

# 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! The Millennials Are Coming!

**THE "MILLENNIALS" ARE COMING**

Morley Safer On The New Generation Of American Workers

at Boom

Generation X — the millennials



# TIMELINE: 2000-2015

What Do Millennials Want?

Life?

Millennials: What are we going to do about them?

Have You Got Millennials?

Are Millennials All Wrong?

Are We Asking The Right Questions About Millennials?

Millennials Hate America?

Are Millennials really the worst generation ever?

What do they really want?

What Happens When Millennials Run the Workplace?

7 Things Millennials Value Most at Work

TIMELINE: 2000-2010

7 things 7 REASONS MILLENNIALS ARE THE WORST

# Millennials Will Become The Majority In The Workforce In 2015. Is Your Company Ready?

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 Things You (Probably) Don't Realize About Your Millennial Employees



# TIMELINE: 2016 – WE'RE HERE!



**Millennials Now Largest Generation in the U.S. Workforce**



BUY 1  
GET 7  
FREE

REGULAR PRICE,  
EXCLUDES WORKS COLLECTION.

J<sup>O</sup>S. A. BANK

- THE NEW TRADITION SINCE 1905 -

A man in a dark suit and light blue shirt standing next to the promotional text.

# THE GOLD STANDARD OF GOOGLE

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





THE

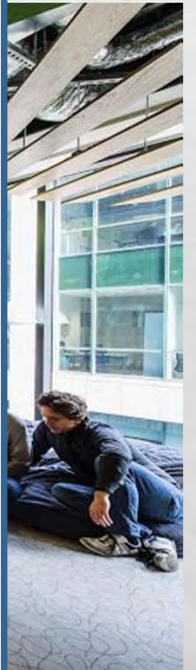
- CREA
- STRE
- WOR
- DEAD

**I WANT YOU**



**TO BE BILLABLE**

memegenerator.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)

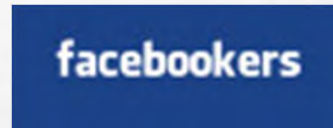




# WHO ARE MILLENNIALS?

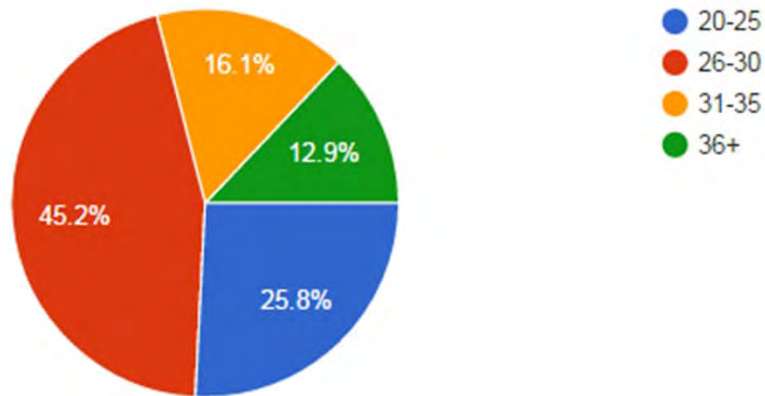
- BORN BETWEEN 1982 - 2002
- OVER 80 MILLION STRONG
- LARGEST GENERATION SINCE BABY BOOMERS
- FIRST GENERATION TO ENTER WORKPLACE WITH BETTER GRASP OF TECHNOLOGY THAN MORE SENIOR WORKERS –

*Just watch this animation!*



# YMG SURVEY DEMOGRAPHICS

What is your age? (93 responses)



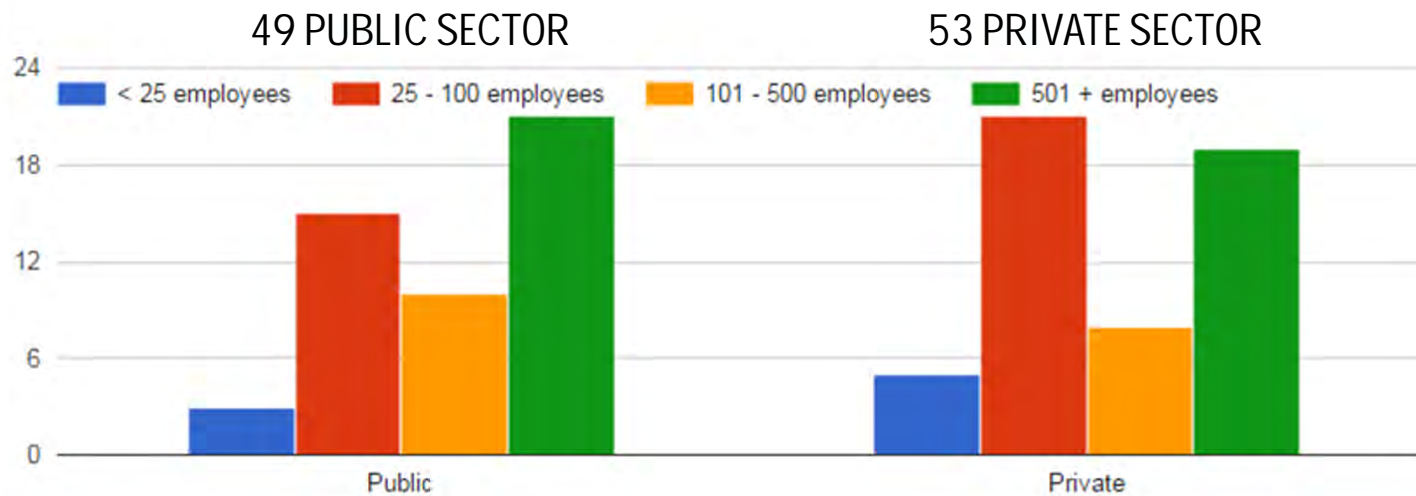
- EXPERIENCE LEVEL:

- EI: 60%
- PE: 30%
- PURSUING EI / OTHER : 10%



# YMG SURVEY DEMOGRAPHICS

## Employer Information



# ATTRACTING MILLENNIALS

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

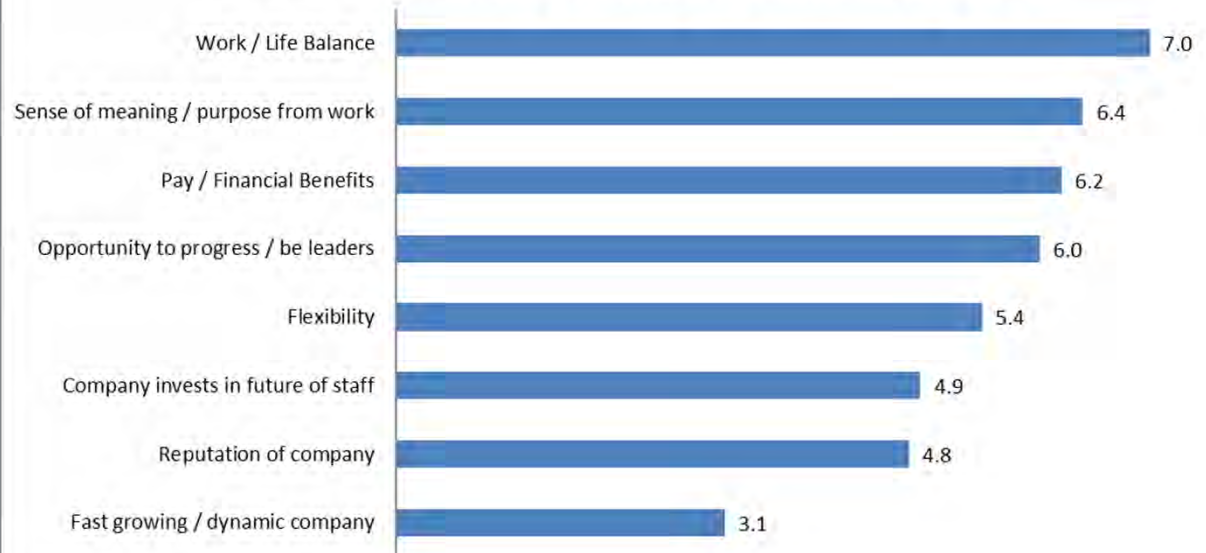


# ATTRACTING MILLENNIALS: SURVEY

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

**YMG - Motivator Priority in Considering a Job**

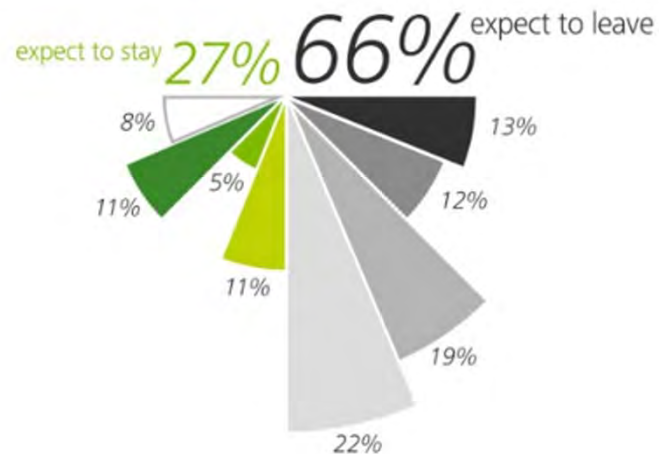


# YOU'VE GOT THEM! BUT FOR HOW LONG...

## 2016 DELOITTE MILLENNIAL

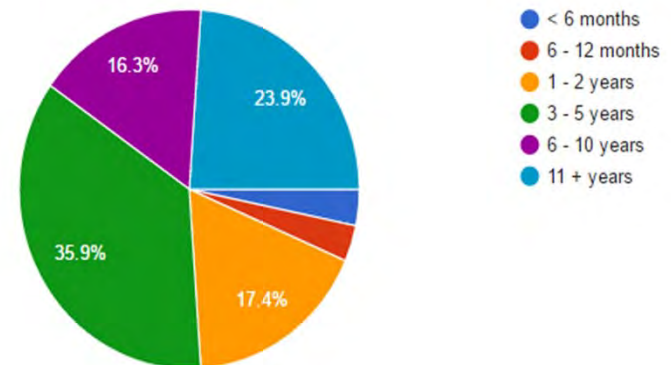
Percentage who expect to leave in the next...

- ≤ 6 months
- 6 months to 1 year
- > 1 to 2 years
- > 2 to 5 years
- > 5 to 10 years
- > 10 years
- Would never leave
- Don't know



## YMG SURVEY RESULTS

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



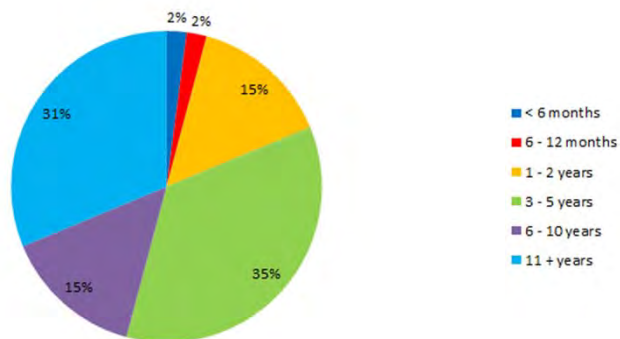
60% PLAN TO LEAVE IN 5 YEARS OR LESS



# YOU'VE GOT THEM! BUT FOR HOW LONG...

## YMG PUBLIC SECTOR

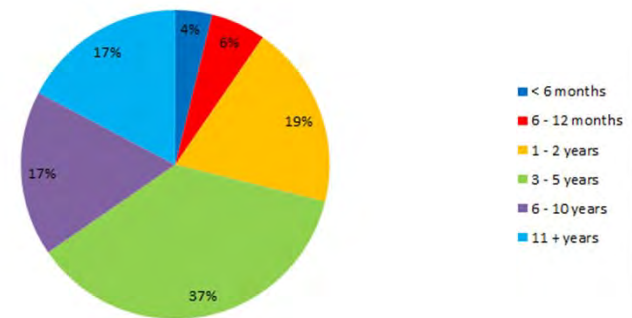
How long do you expect to be with your current employer?



54% PLAN TO LEAVE IN 5 YEARS OR LESS

## YMG PRIVATE SECTOR

How long do you expect to be with your current employer?



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

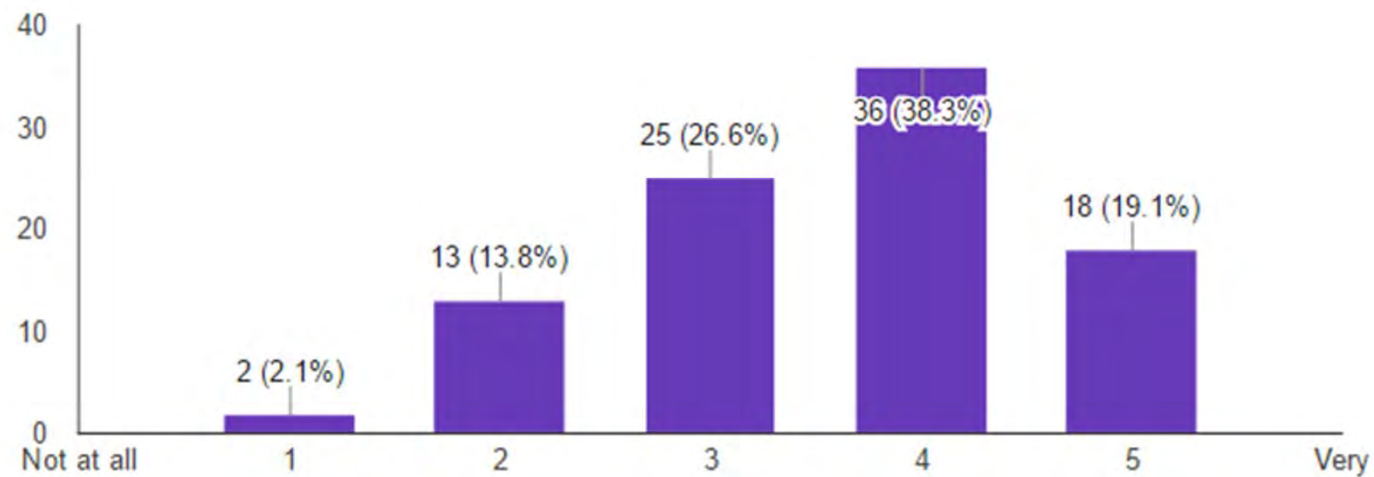
- DEVELOP THEIR LEADERSHIP SKILLS
- MAKE THEM FEEL INVOLVED AND FEEL PURPOSE
- ALIGN YOUR CORE VALUES WITH THEIRS
- SHOW AND SUPPORT AMBITIONS OTHER THAN PROFIT
- FLEXIBLE HOURS
- COOKIES...





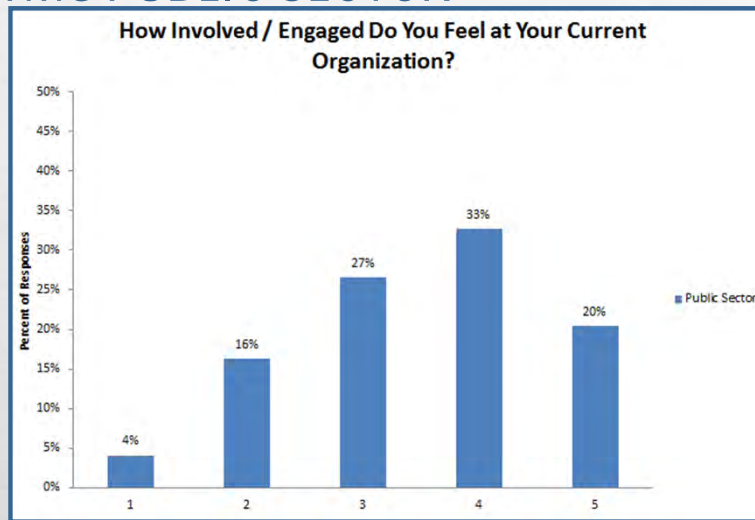
# CURRENT STATUS

How involved / engaged do you feel at your current organization? (94 responses)

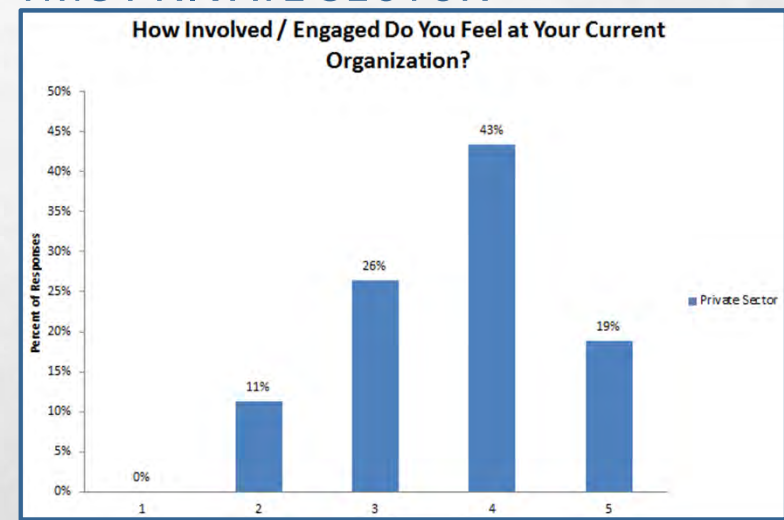


# CURRENT STATUS...

## YMG PUBLIC SECTOR



## YMG PRIVATE SECTOR



# 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!

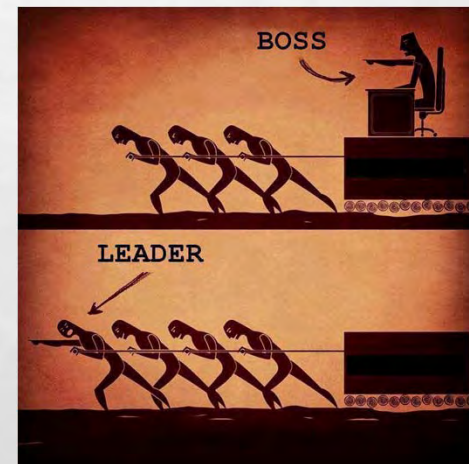


# ENCOURAGING FUTURE LEADERSHIP

## YMG SURVEY

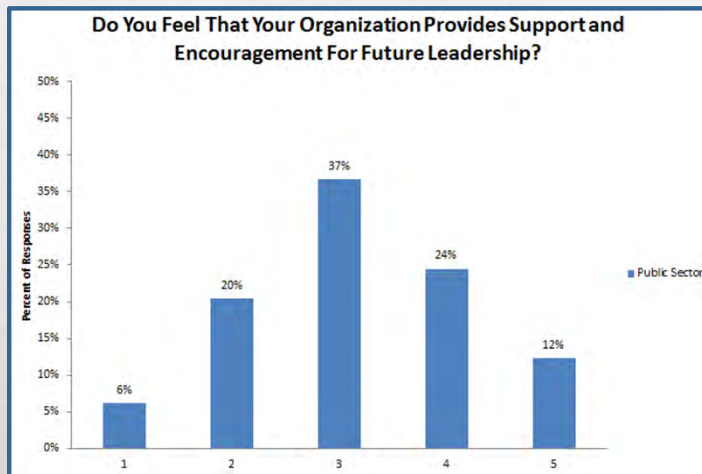
*Question: How should your company encourage future leadership?*

- PROJECT EXPERIENCE
- TRAINING AND LEARNING OPPORTUNITIES
- REGULAR COMMUNICATION WITH MANAGER
- CULTURE OF GROWTH

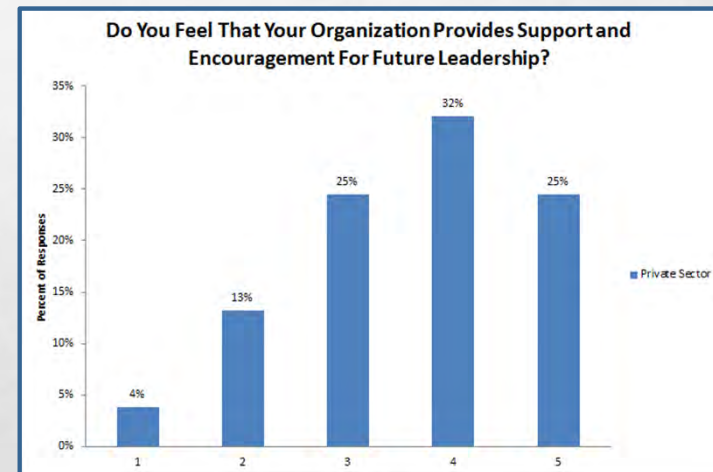


# ENCOURAGING FUTURE LEADERSHIP MENTORSHIP

## YMG PUBLIC SECTOR

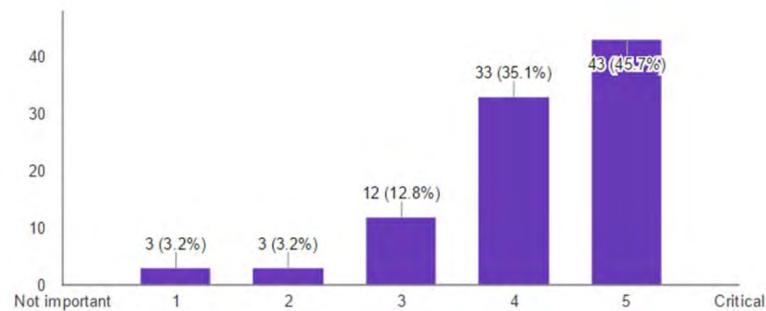


## YMG PRIVATE SECTOR

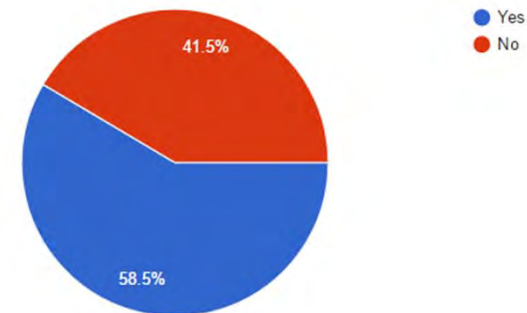


# ENCOURAGING FUTURE LEADERSHIP MENTORSHIP

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)

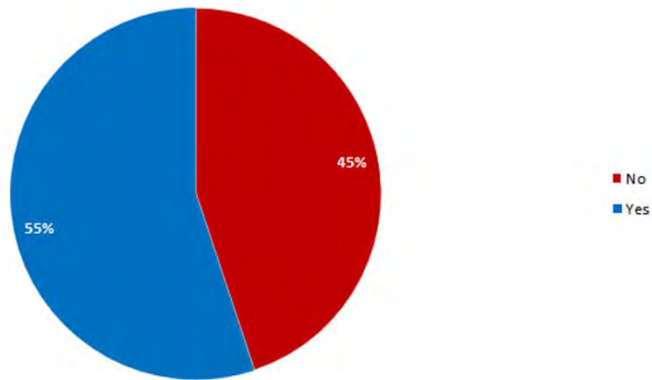




# ENCOURAGING FUTURE LEADERSHIP MENTORSHIP

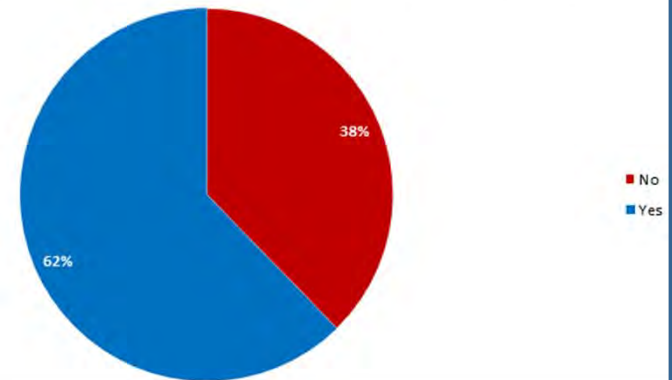
## YMG PUBLIC SECTOR

Do you currently have a mentor at your workplace?



## YMG PRIVATE SECTOR

Do you currently have a mentor at your workplace?



# 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



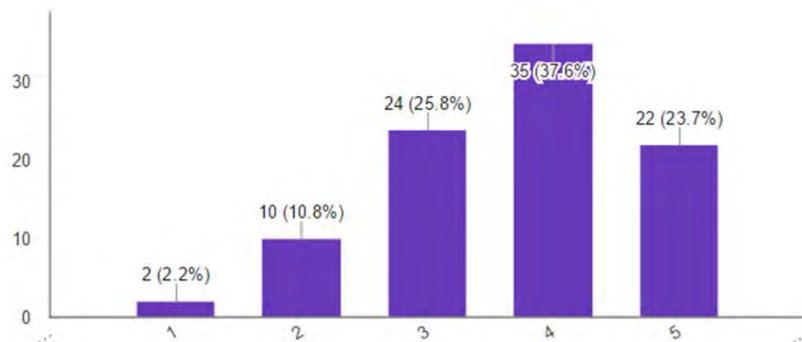
The 2016 Deloitte Millennial Survey



# ALIGNING CORE VALUES

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

(93 responses)

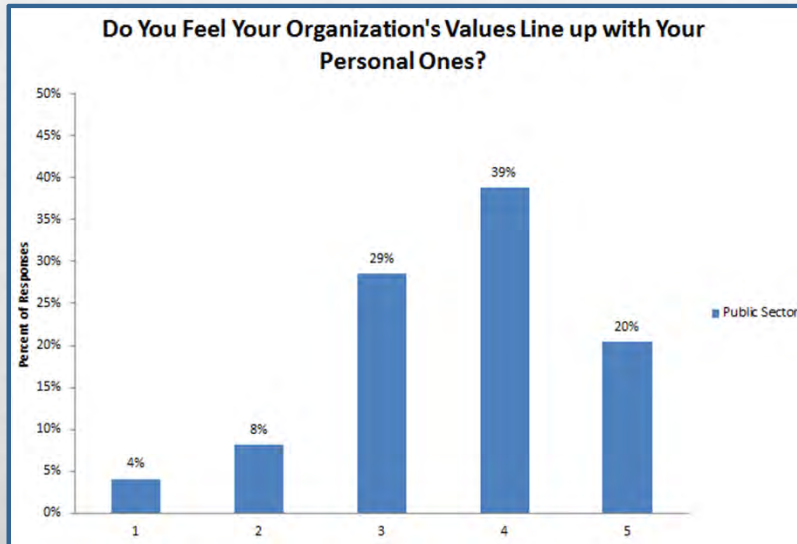


## • DESIRED TRAITS:

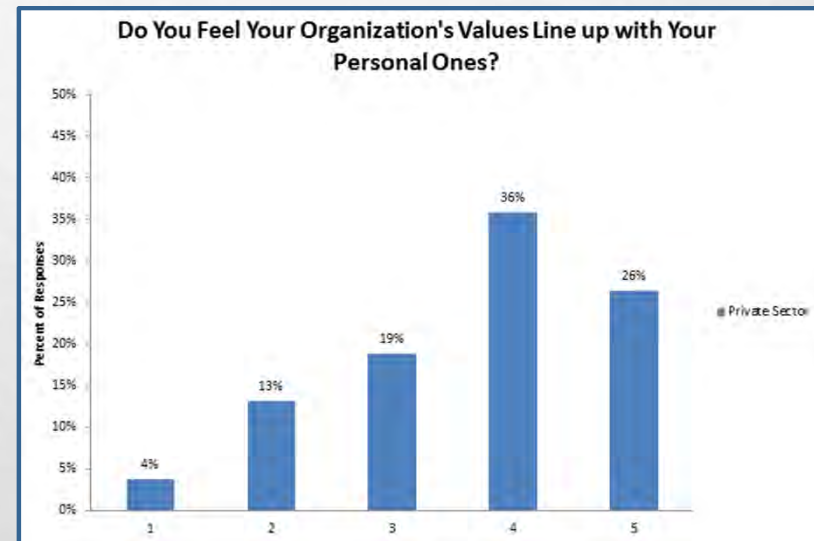
- TRANSPARENCY – COMPANY DIRECTION, FUTURE
- INTEGRITY – DOING THE RIGHT THING
- HONESTY – TO STAFF, TO CLIENT
- CONSISTENCY – QUALITY PRODUCT TO CLIENT
- FAIRNESS – AMONGST STAFF

# ALIGNING CORE VALUES

## YMG PUBLIC SECTOR



## YMG PRIVATE SECTOR



# SHOW OTHER COMPANY AMBITIONS

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

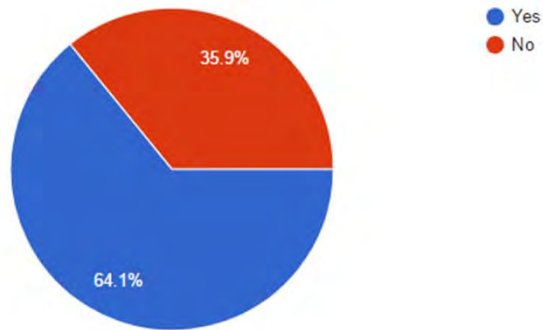
- PROTECTION OF PEOPLE, PROPERTY, ENVIRONMENT
- GROWING THEIR EMPLOYEES
- PROVIDING A GOOD WORKING ENVIRONMENT
- GOOD WORK / REPUTATION OF COMPANY



# FLEXIBLE WORKING

Do you wish your employer offered more opportunities to work remotely?

(92 responses)



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

(92 responses)



# 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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