MILLENNIALS, FEEDBACK AND ORGANIZATION GOALS
1981 to 1997
On the first day of work everyone is engaged…
the job of the leader is
to not mess that up!
Better yet

cultivate and fuel

that engagement!
Are All Millennials the Same?
35%
>50%

Deloitte’s Global Millennials Survey
What Stereotypes You familiar with?
MILLENNIALS

Know Most Everything
Know Most Everything

Entitlement
MILLENNIALS

Know Most Everything

Entitlement

Don’t Like Criticism
Why is that?
Very Comfortable with Technology
There is a Paradox –

Millennials

like everyone else have a driving …
Feedback
Feedback
Meaningful Work
MILLENIALS

Feedback
Meaningful Work
Learn and Grow
FEEDBACK

Feedback Experience
FEEDBACK

What Do We Learn?
FEEDBACK

No not more feedback,
I can’t take the stress!
FEEDBACK

Ahh Ohh
Don’t confuse me with facts.
My mind’s made up!
It ain’t what you don’t know that gets you in trouble. It’s what you know for sure that just ain’t so.
Spectrum of Dissonance

Fixed Mindset               Growth Mindset
FEEDBACK

You have Blind Spots
Engagement is highest with weekly feedback (Gallup 2016, Globoforce 2011)
Talk to my employees?

I don’t have time to talk to my employees!
Fewer than 20% of employees get feedback weekly

(Gallup 2016, Globoforce 2011)
Of those, only 27% say the feedback was useful

(Gallup 2016, Globoforce 2011)
Remember Millennials want: Feedback

(Gallup 2016, Globoforce 2011)
We Don’t like Feedback?
We Do Not Like Unsolicited Feedback
Here is the Secret
Stop giving Unsolicited Feedback
Start asking for Feedback
Start creating a culture of asking for Feedback
I wish my boss would give me the feedback I wanted.

2017 NeuroLeadership Institute
Why should I ask for feedback?
Don’t Correct, Connect.
FEEDBACK

Don’t Correct, Connect.

(You get commitment with connection)
Make employees' aspirations part of your conversations
Remember Millennials want: Meaningful Work
29% of Millennials are engaged - emotionally and behaviorally connected to their job and company
ORGANIZATIONAL GOALS

Mission

Vision

Goals
Facilitate the Conversation
ORGANIZATIONAL GOALS

Have them read the mission, vision and goals
ORGANIZATIONAL GOALS

Ask
What do you see as important in that mission to you?
How do you see connecting this mission and the work you do?
What do you want to be known for?
What other questions to have that Ahha! Moment?
Personal Mission Statement
On the first day of work everyone is engaged…
the job of the leader is to not mess that up!
Better yet cultivate and fuel that engagement!
Feedback
Meaningful Work
Learn and Grow