

Working With Generation Y

Entitled, tolerant, lazy, optimistic, arrogant, smart, brash, and the list goes on. Feelings about Generation Y in the workplace are mixed. Gen Y is our future, and, obviously, it's here to stay. Some insight and understanding will go a long way in creating a better work environment for everyone.

So, here's Gen Y in a nutshell:

- ◆ team and collaboration oriented, with a commitment to team goals
- ◆ respect authority that demonstrates competence and skill
- ◆ want to contribute and make a difference in the organization and the world
- ◆ want to learn as much as they can from you, and want to teach you a thing or two, also
- ◆ need change and variety to stay engaged
- ◆ challenge the rules, and are very vocal about it
- ◆ want almost constant feedback on their work
- ◆ technology is an integral part of their work and life, as they've grown up with it
- ◆ rather demanding—they want what they want when they want it and will go somewhere else if they don't get it from you

But things are changing. In a recent Wall Street Journal article, an interesting development was noted. With the economy going south, many Gen Y's have realized their jobs are vulnerable and they aren't as indispensable as they thought. And they are using that new-found understanding to make a shift in attitude and approach.

Bruce Tulgan, author of "Not Everyone Gets a Trophy: How to Manage Generation Y," comments they are becoming "good workplace citizens," becoming prompt, dressing more appropriately, following up on obligations, using better judgment and building better relationships with managers, customers, and workmates.

Well, maybe they are just growing up, as we all did. Whatever it is, they have a lot to offer and a lot to learn. Let's work together. We'll all be better for it.



—Communications Tips—

Communicate by Personality

In March we discussed the most effective ways to communicate with Dominant personalities (as defined by the DISC assessment). Now, let's see what works best with Interactives:

- ◆ Provide a friendly, non-confrontational environment.
- ◆ Allow them to express their intuition and ideas and honest feedback.
- ◆ Give expert testimonials to support your ideas.
- ◆ Allow time for stimulating and fun conversation.
- ◆ Provide details in writing but don't dwell on them too much.
- ◆ Create a democratic environment, where everyone can have an input.
- ◆ Provide incentives for taking on tasks.

Prevent the Spread of Flu and Cold Viruses



With almost 6,700 cases of swine flu worldwide, and a death toll of 69 so far, we're concerned about how to keep ourselves healthy. And we should be. Even if we have no cause to fear swine flu, the worldwide annual death rate from seasonal flu is over 250,000.

Since 80% of common infections are spread by hands, it seems logical to conclude that one of the best ways to stop the spread of infections is thorough hand washing. Here's how to do it, according to Kim Dreher of "Do Bugs Need Drugs?":

- ◆ Wash hands in warm, soapy water for at least 20 seconds (as long as it takes to sing Twinkle, Twinkle, Little Star), cleaning thoroughly between fingers and under the nails
- ◆ Rinse in warm water for another 10 seconds
- ◆ Dry with paper towels (it is suggested forced-air dryers merely blow more germs)
- ◆ Forget the antibacterial soap, as it is of no more value than regular soap and doesn't remove grease and dirt as well as regular soap

Quote

"GenYers don't need to be humored in the workplace. They need to be taken seriously. Managers need to hold them to high standards and help them every step of the way to reach those standards."—Bruce Tulgan

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