

LIFE-WORK BALANCE

HOW MILLENNIALS REDEFINE THE 9 TO 5

MAKING GOOD @ WORK:

A RESEARCH PROJECT INVESTIGATING THE SHIFTING ROLE OF MILLENNIALS IN THE WORKPLACE.



70% of Millennials say that family is “the most important [thing] to prioritize”

89% of Millennials wanted to work in a location they choose.¹

45% of Millennials will choose workplace flexibility over pay.

Millennials are active in a wide range of pursuits and seek flexible workplaces. This is driven by their participation in various extra-curricular activities, focus on family, and the enabling qualities of technology.

Jessica Brak, author of *Maximizing Millennials in the Workplace*, points out, Millennials were “driven to soccer practices, music lessons and T-ball games” by parents who wanted the best for them.² Now that Millennials have come of age, they want to maintain these commitments. In order to do so, they require flexibility.

Millennials are very family oriented. The Pew survey, *Millennials: Generation Next* found that “being a good parent” was the most frequently cited life priority.

Technology has enabled Millennials to accomplish tasks from anywhere at anytime. They are happy planning their lives on the fly, carving out bits of the day to book time with friends, plan a holiday or do their banking. With so much going on in their lives, work becomes another element to be balanced out.

MILLENNIALS + FLEXIBILITY IN THE WORKPLACE

Millennials crave flexibility in life, and that means flexibility in the workplace. Strategies include working from home, an end to fixed office hours and flexibility within the office environment. Millennials are more comfortable working unconventional hours and structuring their activities around work commitments they often prefer going home earlier to be with their family, and then getting back online to work later in the evening.

The desire to avoid “death-by-meeting” is linked to Millennial facility with technological communications and their preference for results-based work. With a stronger results-oriented process in place, Millennials will make the most out of the face-time they have together to further troubleshoot, innovate and review.

Allowing Millennials to work on their own terms to complete their work will not only allow them to pursue their other interests in life, it will also help companies get the best out of them.

85% of Gen Y at our offices works either offsite or outside of traditional hours at some point and we have an amazingly high high retention rate.

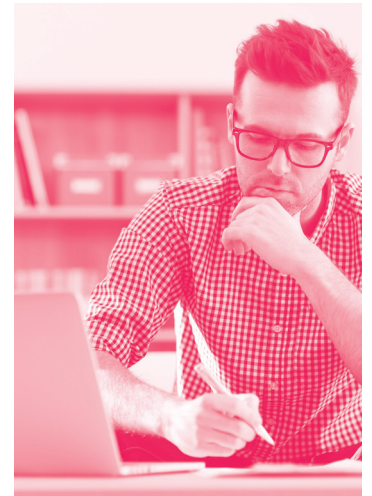
- CISCO CANADA

CASE STUDY: CISCO'S CONNECTED WORKPLACE

Cisco is a firm that has approached workplace flexibility with clear thinking. They recognized that new employees were looking for greater flexibility in working hours, so in response, Cisco created the Cisco Connected Workplace. They set out with 4 key principles, each backed up by strong commercial objectives: (1) Encouraging collaboration, (2) Reducing real estate costs, (3) Reducing infrastructure costs, and (4) Accommodating different work styles.

The resulting office is a model for flexibility. Employees can work remotely if they choose and when they do decide to come into the office, employees can pick the space that works best for them. No workspace is assigned. There are communal areas as well as more formal meeting spaces.

The effect on staff has been impressive. Employee satisfaction scores rose and costs fell significantly: real estate costs fell by 37% through accommodating more staff in the same amount of space. As the concept has been rolled out, the results have been no less impressive. In Canada, 85% of Cisco's Millennials work either offsite or outside of traditional hours and the company links these flexible working practices directly to its high retention rate.³



¹ Jenkins, Ryan. “22 Shocking Stats About Millennials to Help You Chart Tomorrow's Change.” Next Generation Catalyst. Ryan Jenkins, 2014. Web.

² Brack, Jessica. Maximizing Millennials in The Workplace. Rep. UNC Executive Development. Kenan-Flagler Business School., 2012. Web.

³ Schawbel, Dan. “10 Ways Millennials Are Creating The Future Of Work.” Forbes. N.p., 16 Dec. 2013. Web.