

Bruce Mayhew Consulting

Communication Training

*imagine even more...*

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**Bruce Mayhew Consulting**

Communication Training

*imagine...*

*Hire, Motivate and Retain  
Millennials....And All Employees*

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## Characteristics Of A Boomer

- Are loyal (and expect loyalty)
- Live to work (work centric)
- Equate high salaries, authority, and long hours with success.

## Characteristics Of A Millennial

### Characteristics Of A Millennial (Gen Y)

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- Work characteristics developed from:
  - Doting 'helicopter' parents, structured lives, contact with diverse people as well as steady opportunities, guidance, feedback and praise
- Are 'Can-Do'... and want constant feedback
- Need to know the goals from leaders
- Need challenge... and will seek challenge
- Want to influence... almost everything
- Are used to working in teams:
  - Everyone wins (gets a medal)
- Want to make friends with people at work

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## Generational Differences

### Generation Differences

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- Differences... Tension Points:
  - Experience vs. Education
  - Preference to Work Alone vs. Team
  - Time in office / Overtime
    - Preference for Flex-Time
    - Additional Time Compensation
  - Advancement Opportunities
  - Corporate Loyalty & Hierarchy
  - Ability to Multitask
  - Frequency of Recognition
  - Financial Reward vs. Continuous Learning Reward
  - Comfort with Technology / Being 'Connected'

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**BEI =  
Behavioral  
Event Interview**

BEI's give you a uniform process to measure all candidates.  
Uncover individual's own abilities, strengths and behavior.

**What Not To Do  
When You  
Interview**

**Question Design: What Not To Do**

- Avoid saying *"What would you do if..."*
  - This is hypothetical
  - Better to say:  
*"Tell me of a time when you..."*
  
- Avoid saying *"Would you ever say 'X' to a client?"*
  - This is a closed question
  - Better to say:  
*"Describe a time when you've had to say 'X' to a client."*

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Hire people based on demonstrated values and experience.

**BEI Score Card**

Name of Interviewee \_\_\_\_\_ Position \_\_\_\_\_

Names of Interviewers 1. \_\_\_\_\_ 2. \_\_\_\_\_

Names of Interviewers 3. \_\_\_\_\_ 4. \_\_\_\_\_

Date \_\_\_\_\_

Question	Response Rating 1 2 3 4 5	Notes (Strengths / Weaknesses)
1.		
2.		
3.		
4.		
5.		

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## Millennials In The Workspace Survey

### Are Millennials Loyal?

#### Our 'Millennials At Work' Survey Proved

65.38% of our participants want to work for  
one company for at least 5 years.

**50% will leave after 2 years.**



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#### Notes:

#### C.A.R.P.

#### Leadership, Management, Motivation & Reward Model

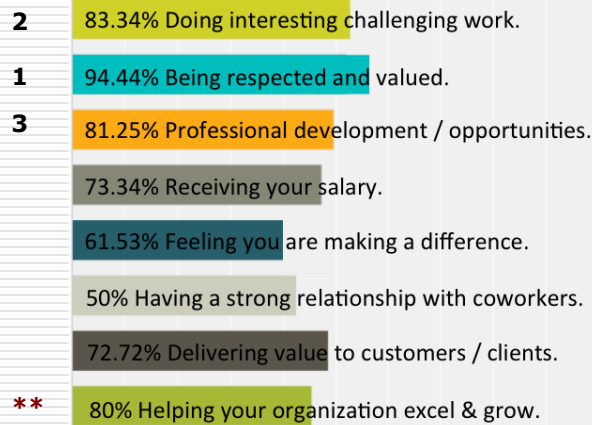
### Managing, Motivating, Rewarding

- C – Competence / Mastery:
  - Learn new things and/or use an expertise.
- A – Autonomy / Choice:
  - What to work on, when and how
- R – Relevance / Purpose:
  - Why the work is meaningful – important
- P – Progress:
  - What they are doing is adding to the greater good

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**What Millennials Want At Work**

**Retaining. Mentoring. Motivating.  
When working...**



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**Notes:**

Employees who feel passionate about their work and who feel supported by the low/no-cost C.A.R.P. motivation systems will almost always become creative, higher-than-average performers. In addition, when employees feel proud and excited about their accomplishments they demonstrate greater organizational loyalty and think twice before leaving.

When employees are motivated they want they feel proud and excited **all the time** – not once every 12 months.

A summary of what Millennials want is as follows:

- 94.44% want to be respected and valued
- 93.75% want a career that advances their chosen profession
- 91.87% want opportunities to learn / grow / develop
- 88.88% want work / life balance
- 83.34% want interesting and challenging work

**What Millennials Want At Work OVERVIEW**