

Gen Y typical Struggles (from 43Folders.com):

- “My email sucks.”
- “My attention management sucks.”
- “My compulsive web browsing sucks.”
- “My lack of resolve to put my art first sucks.”
- “My procrastination sucks.”
- “No, seriously. My procrastination **really** sucks.”
- “My fiddling with ‘productivity systems’ sucks.”
- “My to-do list sucks.”
- “My blog sucks.”
- “My band’s stupid website sucks.”
- “My meetings suck.”
- “My PowerPoint presentation sucks.”
- “I suck.”
- Effectively synchronising between outlook, gmail, google calendar, etc.
- Etc, etc.

General NOTES:

- Generations (Age as at 2008).
 - o Veterans - Born 1929 – 1949. Age 59 to 79.
 - o Baby Boomers – Born 1950 – 1964. Age 44 to 58.
 - o Generation X - Born 1965 – 1979. Age 33 to 43.
 - o Generation Y – Born after 1980. Age up to 32.
- To engage Gen Y (from development.tas.gov.au – Michael McQueen).
 - o Put relationships before roles.
 - o Focus on outcomes not process.
 - o Set short term, challenging goals.
 - o Use stories to make your point.
 - o Give regular positive feedback
- Generation Y (From Avril Henry -
<http://www.freehills.com/files/HowToAttractMotivateandRetainGenXandGenY.pdf>)
 - o Also known as the Millennium Generation
 - o “ Born after 1980
 - o “ Similar values to Veterans – optimistic, confident, sociable, strong

- morals and sense of civic duty
 - “ Comfortable with peers of differing ethnicity
 - “ Women and men will expect greater workplace flexibility
 - “ Think DIFFERENTLY to any other members of the workforce
- Gen Y companies will retain them because:
 - Promote people early in their careers
 - Recruit in different ways
 - Take action to manage poor performers out of the business
 - Move their best talent to the ‘forefront’
 - Greater flexibility in all aspects of work.
 - (In the US, the average worker puts in 55 hours a week.)
 - Australia Gen Y 25% of workforce. 47% by 2014.
 - Gen Y. First Gen to grow up with Cable / Online, etc. Experts say this leads to shorter attention spans and easy boredom.
 - Gen Y used to diversity. Grew up with it. Encountered it online.
 - Largely educated by TV – “Everyone deserves to have his/her say” – “Getting heard and having a say are not only easy they seem natural.
 - To be engaged must:- 1. See the facts. 2. Understand the facts. 3. Participate.
 - Don’t tell → Facilitate discussion. Share compelling story. Utilise social media.
 - Want innovative workplaces.
 - Coaches not Bosses.
 - Relationship not Administration / Procedures.
 - Leaders MUST ‘walk the talk’
 - Generation X and Y will not tolerate inauthentic leadership
 - Enable work / life balance
 - “Example is not the main thing. It is the only thing.” – Avril Henry quoting Albert Schweitzer – Especially true for leading Gen Y.

Clinical vs Relational

- Clinical. Very Patient / Doctor feel.
- Gen Y in particular – daily feedback, communal, relational. Don't respond well to doctor patient type feel.
- Wife → “Consistently Meet or Exceed my Expectations”
 - o Is analogy fair?
 - Gen Y less compartmentalised
 - Did notice a lot of what workplaces are being encouraged to do with Gen Y – Baby Boomers saying same thing about Marriage relationships.
 - “Engage” programs of the financial sector (e.g ANZ Bank).

Individual vs Environmental Focus

- Focused on the individual performance – not maximizing performance environment.
- Giving information and guidance from the corporate to the individual → Gen Y proven to perform better when it is the other way around (Per Courier mail article).
 - o Needs to be more focused on creating an environment that is comfortable, communicative, communal. “How are we performing at providing an environment that works for you. “
 - o Not one size fits all – e.g. APIA YPF talk → 9 day fortnight.
 - What if I want a 10 day fortnight, longer hours, so I can take 2 or three months of a year?
 - What if I want to work half days?
 - Me – 10am starts for 9months → 4 day weeks (10hrs/day) for a few months.
 - o Tailor solutions - resources levelling and good personnel management should be able to implement a good tailored mix.
 - o Read Courier Mail stats

Cheat and Hack ‘The Performance Review System’

- It is not a ‘nice neutral system’ designed to maximise your performance – there is a broader context (company goals – legal, physiological, administrative, etc) and a there will be a narrower use of the tool (bosses biases / focus).
- Learn these and work it.
 - o What is your boss’ focus.?
 - Teamwork – gather teamwork examples, let flow in your speech etc. (Or, highly individualistic focus?)
 - Needs analysis?
 - Feedback?
 - Salary determination.
 - Have a good long chat?
 - Is he likely to contact a client (internal or external) if you ‘give him the inside info on poor performance’?

- Learn how to increase the likelihood your boss contacts someone you performed well for and decrease the likelihood your boss contacts someone you didn't perform well for.
- Company goals?

Where does the company goals / system goals and your bosses goals misalign – how can you help him achieve, or appear to achieve the company goals?

Life Skills

Whole of life management section:

→ To improve your performance Master the Life Skills that Your Company May or May Not be Focused on.

→ Don't wait on company, or rely on administrative systems, etc.

- Your boss isn't there to make you a millionaire.
- Maybe need to learn some core skills from this company and then leave.
→ Broader – learn how to not only improve your performance for the benefit of the company but how to use the company for the benefit of your goals. .
- Job = company - therefore there focus on your development will focus on limited to how it benefits them.

Therefore

- won't train you in how to Work the Performance Review System to your advantage.
- Won't teach you how to figure out your company culture and conform to the positive and not allow the negative to mould you.
- How to get a co-worker fired that is making your life miserable (or a boss) – or get them or yourself relocated.
- Analysis company culture and learn how to get the most.
- When to leave.

For that and more:

- LifeHack.org
- LifeHackers.com.au
- 43Folders.com
- "How to Lose Friends and Infuriate Your boss" – Read that book!