

THE GEN-Z TECHNICIAN



Tips on Recruiting and Managing Gen-Z in the Workplace

It has been said that Gen-Z want it all and they want it now. However, what they don't want is to be married to their work. When it comes to priorities in life, they are looking for a balance between work and their personal lives. No different than the rest of us perhaps, but they are much more adamant about it, and will make career choices based on just that.

Gen-Z want to have their voices heard; to be recognized for their accomplishments, and to feel like they are contributing to a team. They have a hunger for learning and are open to change based on new information, and what they learn along the way. They are not afraid to buck the status quo if they feel strongly about something or feel that their differing opinion or idea will benefit the company. In the end, Gen-Z are looking for meaningful work that offers a true sense of purpose. Some hiring managers may think this is an overwhelming list of things to address and keep under consideration. However, on the positive side, it gives managers great insight into what to expect when they are working with Gen-Z.

You may wonder why there has been so much attention given to the subject of what Gen-Z expect in the workplace. It is projected that by 2020, fully half of the entire workforce will be occupied by Gen-Z. This makes it absolutely critical that industry understands, acknowledges and respects what makes this generation tick.

The employer/employee relationship begins with the first interview. It is important for a millennial to see how their work connects to the greater good. This first interview is the perfect time to share the company's mission statement, goals and culture, and explain what role the applicant would play in helping to further that mission. It is also the time to illustrate the path of advancement within the company. Be as specific as you can about what the options for career progression look like within the company. Gen-Z are interested in personal development, and in advancing their careers. If they see no sincere interest on the part of management in helping them to do that, they will not be around for long.

Additionally, workplace culture is critical for a millennial. Creating a sense of community and comradery helps to create a meaningful culture where employees thrive. Encourage employee networking by sponsoring periodic company events. Offer opportunities for employees to participate in community service as a group. Practice an open communication policy and be sure to offer plenty of immediate feedback and validation that Gen-Z crave.

Finally, offer and encourage continuing education. In order for a technician to stay up to speed with today's rapidly-evolving technology, they must be given the opportunity to advance their skills through training. Be creative in how this is achieved. Perhaps offer peer-to-peer workshops or classes. After an employee returns from training, order pizza for everyone and have that employee give an overview of what they learned. And don't be afraid to ask your millennial employees for ideas. You might be pleasantly surprised by what they come up with!

MORE INSIGHT

Too busy to manage your social media presence? Gen-Z have grown up with technology in their hands. Consider having them manage your accounts during the slow times. It is a great way to encourage buy-in to the business.

For more tips and additional materials, visit the Industry I-Hub page at TECHFORCE.ORG

