



THE UNIVERSITY OF  
**NEWCASTLE**  
AUSTRALIA

# WORKING ACROSS GENERATIONS

## WEBINAR



### AN INTRODUCTION TO MILLENNIALS AND GENERATION Z

- Millennials - born between 1980s - mid 1990s
- Generation Z - born between mid 1990s to mid 2010s
- There are similarities and differences between the two generations
- Keep their characteristics and preferences in mind when working with them



### MILLENNIAL CHARACTERISTICS

- Preference for multitasking
- Highly connected via social media
- Tend to be tech-savvy
- Desire to be recognised for their efforts
- Desire for instant gratification
- Value flexible schedules & a balance between work & life
- Will question authority & challenge ideas



### GEN Z CHARACTERISTICS

- Plan their career very early on
- Like debate & taboo topics
- Hard to get & keep their attention
- Want to change the world
- Social media is part of their identity
- Instagram & Snapchat are most popular platforms
- Love video and Youtube
- Value authenticity
- Prefer collaborative working styles
- Expect formal training & need a learning pathway
- Look to do meaningful work

—○—  
**WORK HARD,**

**BE KIND, AND  
AMAZING  
THINGS WILL HAPPEN**

 *Conan O'Brien*

[www.frankteam.com.au](http://www.frankteam.com.au)



### WORKING STYLES OF BOTH GENERATIONS

- Don't like long working hours
- Expect a lot of support from an employer
- Need 1-on-1 coaching & feedback
- Motivated by achievement



# WORKING ACROSS GENERATIONS

## WEBINAR



### IDEAS FOR AN INFORMAL ONBOARDING PROGRAM

- Use videos, podcasts and webinars in place of long lectures and meetings
- Meet with students 1-on-1 or in small groups
- Break onboarding process into 'chunks' and include activities
- Allow for exploratory, unstructured time



### PRE-ARRIVAL CHECKLIST

- Make contact with them (phone or email) before they arrive
- Determine any questions they may have
- Prepare an information packet
- Create a job description
- Establish their learning pathway
- Establish expectations and goals at various milestones
- Set up necessary technology
- Stock up workstation
- Let the students' co-workers know to expect him/her



### FIRST DAY CHECKLIST

- Assign someone to greet them upon arrival
- Give them a tour of the workplace
- Set up a lunch with their team and Supervisor/Manager
- Introduce the student to the team he/she will be working with
- Inform them of Dos and Don'ts of professional behaviours and expectations
- Review phone and computer usage procedures with them
- Assign a Buddy to them (i.e. someone closer to their age)
- Review organisational chart and work of the Business Unit



### FIRST WEEK CHECKLIST

- Outline the job expectations
- Explain milestones and goals
- Outline their learning pathway
- Ensure completion of paperwork and training
- Set aside time for an informal catch-up



### FIRST MONTH CHECKLIST

- Provide 1-on-1 feedback
- Get informal feedback from their teammates, Manager etc.
- Set aside time for answering any questions they may have

