How to deal with the Millennial generation in the workplace

Thanita Kongrerk¹

Abstract

This article presents the concepts, theories, and views of generation differences. At the workplace, all organizations have to deal with the different characteristics of those existing generations and appear to be an extremely challenging. Currently, generation millennials seem to be an important cohort, as this group will be the larger group of the global workforce in the near future. This article also suggests the related theories and concepts such as working environment and workplace flexibility in order to integrate the benefit of these theories to match characteristic of Millennials. Finally, the article will propose the recommendation which will be the benefit the organization in dealing with millennial generation.

Keywords: Millennials, Working Environment, Flexibility of Workplace

¹Assistant Professor, Dr., Department of International Business Management, School of Business, University of the Thai Chamber of Commerce, E-mail: thanita_kong@utcc.ac.th
1. Introduction

Dealing with the differences of workforce generation seem to be an important issue for all organization. Different generation has different characteristic in terms of ages, gender, belief, attitude and etc. Generally, generation can be classified into 7 groups such as lost generation, greatest generation, silent generation, baby boomers, generation X, generation Y (Millennial) and Generation Z (Glass, 2007; Young et al., 2013).

How the organizations handle with the different characteristic of those existing generations appear to be an extremely challenging. At the workplace, diverse generation has different expectation from their organizations. Dealing with them need to understand them deliberately. This article aims to study the types of generation particularly millennial generation which is going to be the larger group of the global workforce in the near future. Working environment is one of the crucial factors that make the workforce to stay or leave organization. Keeping the good workforce will be benefit to for all organization (Young et al., 2013).

2. Theory of generation

The theory of generation first developed by the Hungarian theorist, Karl Mannheim in 1923, he published his article “The Problem of Generations” (Pilcher, 1994). This theory explained that people are significantly influenced by the socio-historical circumstance of their youth; giving rise, sharing experience to social cohorts, influencing events that shape future generations. The concept also used to discover specific birth cohorts in precise historical and cultural environments, and has a long and well-known established in social science. All generation have similarities and differences among them, such as differences in attitudes, values, behaviors, and lifestyles. Another element of generational theory is identifying how people experience their generation, and how that changes based on what part of the world they reside (Glass, 2007).
The average period of generation considered to be about thirty years, during the children are born and grow up, become adults, and begin to have families of their own. In terms of parent-child relationship, it is also known as biogenesis, reproduction in the biological sciences. Moreover, generations in this sense of birth cohort, also known as “social generations”, are widely used in popular culture, and have been the basis for sociological analysis (Bartz, Thompson, & Rice, 2017).

Table 1 Generations Defined

<table>
<thead>
<tr>
<th>Years Born</th>
<th>Name</th>
<th>Ages at 2018</th>
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<tbody>
<tr>
<td>1883-1900</td>
<td>Lost generation</td>
<td>All of them died</td>
</tr>
<tr>
<td>1901-1924</td>
<td>Greatest generation</td>
<td>More than 94</td>
</tr>
<tr>
<td>1925-1945</td>
<td>Silent Generation or Traditionalists</td>
<td>73-93</td>
</tr>
<tr>
<td>1946-1964</td>
<td>Baby Boomers</td>
<td>54-72</td>
</tr>
<tr>
<td>1965-1980</td>
<td>Generation X</td>
<td>38-53</td>
</tr>
<tr>
<td>1981-1999</td>
<td>Millennials or Generation Y</td>
<td>19-37</td>
</tr>
<tr>
<td>2000-present</td>
<td>Generation Z or Digital Natives</td>
<td>&lt;19</td>
</tr>
</tbody>
</table>

Source: Adapted from Maximizing the Human Capital of Millennials Through Supervisors Using Performance Management by Bartz, Thompson, & Rice (2017).

From table 1 “Generations Defined” explains definitions for generations, with years born, name, and 2018 ages. This theory was widely implemented and developed by many other sociologists in 20th century. The range of generation can be classified into 7 groups as follows (Bartz, Thompson, & Rice, 2017).

2.1 Lost generation The Lost generation refer to the post-World War I generation. The members of the lost generation were typically born between 1883 and 1900, those who fought in World War II. All of them died, then we call this generation “Lost generation”.

2.2 Greatest generation The Greatest generation were born between 1901 and 1924 (Howe & Strauss, 2000). The oldest members of this group have more than likely passed away. The oldest member fought in and won World War I, thus called the greatest generation. The Greatest generation, is the generation that includes the...
veterans who fought in World War II. They were born during the Great Depression. Currently, almost all of them died.

2.3 Silent Generation The Silent Generation, also known as the Lucky Few, were born from approximately 1925 to 1942. It includes some who fought in World War II, most of those who fought the Korean War and many during the Vietnam War. The silent generation carried the solid work morals of their parents into the works of industrialized society. They grew up during tough times, with the great depression and World War II. This generation are considered hard work, long and exhausting hours in their prime enabled them to get ahead in their careers, and they think others should follow the same way. This generation believes that promotions and development should be the result of productivity and long-term proven (Kane, 2018). This group of generation are retired from the workplace, as they are at the age between 76 - 93 years old. Those who remain in the workforce might be expected to work fewer hours as consultants.

2.4 Baby Boomers The Baby Boomers are the generation that were born mostly following World War II. Normally, they range from the early-to-mid 1940s and end from 1960 to 1964. Increased birth rates were observed during the post–World War II, baby boom making them a relatively large demographic cohort. The Boomers are still existing in the workplace. Generally well established in their careers and in positions of power and authority, boomers are extremely hard workers and are committed to their professional goals. In fact, this driven and dedicated generation’s motto is “living to work”.

They are credited with creating the term workaholic lead to imbalance between work and family. In addition, baby boomers are described as optimistic, friendly, strong work ethic, willing to take on responsibility (Generational differences chart, n.d.).

2.5 Generation X Generation X, commonly abbreviated to Gen X, is the generation following the baby boomers. Demographers and researchers typically use starting birth years ranging from the early-to-mid 1960s and ending birth years in the early 1980s. Generation X expect to maintain a balance between work and family life and do not work exceptionally long hours for money or titles. Generally, they are less
loyal to their employers and are more comfortable demanding flexible work arrangements.

They also expect freedom and balance in their personal and professional lives. Because of parents who are Boomer workaholics, they focus on clearer balance between work and family (Generational differences chart, n.d.). They do not worry about losing their jobs. This generation distinguish that work contributes only a portion of the quality of life they seek to achieve. Generation X can be pessimistic, inquisitive authority and disliking direct supervision. Habitually, they resist interfering bosses and find them to be distasteful and undesirable (The original Generation X, 2014).

2.6 Generation Y or Millennials  Generation Y, also known as, Millennials, were born in early to mid-1980s as starting birth years and the mid-1990s to early 2000s as ending birth years. The Millennials will surpass the Baby Boomers in size of the global workforce in the near future. A 2007 Pew research center report distinct the Millennials as confident, connected and open to change (Wang et al., 2010; Pew Research Center, 2010).

Having grown up using computers, mobile phones, tablets, and other electronic devices, Millennials persons are technologically practicality and highly connected to the Internet. Unlike generation X, Millennials grew up being escorted and supervised by protective parents who were cautious of dangers such as kidnapping, school violence, and drugs. The close interaction between parents and child and parents involved in every aspect of their children’s lives.

In general, generation Millennials are less independent, more community-oriented, and seek a sense of meaning in greater contexts. This generation also is motivated by money and described as being ambitious, having a short attention span, and wanting instant fulfilment. Millennials tend to be more social and confident as they seek a balance between their personal life and work (Clark, 2017).

2.7 Generation Z  Generation Z, also known as the iGeneration, or Post-Millennials. Demographers and researchers typically use starting birth years ranging from the mid-1990s to the mid-2000s, while there is little consensus yet regarding
ending birth years. A significant aspect of this generation is the widespread usage of the Internet from a young age.

3. The important of generation Millennial

According to a recent report by Brookings data, the Millennials will constitute 75 percent of the total global workforce by 2025 (Dews, 2014). And, their contribution to developing corporate environments and evolution of societies at large (Jalnawala, 2018). They are challenging traditional set-ups to explore and eventually excel at new opportunities. According to a report published by Morgan Stanley in 2017, the Millennials have been foreseen as the largest disruptive force for the global economy in the next few years.

**Millennial segment grows as Boomers start to retire**

<table>
<thead>
<tr>
<th>75% by 2025</th>
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<tr>
<td>50% by 2020</td>
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<td>35% in 2015</td>
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*Figure 1* Pyramid of Millennials in the year 2025

*Source*: Harrington (2016).

From the figure 1 show the ratio of Millennial is increasing rapidly, and will total for 75 percent of global workforce in 2025.

3.1 Characteristic of Millennials
In a global workforce, Millennials are practically high-tech type, diverse, and are activists for personal rights. Sometimes considered that self-absorbed, the reality is that they want to make a change, have a positive effect on our lives and push business forward not back, they are having a positive impact on culture and workplace, the organization should recognize them, so they are able to help recover the economy and build a better world (Schawbel, 2013).

Furthermore, Pew Research surveyed a sample of Millennials about the priorities of their life, the result showed that Millennials gave priority for being a good parent, having a successful marriage and helping others in need. These were far more important to them than becoming famous, which only 1 percent indicated as the most important thing in their life (Young et al., 2013; Pew Research Center, 2010).

Millennials are grown up using computers, mobile phones, tablets, and other electronic devices, they are extremely technologically savvy and highly connected to the Internet. In family life, they are supervised by protective parents, who involved in every aspect of their children’s lives. This generation tend to be more social and confident as they seek a balance between their personal life and work (Clark, 2017).

### 3.2 Generation Millennial at the workplace

#### 3.2.1 Workplace attitude and performance.

Some theorists discovered that Millennials can be entitled as self-centered, narcissistic, materialistic and demanding, symbolizing a ‘what’s in it for me?’ attitude in the workplace (Cogin, 2012). However, the positive side of Millennials is they have a positive psychological contract to the organization, if there is enjoyment on the job, and people in the organization being loyal to them. At the work place Millennials appreciate frequent feedback on quality of work and can adapt quickly to any dynamic change. Millennials do not always want to spend time on career development unless there is a payoff in job satisfaction (Harvey & Clark, 2016; Bartz, Thompson, & Rice, 2017).

From the information of USA Today, reveal that the characteristics of Millennials potentially complicate interactions. Some managers reported that
Millennials are spoilt, lazy, disloyal young people, who are unable of handling the simplest task without guidance. For this reason, when Millennials first enter a new organization, they are often greeted with cautious coworkers compared to baby boomers who made many sacrifices, working 55 to 60 hour weeks, patiently waiting for promotions. Currently, managers find themselves evaluating employees’ performance frequently, and incentive and benefits give Millennials an idea of how well they are performing. Millennials desire success, and good paying jobs have been proven to make them feel more successful.

3.2.2 Tech savvy

Millennials were born in the era of technological advance particularly the high technology of telecommunication. Computers, mobile phones, tablets, and other electronic devices are part of their life, so they are extremely technologically savvy and highly connected to the Internet. At a workplace, they prefer fast-paced communications such as emails, texts, and any form of social media (Ryback, 2016).

3.2.3 Work-life balance

For work-life balance, Millennials is sometimes work extra hours when necessary, but equally value social time away from work. Millennials value work-life balance over meaningful work and job progression, they are not workaholic like baby boomers are other generations. Millennials are the young technology gurus who thrive on new innovations, startups and working out at any place like coffee shops or home (Kowske, Rasch and Wiley, 2010). Millennials don’t outlook rising the corporate hierarchy or job title, house, salary, car, as success. According to Millennial survey by Deloitte in 2016, 16.8 percent of Millennials evaluate career opportunities by good work-life balance, and 11 percent who seek for work flexibility like remote working and flexible hours. Millennials are the first generation to enter the workforce with access to technology that enables them to seamlessly work remotely, which 75 percent of Millennials want more opportunities to do. Millennials are eager to capitalize on the new technological capabilities (that they are already familiar with) to create more flexibility and thus a better work-life balance (Jenkins, 2018).

3.2.4 Corporate Ethic and social responsibility
Most importantly, social responsible can attract the millennial workforce. A corporate's overall operations in terms of social and environmental play vigorous roles in determining its ability to attract and retain Millennials. A survey from Price water house Coopers stated that 88% of Millennials prefer companies that focus on corporate social responsibility and 86% would consider leaving if their companies’ CSR no longer met their expectations (Lumesse, n.d.).

3.2.5 Comfort, convenience and compensation.

At the workplace, Millennials have different work habits and attitudes than prior generations (Linden, 2015). They need comfort, convenience and compensation. Millennials individuals are technology expertise and highly connected to the Internet, they are fearless when expressing their views on social media and digital platforms. Organizations have to be flexible, diverse and broad, technology driven. The direct impact of this characteristic is they are enabling the outside world via social media. Knowledge sources of Millennials come from accessing to technology adoption of various platforms. They are sometimes use social networking to report crimes, raise money for non-profits and share insights and experience or protect the human right. Most importantly, social responsible can attract the Millennials workforce.

4. Concept of Working Flexibility

Flexible work permits individuals to make changes to the hours or times they work, and where they work. It helps employees organize both of their office jobs and personal stuffs work efficiently. The concept of Working Flexibility can be classified in to 3 main categories as follows (Hill et al., 2008):

4.1 Meaning of working flexibility

Hill et al. (2008) defined workplace flexibility as “the ability of workers to make choices influencing when, where, and for how long they engage in work-related tasks. Multinational corporations make workplace flexibility dominant for their global strategy to attract, motivate, and retain key talent. The demand for employee-
oriented and individualized work arrangements and practices that authority time-based and permit flexibility in work processes to fit changing employee needs and environmental conditions is constantly increasing (Ciarniene & Vienazindiene, 2018).

4.2 Generation Millennial and working Flexibility

When studying the different experiences that employees of varied generations’ aspect in the workplace, learned employees of the millennial generation have different work habits and attitudes than those of prior generations (Kowske, Rasch and Wiley, 2010).

According to a 2017 Deloitte Millennials survey (Gorman, 2015). Millennials are now more likely to say they will stay beyond five years than to leave within two. Part of this is due to an increase in flexibility on the job. McKinsey & Company found that Millennials are more likely to accept a job offer from a company that offers flexible work schedules (Gorman, 2015). Flexible work arrangements can also improve retention efforts. Precisely, Millennials are looking for freelance flexibility with full-time stability.

A traditional 9 to 5 workday is losing the attraction from contemporary employees particularly Millennials, as they can get the job done in different approach for example work at a night shift, weekend other flexible hours.

The survey from Bentley University, revealed that 77% of Millennials mention that flexible work hours make the workplace more productive particularly for people their age. And flexible hours are just the beginning.

4.3 Developing a Workplace Flexibility in your organization

Workplace flexibility encompasses a wide variety of practices and policies that have evolved in response to the needs of both employers and employees. Employers need to maintain an effective and productive workforce, while employees need improved work-life balance (Taylor, 2017).

Create workplace flexibility is one of the choice of making the companies more competitive than the other in the same industry as well as to attract the talent employees. Developing a new Flexible workplace can categorize as follows;
Create a new platform of communication

Millennials are experts in digital communication, they are hyper-connected globally, always on. They grew up glued to tablets and smartphones, so digital communication comes to us as second nature. They have brought their technology devices into the workplace and know how to stay connected to our peers and run the meetings, even from far away. Research by Stanford professor Nicholas Bloom showed that working remotely increases productivity and the total number of hours worked (Bloom et al., 2015). Generally, a new platform of communication will allows employees to work remotely such as home or even coffee shop. The new platforms consist of formal communication such as company email, and ordinary phone calls, while informal may include Line, What’s Apps, WeChat, or other all type of existing social medias that suit for employees, particularly current generation like millenial.

Furthermore, companies should provide task structure that match to this generation, particularly communication system such as telecommuting or teleworking arrangement. Nowadays, teleworkers often use mobile telecommunications technology such as Wi-Fi-equipped notebook computers or smartphones to work from coffee shops or at home. Telecommuting or telework has gained increasing popularity and many organizations are offering the opportunity to telecommute in greater numbers than ever before. According to a recent report in 2017, the number of people telecommuting in the U.S. increased to 115 percent in the last 10 years (Narayanan et al., 2017).

Flexible Scheduling

Allowing employees to have a flexible schedule means they can start and stop their day when they need to, based upon the needs of their day on both a personal and professional level. Workers can have flexible schedules both in the office and remotely. However, having clear communication and formal report writing will enable companies and employees can produce the task effectively and
productivity, whether they are in the office or not. Type of flexible schedule includes: Part-Time work, freelancing, job sharing or even part-year work.

5. Work environment

5.1 Concept of work environment

The term work environment is used to describe the surrounding conditions in which an employee operates. The work environment can be composed of physical conditions, such as office temperature, or equipment, such as personal computers. It can also be related to factors such as work processes or procedures.

Furthermore, the work environment can involve the social interactions at the workplace, including interactions with colleague, subordinates, and supervisors.

A positive work environment makes employees feel good about coming to work, and this provides the motivation to sustain them throughout the day.

5.2 Millennials and work environment

The information from “Recruit Box” the consultant company based in Seattle, United States revealed that in Seattle Millennials do not want the distant corporate leaders of former times. They want to work for leaders who generous, warm and do care for them. Those people, they may not necessarily get along with, but can respect, and friendly, think ahead, or are just basic good at what they do. Millennial want to identify certain characteristics in their leaders that make them feel great about working for them.

Engstrom (n.d.) Millennials may have a different opinion of how they would like to work, but they still respect the more experienced generations in the workforce. They want to work for people who will inspire them to do great work. They are not inspired by money or position, but rather by core competencies and personality traits.

As a view from company, to attract the Millennials, those environment should be obtainable:

5.2.1 A Helping Hand

Millennials want someone to look up to. They want someone they can trust with more than just evaluations and questions about office policy. As they
begin integrating into the workforce, they want people who will help them particularly during the starting at a new company, and guide them along the way. They want mentors.

Fifty-three percent of Millennials surveyed said mentors would help them become well and more productive members of the company (Gorman, 2015).

5.2.2 Collaboration over Competition

Different from previous generation, Millennials have seen that money and status cannot buy happiness, and would rather work with their colleagues than against them. In fact, most of Millennials prefer a collaborative workplace over a competitive one. Not only does collaboration make employees happier, but around half of Millennials say workplace friendships motivate them, and 30 percent say these friendships make them more productive.

Engstrom (2018) the ideal work environment for Millennials, is one mission-driven and collaborative. It is a place where the people they work for inspire them to do great things, the people above them provide mentorship, and people they work with are more than just coworkers.

The most innovative companies in the world view establishing and maintaining a creative work environment as one of three primary core capabilities (Fajans, 2014).

5.2.3 Millennials and Work-Life Balance

Millennials give the work-life balance as one of the priority for their life and giving them the opportunity to control when they work and when they play, makes for more fulfillment. Bentley University found that, Millennials do care for family and friends and making a change in their society than former generations (Fajans, 2014).

Scott G. Isaksen is a professor of leadership and organizational behavior at the Norwegian business school, suggest some components that might substitute the work environment in the organization such as:
• Challenge and Involvement. The perception that jobs and tasks are challenging, complex, and interesting, however, it is not overly difficult or overwhelming,

Extending to which employees can get involved in relevant type of work in terms of work strategic planning, problem-solving, and evaluative in nature this is also lift up a positive climate that is encouraging to creativity.

• Freedom and Autonomy. The perception that employees have the freedom to perform their jobs in ways in which they consider most appropriate for themselves is also a key component of a creative work environment. Employees who feel limited in how and when they can approach their tasks and solve problems generally do not exhibit high levels of creative performance.

• Trust & Openness. For employees to feel relaxed enough to express unusual and nonconforming ideas, there must be a very high level of trust and openness among colleges and organizations. This emotional safety is a pioneer to learning and risk-taking and ultimately innovation. In term of organizational psychology, we call this psychological safety.

• Idea-Time. A creative work environment is characterized by the perception that employees have adequate time to spend on creative, ambiguous endeavors. This is often one of the hardest things for companies to do because innovation can be so inefficient, emergent, and unpredictable. The most innovative organizations like Google and 3M, however, famously give their employees adequate time in which they are allowed to explore and develop new ideas.

• Playfulness and Humor. Researchers have scientifically shown that play and humor can help people break out of perceptual frames of what is normal and acceptable and permit unique associations. Furthermore, a work environment characterized by positive emotions, is one in which innovative ideas flow more freely.

6. How to deal with the Millennials generation in the workplace
Currently, generation millennial seem to be an important cohort, as this group will be the larger group of global workforce in the near future.

Dealing with the Millennials company should restructuring the overall companies’ structure both physical and social interaction of the companies. Some suggestion may help the company look more attractive to maintain the talent Millennials and utilize them for gaining the company competitive advantage in terms of precious resource.

This suggestion consists of 3 main aspect as follows:

6.1 Providing the mentorship program for Millennials

Since the Millennials grew up with protective parents who were cautious of all dangers and their parents involved in every aspect of their lives, which make Millennial are less independent, immature and sometimes irresponsible. However, Millennials need someone to look up to. Company should provide mentorship program for those new Millennials workforce, particularly at the beginning of the task response. This will help the new Millennials workforce to understand overall procedure and make them more confident to accomplish the task involved.

6.2 Becoming a digital Company

Whether the Millennials come in to your company or not, being proficient in technology is very vital for this centuries. Millennials are grew up using computers, smartphones, tablets, and other digital devices, they are technologically practicality, they shop digitally, get news digitally, communicate digitally, and also take pictures digitally and also they can work digitally in anywhere, anyplace, and anytime. Telecommuting is one of the best choice for this generation.

Henceforth, both Millennials and non-Millennials will be able to report the progress of their task digitally, real-time, save cost, as well as they can organize the task anywhere in the world that Internet are available. Furthermore, digital communication enable Millennials to work anywhere any time while they away from
office, which they might value as work-life balance. Please note that the companies like Uber, Vimeo, and Apple are some of the most successful disruptors in the current digital economy.

6.3 Create a warm, friendly atmosphere

Even though, Millennials are described as self-centered, narcissistic, materialistic and demanding, they are having a positive impact on culture and workplace. Furthermore, this generation gave the priority for being a good parent, having a successful family life. It might imply that, they intention, appreciation, and esteem.

Company should pay attention to their offices and create ideas for environment which will be warm, as well as friendly for Millennials workforce. To create at a warm atmosphere can establish the program as follows:

6.3.1 Create a positive attitude, setting the tone for the business more enjoyable, comfortable workplace.

6.3.2 Treat everybody with respect, look at each and every person as a vibrant member of the team. Respect that they have different opinions and ways of looking at the world. This respect will go a long way in developing the trust and teamwork for both Millennials and non-Millennials as well as the companies as a whole.

6.3.3 Building a good teamwork (Helping hands) People feel good when they are helping others. Take on an outing trip and encourage your workers to participate in events. The CSR project may be a good choice of company’s activity as CSR is one of the choice to gain competitive advantage of the company (Kongrerk, 2017).

Company can build trust and form a bond when you share common goals and activities for the moral of others. Develop significant bonds with your employees. Show your empathy and concern for their wellbeing as people, as well as community. Take time to learn about their families and their goals, show an honest interest in others, you can lift up a warm workplace.

6.3.4 Growth of career path to stay competitive, company need to work on development and improving and find the way to stay good performance, as well as provide your employees with opportunities for their career growth. Self-
development is essential for our career growth. The digital era makes career development easy of access, as we can develop our skills or get new knowledge online. All these things not just help you grow but create a positive working environment in your office as well. Millennials are robust with digital context, this will enable them to develop their career path and lead to their better motivation, productivity, job satisfaction as well as company performance.

7. Conclusion and recommendation.

This article presents the concepts, theories of generation, by focusing on the Millennials, as this group will be the larger group in the global workforce in the near future. The article also try to find out the characteristic of Millennials by employed the concepts of working environment and workplace flexibility to match this generation. Finally, the article gave some recommendation which will be the benefit the organization in dealing with millennial generation.

The theory of generation first developed by the Hungarian theorist, Karl Mannheim in 1923, and can be classified into 7 groups such as lost generation, greatest generation, silent generation, baby boomers, generation X, generation Y (Millennial) and Generation Z. The average period of generation considered is about thirty years, during which children are born and grow up, become adults, and begin to have families of their own.

The existing generation in the workforce are Baby Boomers, Generation X and Millennials. However, Millennials will be a majority of global workforce, they are entitled as disruptive generation. Millennials, were born in early to mid-1980s as starting birth years and the mid-1990s to early 2000s as ending birth years.

In terms of characteristic Millennials are confident, connected and open to change. They are technologically practicality and highly connected to the Internet, and were brought up by the very protective parents. Millennials are less independent, more community-oriented. Millennials tend to be more social and confident as they seek a balance between their personal life and work. Sometimes, Millennials are considered as self-absorbed, but in a positive side, Millennials gave priority for being a good parent, having a successful marriage and helping others in need. In terms of
motivation, Millennials is motivated by money and described as being ambitious, having a short attention span, and wanting instant fulfilment. Moreover, this generation tend to be more social and confident as they seek a balance between their personal life and work.

At the work place Millennials appreciate frequent feedback on quality of work and can adapt quickly to any dynamic change.

Some managers reported that Millennials are spoilt, lazy, disloyal, and narcissistic young people, who are unable of handling the simplest task without guidance. On the other hand, Millennials seek for achievement, and good paying jobs have been proven to make them feel more successful.

They are sometimes use social networking to report crimes, raise money for non-profits and share insights and experience or protect the human right. Most importantly, social responsible can attract the millennial workforce.

Workplace flexibility is one of the strategy to deal with the Millennials. Millennials have different work habits and attitudes than those of prior generations, they are more likely to accept a job from a company that offer flexible work schedules. Millennials believed that flexible work hours make the workplace more productive particularly for people their age.

A new platform of communication will allows Millennials to work remotely such as home or coffee shop. Type of flexible schedule includes part-time work, freelancing, job sharing or even part-year work.

In terms of work environment Millennials want to work for leaders who have a human appearance about them, those people, they may not necessarily get along with, particularly the more experienced leaders. Millennials want someone to look up to, that is they can trust. They want people who will help them particularly during the starting at a new company, they want mentors. Different from previous generation, Millennials have seen that money and status can’t buy happiness, and would rather work with their colleagues than against them. Some practitioners suggest the ideas that might work for Millennials at the workplace, such as challenge and involvement, freedom and autonomy, trust and openness, creative work environment, playfulness and humor.
Finally the author also recommend the other three aspects in that may make the company more attractive on Millennials’ eyes. The three aspects consists of Providing the mentorship program for Millennials, Becoming a digital Company, Create a warm, friendly atmosphere.

Once they come, don’t let them go, take good care of your employee, they will take good care of your company.

References


