

GEN Z IN THE WORKPLACE

8 Disciplines to Mentor On



POWERUP YOUR WORKFORCE

Customized workforce training that boosts morale,
increases productivity and fosters retention.

LEIGH MANAGEMENT
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When it comes to life skills in the workplace, Gen Zs may need a little help.

8 Valued Disciplines employers need to mentor on

As we usher in a 5th generation into the workplace, workforce intelligence becomes even more abstract. Most organizations have the desire to attract, develop, and retain high performing employees but may lack quick and easy tools to train on the essentials across generations.

Because Gen Zs are new on the scene - entering the workplace that is - they often lack the experience to immediately deploy critical thinking skills when it comes to 8 important disciplines related to job awareness. We've developed the following role plays to assist in mentoring Gen Zs on these standards to increase behavioral intelligence and setting right expectations.

Increase your knowledge and training repertoire by implementing the strategies associated in these guided scenarios. Gain insights about how these behaviors effect work environments and interpersonal relationships, as well as how to create meaningful initiatives that will target their value systems.

P r o f e s s i o n a l i s m
RESPECT Punctuality **COMMITMENT**
Discretion **RELIABILITY**
Willingness to Learn **ENTHUSIASM**

Role Play Activity

Great for groups of all sizes: Every employee can benefit from seeing different perspectives from each generation. Perfect for employee orientations, creating a fun way to get off on the right foot.

Prior to the training:

- Print the following pages.
- Cut each discipline scenario and create laminated cards.

Set the stage:

Before performing this activity, it is important to explain to the group that each generation will define these 8 disciplines differently and assign different value sets based on societal events that shaped their beliefs and life skills. What may seem like a logical way to handle a scenario to some, may seem illogical or impractical to others. These generational discrepancies create challenges in the workplace. When employees don't understand the ramifications of their actions or their impact on the organization, they may not truly understand company policies or the culture you wish to cultivate. Gen Zs don't have a lot of work experience and therefore need to be mentored on expectations and outcomes.

Conduct the activity:

- 1) Divide the group into pairs or groups and give each group one of the cards.
 - 2) Allow 5 - 10 minutes to read through the given scenario, discuss potential outcomes from both sides (Gen Z and the organization), and prepare dialogues that can be used to mentor and set expectations.
 - 3) Instruct the group to provide their answers based on:
 - Identifying the behavior for both sides
 - Identifying the emotion each may experience
 - Discuss the options to work towards a resolution
 - 4) Go around the room and allow each group the opportunity to read their scenario aloud and share the dialogue they created in response to the mentoring a Gen Z through the situation.
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Generation Z is Ready to Enter the Workforce



Professionalism

Scenario

GenZ: During the employee orientation it was established that work shirts and pants should be neat and pressed. You observe that most fellow co-workers don't follow this rule, so you feel you do not have to either.

Mentor: How do you coach a GenZ about professional dress?

Remember

Identify the behavior

Identify the emotion

Discuss options

Work towards resolution

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Reliability

Scenario

GenZ: Your company's 21st Annual Burger World Cookout is taking place next Saturday. All employees are encouraged to come out and help. You have made plans with your friends and don't feel it is that important to go to the Cookout.

Mentor: How do you coach a GenZ about what it means to be reliable?

Remember

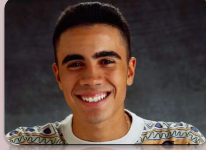
Identify the behavior

Identify the emotion

Discuss options

Work towards resolution

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Commitment

Scenario

GenZ: It is time for you to clock-out but your manager asks you to stay until John arrives. You don't feel you should have to stay because John's problem is not yours.

Mentor: How do you mentor a GenZ to understand what commitment means?

Remember

Identify the behavior

Identify the emotion

Discuss options

Work towards resolution

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Discretion

Scenario

GenZ: You overhear two managers talking about a co-worker, whose continued tardiness will result in termination if they are late one more time. You inadvertently share the news with friends while having casual conversations with them at work.

Mentor: How do you mentor a GenZ to understand what discretion is?

Remember

Identify the behavior

Identify the emotion

Discuss options

Work towards resolution

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Enthusiasm

Scenario

GenZ: You believe you are a good employee. You are never late, you stay “busy” while working, and you get “good” employee reviews but you are not getting promoted.

Mentor: How do you mentor a GenZ to understand and demonstrate enthusiasm?

Remember

Identify the behavior

Identify the emotion

Discuss options

Work towards resolution

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Willingness to Learn

Scenario

GenZ: You are required to watch a new training tutorial at work. Your employer says you can clock in 15 minutes early the next time you work, in order to do so. You feel it is unfair to be expected to come early and should be allowed to watch it during normal shift hours.

Mentor: How do you mentor a GenZ on the importance of Willingness to Learn?

Remember

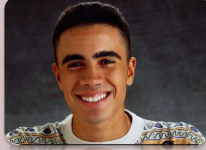
Identify the behavior

Identify the emotion

Discuss options

Work towards resolution

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Respect

Scenario

GenZ: A customer is upset with your level of customer service and calls you incompetent. You don't appreciate their "attitude" towards you and want to "give it right back."

Mentor: How do you mentor a GenZ on demonstrating respect at all times?

Remember

Identify the behavior

Identify the emotion

Discuss options

Work towards resolution

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Punctuality

Scenario

GenZ: Your shift is from 4pm – 8pm. You know that you will get paid for the full fifteen minutes (quarter hour) if you clock in within the first 7 minutes.

Mentor: How do you mentor a GenZ on what it means to be punctual and being late is?

Remember

Identify the behavior

Identify the emotion

Discuss options

Work towards resolution



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