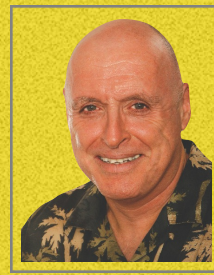


# THE EXTRA POINT

BY JERRY ROBERTS



## # 1263 5 Problems That Hamper Performance in Young Workers

Young workers, I'm convinced, would like to do a good job. Regardless of how some managers feel, I don't believe a lot of Gen Z workers wake up in the morning, planning for how to ruin their boss's day. Yet, there are areas of concern that can hurt their results. I'm Jerry Roberts and I've got five issues that can make a major difference. That's next on The Extra Point.

Whenever the topic of young workers comes up, it can trigger a lot of negativity among employers. The common complaints are: The attitude isn't right, they don't show up, they don't work hard when they do come in, they're always on their phone, and they have no problem jumping from job to job.

I know some employers who have had a tough time trying to develop a team made up mostly of younger employees.

On the other hand, I get feedback from Gen Z workers that their bosses are clueless when it comes to creating the kind of working situation young people can thrive in.

Before we go on, let's be clear on a key point: Some managers and some young talent have figured out how to make it work. They don't suffer from the same troubles others do.

Companies and managers that fare better with younger workers make their efforts intentional. They start working to build a relationship and build trust from the moment the worker walks in on day one.

I could take the balance of this conversation in a number of ways. What I've decided on today is to highlight five key areas that have a big impact on a young worker's performance. By the way, this applies to all young workers, both managers and frontline employees.

1. Communication skills. Poor communication skills can create misunderstandings and lead to conflict. Don't expect a young worker to be

able to communicate like someone with 10 or 20 years of experience. Be patient while you point out errors, and show them how to improve. Personal growth is a big factor with Generation Z. Helping them build skills is important.

2. Problem-solving skills. It's not only Gen Z folks who struggle with solving problems, but they have the most to gain by developing those talents. People who are unable to think critically and creatively to find effective solutions, will likely find themselves on the slow track to advancing.

3. Interpersonal skills. This includes the ability to listen actively and empathize with others. Essentially, you're showing them how to get along with people in a work setting. This will include coworkers, customers, vendors, and their manager.

4. Organizational skills. A worker who lacks organization will be fighting chaos right off the bat. This leads to inefficiency, and ends up as poor performance.

5. Time management skills. It's a close cousin to the organizational skills issue. People who are chronically disorganized are not using time well. In the case of a manager, this will likely lead to overall team performance problems. Those who don't understand how to maximize time will have a hard time getting organized.

This just scratches the surface. I work with several companies on issues just like this, and those that succeed stay with it, have small victories, acknowledge them, and raise the bar a notch.

The organizations that typically have trouble with young employees, are those where there is little patience, little communication, and little personal interest in the worker. Relationships end prematurely, and both sides feel their efforts were wasted.

(Con't.)

I'm not here to tell you that hiring Gen Z workers is always easy, or returns good value. Clearly, sometimes that doesn't happen.

That being said, choosing the right candidate in the hiring process, then starting them out well, training and growing them from the very beginning, and helping them to feel valued — will give you a better chance at success.

That's the Extra Point. Be responsible and make something good happen today. For 93.3 and the Ray Gibson Show, I'm Jerry Roberts.

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