GOOD WORKING ENVIRONMENT
• GOOD WORK / REPUTATION OF COMPANY
FLEXIBLE WORKING

Do you wish your employer offered more opportunities to work remotely?
(92 responses)

35.9% Yes
64.1% No

If you were a project manager, how concerned would you be about employees productivity while they work remotely?
(92 responses)

Concern Level:
1. 2 (2.2%)
2. 22 (23.9%)
3. 32 (34.8%)
4. 26 (28.3%)
5. 10 (10.9%)
HOW CAN WE BE MORE CREATIVE?

• INNOVATIVE SOLUTIONS
• CROSS-DISCIPLINE TRAINING/COLLABORATION
• EMBRACE NEW TECHNOLOGY
• TIME FOR CREATIVITY
  • ALTERNATIVES ANALYSIS
  • INNOVATION, PURSUIT OF IDEAS
HOW CAN WE BE MORE FUN?

- SOCIAL EVENTS (WITH MANAGEMENT ATTENDANCE)
- PRANKS
- MINGLE TIME
- VOLUNTEER OPPORTUNITIES
- COLLABORATIVE WORKSPACE / CULTURE
- SHORT BREAK GAMES (PING PONG?)
OVERALL TAKEAWAY – MANAGERS

• WE’RE NOT SO BAD...
  • WE WANT THE REPUTATION
  • WE WANT THE EXPERIENCE
• YOU’RE NOT SO BAD...
  • POSITIVE ENGAGEMENT
  • COMPANY AMBITIONS ARE ALIGNED
OVERALL TAKEAWAY – MANAGERS

• INVOLVE MILLENNIALS IN THE BIG PICTURE AND HOW THEY FIT
  • INCLUDE THEM IN THE COMPANY DIRECTION
• INVOLVE MILLENNIALS AS MUCH AS POSSIBLE ON PROJECTS
  • TASK ORDERS, BUDGETS, SPECIFICATIONS
• PROVIDE REGULAR COMMUNICATION
  • PAST, PRESENT, FUTURE
OVERALL TAKEAWAY – MILLENNIALS

• IT TAKES TIME TO BUILD TRUST. BE PATIENT.
• WORK FOR THE OPPORTUNITY. NO TASK IS TOO SMALL.
• TAKE THE INITIATIVE! BE PROACTIVE.
• BE CAREFUL WHAT YOU WISH FOR...
NEXT STEPS

• CONTINUE THE CONVERSATION
• EXPAND SURVEY
• HOW CAN WE WORK REMOTELY?
• MILLENNIALS – THE MUSICAL
• CASFM - TAP THE YMG FOR INFORMATION OR OPINIONS ANYTIME, WE ARE HERE AND ENGAGED!
ADDITIONAL INSIGHT – SIMON SINEK

• TED CONFERENCE SPEAKER
• BLENDS THE SCIENCE OF HUMAN BEHAVIOR WITH PROFESSIONAL DEVELOPMENT
QUESTIONS

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