Gallup Pakistan HR Newsletter

Managing the Millennial Workforce

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Welcome

to Gallup Pakistan's 15th edition of a series of HR Newsletters. In this series we principally aim to encourage empirical understanding of HR problems faced by organizations today. **By disseminating international and local research findings, Gallup Pakistan aspires to create a knowledge hub that HR practitioners in Pakistan can benefit from. In this regard, we would be borrowing extensive research from other member countries as well.**

In this edition we endeavor to bring to our readers an understanding of **Millennial Employees** and how to understand them in order to be able to **manage them** more effectively, to **tap their potential** fully and to **avoid massive employee turnover .** The first article **"11 Tips for Managing Millennials"** provides a fundamental understanding of their work ethic, their personalities and specific traits unique to their generation and how to capitalize on these. The second article **"5 Reasons Your Millennial Employees are Quitting"** elaborates on the errors companies make in sticking to conventional work methods and how to rectify them in order to improve employee retention rates.

Don't forget, your valuable suggestions and ideas are much awaited and appreciated. Also, we are open for partnerships with other teams working in similar domain. We look forward to a successful journey.

Gallup Pakistan Team

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Contributor: Susan M. Heathfield

11 Tips for Managing Millennials

Millennials include workers born between 1980 and 2000. They possess certain traits , a particular form of work ethic and personalities that illustrate interaction with all kinds of people. They have a highly optimistic view on life and are always on the lookout for challenges. They welcome regular feedback, respect leadership and are eager to contribute in real terms to the organization they work for.

They are in the search for structure and direction in their lives and careers, through diverse interactions and projects that will help them and their companies grow. They are engaged in a variety of activities outside the workplace and like to stay connected on a constant basis.

The **11** TIPS

➤ **Provide Structure**
➤ **Impart Leadership and Guidance**
➤ **Encourage a positive, personal self-image**
➤ **Stimulate teamwork and synergy**
➤ **Listen to the millennial employee**
➤ **Challenge them and diversify their work**
➤ **Give them the space to multi-task**
➤ **Benefit from their technological literacy**
➤ **Capitalize on his affinity for networking**
➤ **Ensure a work-life balance**
➤ **Create an employee-centric work environment**

Provide Structure

Clearly outline responsibilities and tasks to be executed. Provide all the enabling resources, set reasonable deadlines, and define the key indicators through which performance will be evaluated.

1

Impart Leadership and Guidance

Millennials desire to receive feedback from effective leaders and are keen to learn to constantly improve. It is important to ensure that they receive regular training in order to capitalize on their unique skills and talents.

2

Encourage a positive, personal self-image

Appreciate them for their 'can-do' attitude towards life. Do not discourage them for taking up tasks that you may initially feel they are not capable of executing. They are likely to surprise you!

3

Stimulate teamwork and synergy

Millennials are highly comfortable tackling projects in groups. Take advantage of their social nature and achieve team success through quicker completion of work, minimal use of resources and delegation.

4

Listen to the Millennial Employee

Millennial employees have grown up with doting parents who accorded importance to their personal and professional development. Ensure that you genuinely listen to their views and incorporate their suggestions wherever valuable.

Challenge them and diversify their work

The millennial generation has a hip and happening lifestyle. They want some of the same excitement in their daily work. Do not force them to stick to a routine unnecessarily. Make sure they understand the importance of their projects.

Give them space to multi-task

Do not be worried that they cannot handle a number of simultaneous projects. Millennials are willing to take on a ton of responsibility and like switching in between key tasks to keep things interesting.

Benefit from their technological literacy

Use their technological capabilities to network with clients, set up meetings and link up with the rest of the corporate world without wasting precious money and time. Cut down on superfluous costs; embrace the new kinds of connectivity through your younger work force.

Capitalize on his affinity for networking

Millennials think of everything in the local and global context. They are easily adaptable and will be disposed to connect with people from a diverse range of cultures and backgrounds. Use this to expand the scope of your firm.

Create an employee centric work environment

Try having a relaxed work environment with regular breaks to reduce stress and negativity. Encourage friendship amongst colleagues and have social events throughout the year to strengthen bonds.

Ensure a work-life balance

Millennials are not prepared to overwork themselves at the cost of family time, hangouts with friends, holidays and exercise. Show that you understand they need balance in their lives to function efficiently.

Contributor: Sujan Patel

5 Reasons Your Millennial Employees are Quitting*

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Millennials now constitute a huge portion of the work force, making it more important than ever for Human Resources to comprehend their requirements and personalities, in order to tap their potential fully. Yet, the majority of firms still fail to bridge the gap between their assumptions of millennial needs and the reality of what millennials value in their careers, leading to massive turnover and reduced employee retention rates, creating problems for the management, the organization as well as the millennials themselves.

30%

Millennials regard meaningful assignments as the most significant facet of a motivating and fulfilling job.

11%

of higher management does not consider millennials as requiring personal fulfillment to become better workers.

24%

Millennials believe that personal satisfaction and pride in organizational achievements is a vital part of a well-rounded, successful career.

Here are 5 Reasons that can help your firm understand why your Millennial workforce is quitting and how to rectify the errors that are causing this:

✖ You Don't Provide Meaningful Work

The divergence between the thinking of millennials and their supervisors needs to be tackled through assigning them responsibilities and communicating how their projects, are making a wholesome contribution to the organization in general. Millennials want to leave an impact through their work and will only be fulfilled in careers that allow them to do so.

✖ There is No Sense of Accomplishment

Businesses nowadays are taking specialization way too seriously, implying that their employees are often stuck in a monotonous routine, that does not reinforce their relationship with the firm, and reduces the scope for interaction. Millennials not only enjoy being appreciated and complimented but are also grateful for regular, critical and constructive feedback on their weak areas, as they are constantly striving to improve.

✖ Employee Feedback Isn't Respected

Millennials do not only want to receive feedback, but also desire to add value to the company by voicing their views on ways in which the company can further prosper and improve. This two –way interaction will help them feel involved , and they will thus be able to acquire a sense of ownership and truly link their identity to the firm.
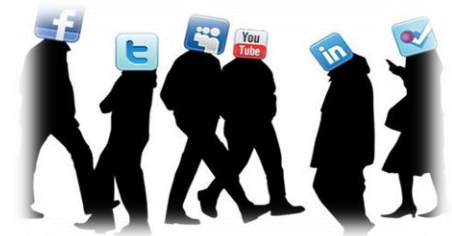

✖ There is No FlexTime

Millennials believe deeply in a work-life balance and are often involved in a multitude of activities outside their employment, which encourages them to look for work that allows them more flexibility. It is important to be understanding and allow them to come in late, leave early, work remotely and take leaves for holidays, social work etcetera.

✖ Poor Communication is the Norm

It is vital for this younger generation of workers to network on a regular basis, to have platforms that keep them up to date with the latest news and events in the world and people's lives and careers. Another thing that is important is that deadlines and expectations should not be ambiguous, so that work flow does not suffer and frustration is minimized.

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