



Millennials...The New Adult Learners

Anna Graf Williams, PhD

Fall 2017

anna@Learnovation.com

Generations in the Workplace

- Gen Z, iGen, or Centennials: Born 1996 and later
- Millennials or Gen Y: Born 1977 to 1995
- Generation X: Born 1965 to 1976
- Baby Boomers: Born 1946 to 1964
- Traditionalists or Silent Generation: Born 1945 and before



www.Learnovation.com to download this presentation!

The Millennial Story...

When asked what they want:

- Purpose
- Impact
- Free Food
- And ...Bean Bags!

Key Differences:

- Parenting
- Technology
- Impatience
- Environment



Failed Parenting

Told:

- They are special snowflakes...
- Can have anything they want...
- Mom or Dad will make sure...
- Everyone got a trophy...knew they did not deserve it.
- Lower Self Esteem...no fault of their own
- Filters put on everything... Facebook—celebrity look — social media.



- (Everyone else has it together...WHY not me??)
- Dealt a Bad Hand!



Truth or Fiction?

administration preferred. See program description at emorybaptist.org. Applications at EBC office, 260 N. Planters Street Monday-Thursday 8-5.

CONSTRUCTION WORKERS NEEDED: Lake Fork area. Please do not apply if you oversleep, have court often, do not have a babysitter every day, have to get rides to work later than our work day begins, experience flat tires every week, have to hold on to a cell phone all day, or will become an expert at your job with no need to learn or take advice after the first day. Must be able to talk and work at the same time. Must also remember to come back to work after lunch. Should not expect to receive gold stars for being on time. If you qualify, leave name and number at 903-243-5279.

ALLI
mile
\$85

EMC
69S
clim
915

CA
YO
47
KA
YO
HE



Maybe start by leaving your parents' home

Technology

- Get a response...with technology.
 - Get a hit of dopamine. (*Same chemical when we smoke, drink or gamble.*)
- Approval of parents...to approval of peers.
 - Coping strategies interrupted.

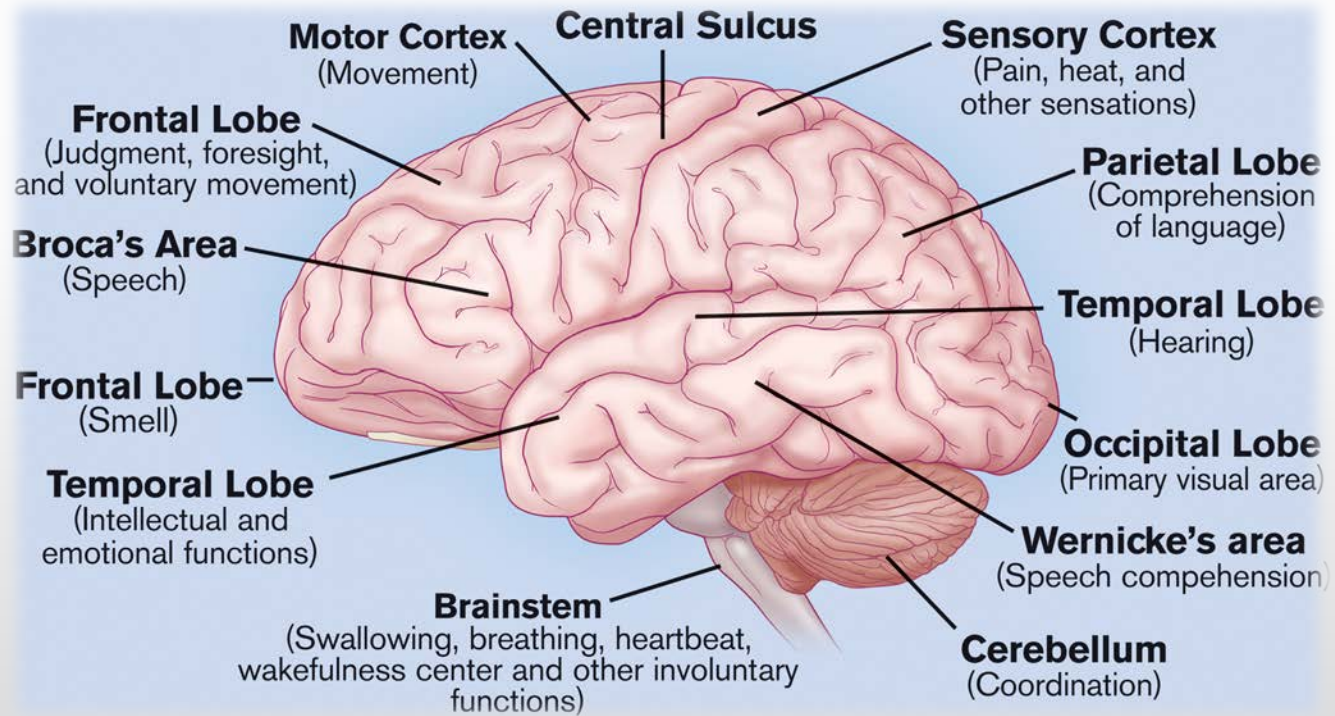


- Social, financial or job stress ...turn to technology.
- DO NOT know how to form deep meaningful relationships
 - ...never practiced the soft skill sets and don't know how.
 - Friends will cancel, if something better comes along.
- **Technology and social media not bad—the imbalance is bad!**

The Adolescent Brain

Happiness Chemicals	Key Phrase	Consulting Example
Endorphins	No pain	2am late night working in hotel lobby
Dopamine	One more	Setting and achieving milestones
Serotonin	Loyalty; allegiance	Making the partner proud
Oxytocin	Intimacy and safety	Team dinners; one-on-ones with boss

- Decisions overly influenced by emotions.
- Computation & Decision Making skills of an adult— IF GIVEN Time and Access to information.
- Peer approval is highly rewarding—it is why teens are more likely to take RISK.
- Brakes come online much LATER than the accelerator of the brain.
- Hormones—spur oxytocin the bonding hormone. Idealistic position—can be ungrounded.



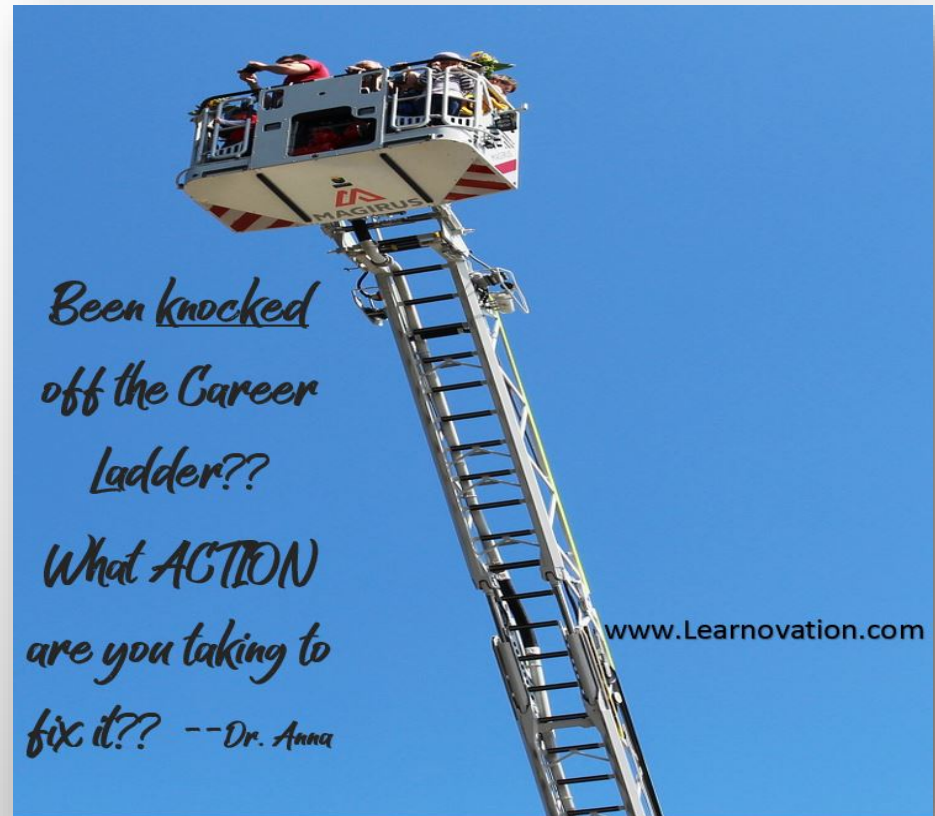
Impatience

PERSONALLY

- Log on and order on amazon—here the next day.
- No movie times—log on and watch the movie instantly.
- Binge watch /Binge Drink **On Demand.** (netflixs & uber)
- “*Swipe right*”—instant babe

PROFESSIONALLY

- Not making an impact
- It must be “me”
- “Think I will quit...”
- “They don’t like me—too much conflict.”



Soft Skills

Coordination—Adjusting actions in relation to other's actions.

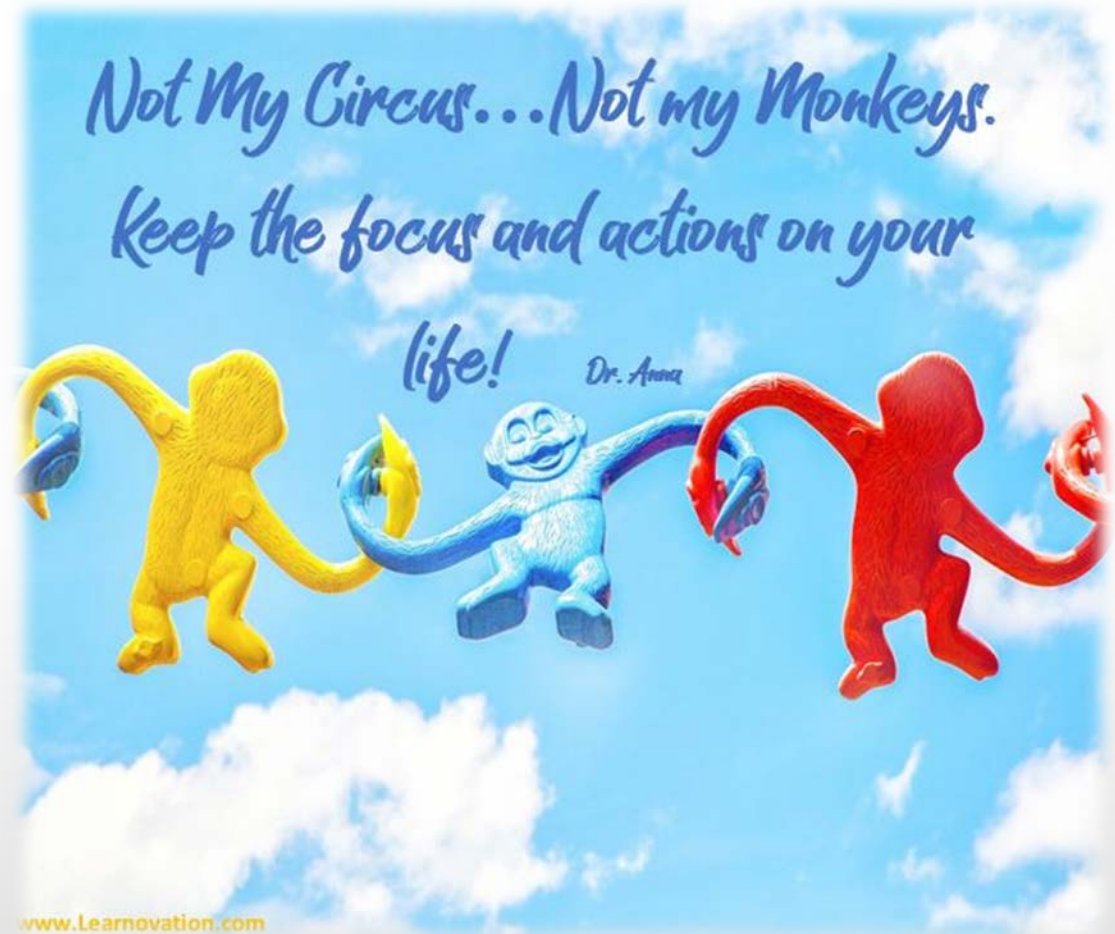
Instructing—Teaching others how to do something.

Negotiation—Bringing others together and trying to reconcile differences.

Persuasion—Persuading others to change their mind or behavior.

Service Orientation—Actively looking for ways to help people

Social Perceptiveness—Being aware of others' reactions and understanding why they react as they do.



Job Satisfaction & Strength of Relationships

Personal & Professional Well-Being

- Purpose Driven--how you occupy your time ...setting and reaching goals you set.
- Social Well-Being having strong relationships and love in your life.
- Financial Well-Being creating economic security for yourself now and in the future.
- Community Well-Being is the sense of engagement, security and pride you have with the area where you live.
- Physical Well-Being is having good health and enough energy to get things done on a daily basis.

Gallop Poll

Everything is JUST fine...

Job...fine; relationships...fine; life...fine **Not Really!**

What is missing:

- Love
- Love of Life
- Self Confidence
- Joy



We are seeing:

- Increase in suicide rates
- More accidental overdoses...
- Increased "leave of absences" for depression from school & work.
- Never really finding deep fulfillment.



Millennials are the Coolest...

The Opportunity

What Millennials Want

...from their boss

TOP FIVE CHARACTERISTICS MILLENNIALS WANT IN A BOSS

Will help me navigate my career path

Will give me straight feedback

Will mentor and coach me

Will sponsor me for formal development programs

Is comfortable with flexible schedules

...from their company

TOP FIVE CHARACTERISTICS MILLENNIALS WANT IN A COMPANY

Will develop my skills for the future

Has strong values

Offers customizable options in my benefits/reward package

Allows me to blend work with the rest of my life

Offers a clear career path

...to learn

TOP FIVE THINGS MILLENNIALS WANT TO LEARN

Technical skills in my area of expertise

Self-management and personal productivity

Leadership

Industry or functional knowledge

Creativity and innovation strategies

- They thrive with technology
- They are hungry to learn...especially when debriefed on "WHY?"
- They want meaningful relationships...just need guidance on how to build them.

**Curiosity and Ambition,
when focused into a goal
...create SUCCESS!**

-Dr. Anna

www.Learnovation.com

LEARNOVATION®

Where Learning and Innovation Succeed!™

© Learnovation®, LLC 2017

So... now What???

- **NO CELL Phones** in conference rooms—it is the little things. Ask about the other person...
 - that's how we form relationships
 - that is **how trust forms**. Slow and steady consistencies!!!
- **Out to dinner**—*take only one phone for group*
 - to call for an Uber
 - or take a picture of dinner.
 - Remove the temptation!
- Whistle stops to think...talk.
- **Coach on** handling conflict.
- **Coach on** how to cope with stress **without technology**.
- **Provide** support for self awareness of character **the parenting process missed**.



Engaging Millennials

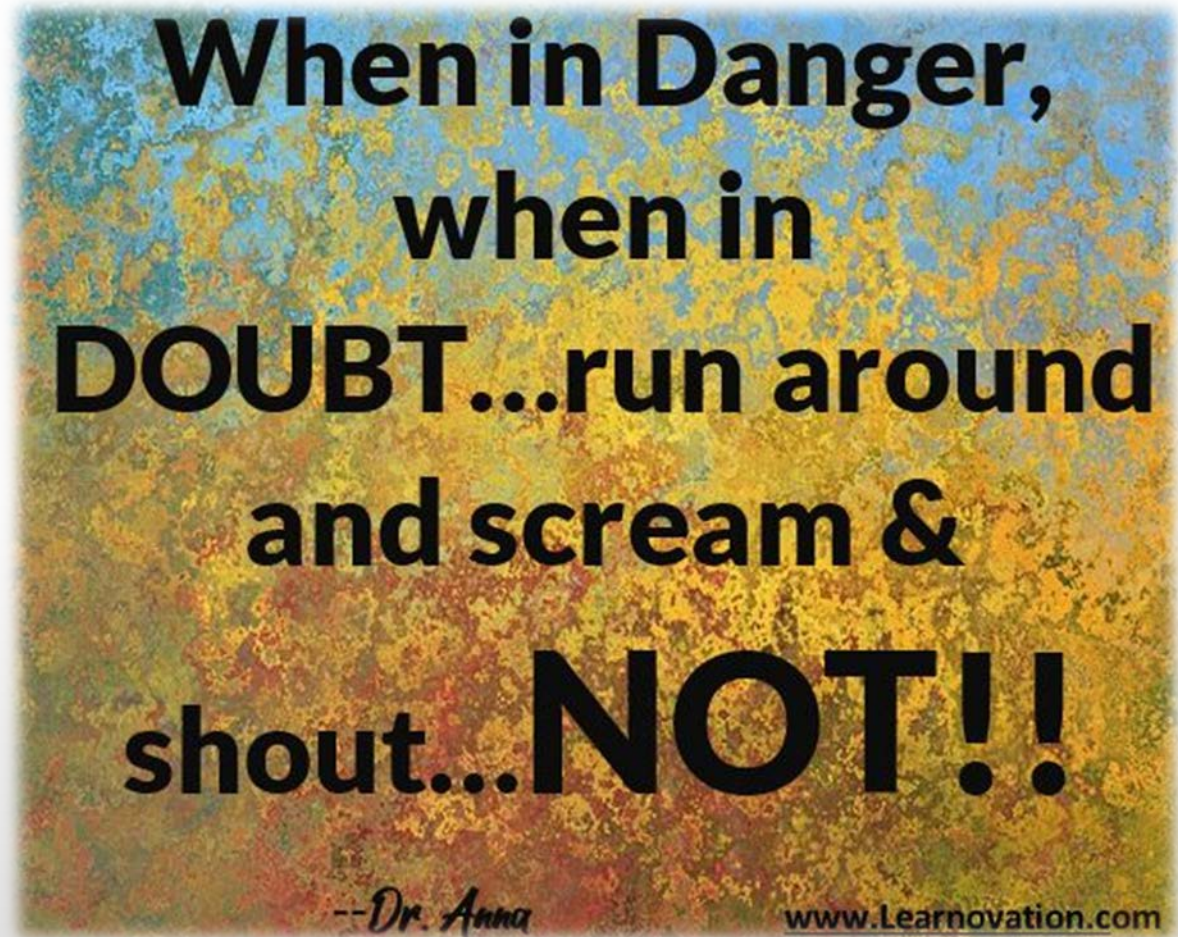
Be Real—**Tell the Truth!!** It builds trust!

Acknowledge when they are engaged!

Weave training into their lives **RIGHT NOW...** Take action and teach action!

Frame Concrete goals for courses, activities and work assignments.

Allow time for critical thinking—minimize emotional infusion into activities.





Thank you!

Dr. Anna



Contact us with your questions!

Anna Graf Williams, PhD

President, Learnovation[®], LLC

Fishers, IN 46038 Phone: 317.577-1190

Email: anna@Learnovation.com or Visit www.Learnovation.com

- **Download your copy of this presentation**
 - www.Learnovation.com
- **Friend us on Facebook @ RealLearnovation**
 - Download our **“Words of Wisdom”** for Instructing & Inspiring
- **Follow us on Twitter @LearnovationLLC**
 - Get trending **instructional practices**
 - **Career Research Updates**
 - **Career & Life Skill Techniques** for improving personal & professional Well-Being

*We're Glad
You're Here!*