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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

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**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