Four Practices for Achieving an Effective Work Force- By Using Coaching, Mentoring, Empowerment, and Motivational Tools SCM Leaders Can Attract, Retain, and Develop Their Multi-Generational Staffs

Peter E. O'Reilly
Embry-Riddle Aeronautical University, oreillyp@erau.edu

Follow this and additional works at: https://commons.erau.edu/publication

Part of the Business Administration, Management, and Operations Commons
Four Practices for Achieving an Effective Work Force- By Using Coaching, Mentoring, Empowerment, and Motivational Tools SCM Leaders Can Attract, Retain, and Develop Their Multi-Generational Staffs

Dr. Peter E. O’Reilly, C.P.M.
Director of Faculty Engagement
College of Business
Embry-Riddle Aeronautics University
Presentation Learning Objectives

• Implement best practices immediately associated with attracting, retaining, and motivating multi-generational folks for greater results in a SCM organization.

• Distinguish the differences and benefits from employing both coaching and mentoring methods in a multi-generational work force for higher SCM productivity.

• Evaluate and utilize numerous motivational tools to address the different ways each of the four multi-generational can best be motivated.
SCM and Multi-Generational Groups

• Why this Topic at an ISM- Eastern Virginia Meeting?
The Four Multi-Generational Groups

• **Baby Boomers/ Generation Y**
  • Born: 1946-1964
  • 76 Million in Work Force
  • Traits: Competitive, Idealistic, Polished, Disciplined
  • Values: Work Ethic, Professionalism, Youthfulness, Individualism, Luxury

• **Generation X**
  • Born: 1965-1976
  • 55 Million in Work force
  • Traits: Resourceful, Independent, Skeptical, Efficient
  • Values: Transparency, Independence, Work-Life Balance, Growth
The Four Multi-Generational Groups (Continued)

• **Millennials**
  • Born: 1977-1995
  • 80 Million in Work Force
  • Traits: Collaborative, Innovative, Adaptable, Experience-Driven
  • Values: Integrity, Innovation, Efficiency, Speed

• **Generation Z**
  • Born: 1996 to Present
  • Traits: Inquisitive, Risk-Averse, Industrious, Pragmatic
  • Values: Stability, Personalization, Equality, Resourceful
Work Force Challenges Facing SCM Leaders

• Short Term Tenure of Work Force
• Virtual Work Environment
• Staying Current with Technology and Training
• Understanding What a Multi-Generational Work Force Means to Your Organization
• Motivation
• Different Cultures
• Ageism
Coaching as an Effective Leadership Tool

• Coaching- Focuses on Life and Work Goals of Individuals in the Work Force
• Understanding a Person’s Life Goals
• Support Value of Coaching
• It is not mentoring or counseling.
• Avoid personal issues.
• Objective discussions where person sets the agenda and not the Coach.
Mentoring

• Mentoring - is assigning someone to work with a new employee or an employee that needs further training on a process or technology.
• Giving the Work Force a better idea of the Company's Culture and Goals.
• Creates more of a Team Effort.
• Reverse-mentoring.
Empowerment

• Rewarding solid work with more responsibilities.
• It is not dumping on the high performers.
• Allows individuals to be intrinsically rewarded.
• Improves the overall performance of a SCM organization.
• Failure will happen, so be supportive.
Motivation

• Each of the Multi-Generational Groups has different motivational needs.
• Avoid stereotyping.
• Communications, both quality and quantity.
• Ask your workforce what motivates them, intrinsically and extrinsically.
• The most difficult tool to figure out, but the most rewarding one.
Bringing Down Multi-Generational Barriers

• Understanding!

• Realizing that a multi-generational workforce can be a major competitive advantage, if you use the positives brought by each group.

• Create common fun events.

• Strive for team goals.

• If gaps exist, find out from folks in the workforce how they can be closed.

• Open all channels of communications.
Questions???
Thank you!
Dr. Peter O’Reilly, C.P.M.
Director of Faculty Engagement
College of Business
Embry-Riddle Aeronautical University
480-471-2388
oreillyp@erau.edu