Feedback for Millennials: Top 4 Mistakes

Master Teacher Program
October 19, 2017
PUPPY CRATE TRAINING SCHEDULE

Wake up and immediately take puppy outside for potty  ➔  15 minutes

Stay outside and play with your puppy or let explore  ➔  15-20 minutes

Feeding time (food and water) + digestion time  ➔  30 minutes
    (inside the crate or supervised all the time)

Take puppy outside for potty  ➔  15 minutes

Stay outside or come inside and play with your puppy  ➔  10-20 minutes
    (Fetch, tug, chase, etc.)

Back inside the crate for rest and/or chew time  ➔  1-2 hours
    (provide stuffed Kong and chew toys).

SCHEDULE EXAMPLE

MORNING
7:00 Out for potty
7:15 Play-time
7:30 Feeding
8:00 Out for potty
8:15 Play-time
9:00 Inside the crate
11:00 Out for potty
11:15 Play-time
11:30 Feeding
12:00 Out for potty
12:15 Play-time
12:30 Inside the crate

AFTERNOON
2:30 Out for potty
2:45 Play-time
3:00 Feeding
3:30 Out for potty
3:45 Play-time
4:00 Inside the crate
6:00 Out for potty
6:15 Play-time
6:30 Feeding
7:00 Out for potty
7:15 Play-time
7:30 Inside the crate

EVENING
9:30 Out for potty
9:45 Play-time
10:00 Feeding
10:30 Out for potty
10:45 Play-time
11:00 Inside the crate for the night
Frequent feedback is required to train any new behavior
Feedback

- Specific
- Descriptive
- Timely
- Actionable
- Behavior-focused
- Tied to Goals
- Consistent
Millennials—1980 to mid/late 1990s

Highly involved parent coaching

Instant access online
A few days?...
but I want it now!
Mistake #1: Not giving enough feedback

They want feedback **now** and they want it **consistently**
“If you’re a baby boomer, take the amount of feedback you would want and then double it. Then double it again, and you’ll meet the millennials halfway.”

- Haydn Shaw
Millennials want lots of feedback!

Annual Performance Review
- Formal
- Lengthy
- Infrequent

Every Day Occurrence
- Less Formal
- Shorter
- More frequent
Mistake #2: Focus too hard on positives or negatives

Overly encouraging

Overly discouraging
Mistake #2: Focus too hard on positives or negatives

• *Find a middle ground*
  Highlight both positive and negative points

• *Explain why*
  Worst thing to say, “It’s always been done this way”

• *Identify where they need to be*
  Coach them toward that
Collaboration is important to millennials
Mistake #3: Taking over the Conversation

• Don’t take complete control over the feedback session
  Ask for input

• Millennials want their ideas to be taken seriously
  Customize goals
Millennials want **customization**, personalized technology and service.
Mistake #4: Failing to show the goals of the company/service

- Everyone wants to do meaningful work
  Millennials want to have significant influence/impact

- Provide transparency for meaning behind mundane tasks
  Builds trust

- Show motivational vision
  Put in context and help see bigger picture
  Need to know the direction and goals of the team
  Ask and include them in the process!
Contextualize the **BIG PICTURE**
SUMMARY for Maximizing Millennial Feedback

- Frequent feedback with coaching
- Collaboration
- Customization
- Contextualize big picture
Questions?