



How Generation Y will challenge our workplace

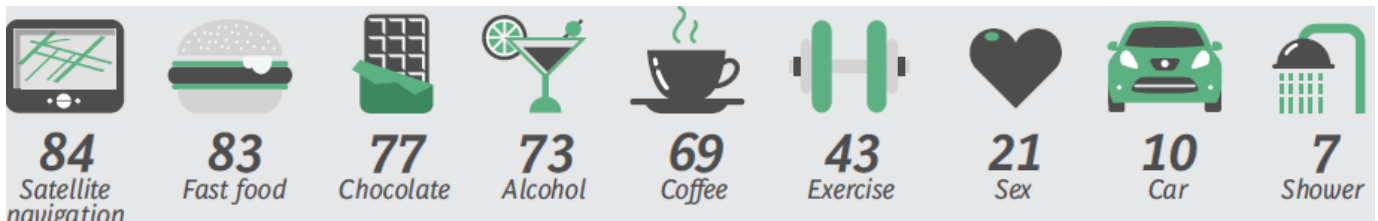
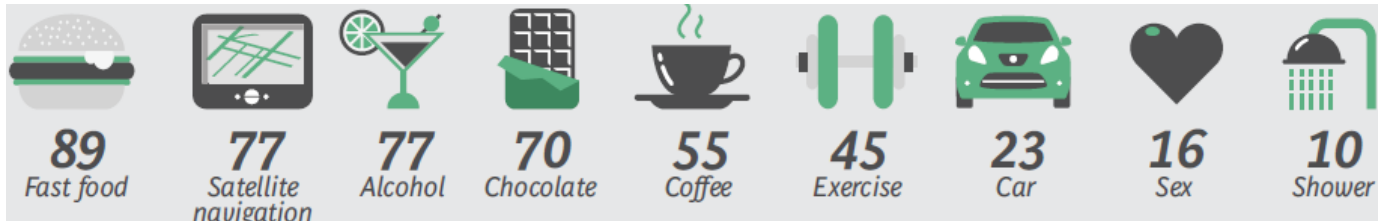
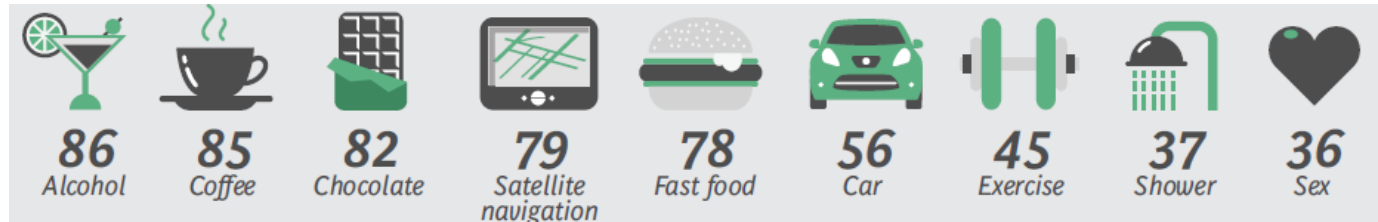
March 14, 2013

Generation Y was born between 1979 and 1997...

Generation	Work attitude	Defining technology
Generation Y (1979-1997)	Seamless blend of work and personal life	Internet
Generation X (1965-1978)	Show me the money	Mobile phone
Baby boomers (1946-1964)	Team work; dedicated to employer	Personal computer
The Silent (1929- 1945)	No complaining; get job done	Fax

... their defining technology is a key part of life, globally

Percentage of people willing to give up a lifestyle instead of the internet, for a year*:



* People surveyed per country cover all generation types

Source: BCG

Generation Y will challenge several traits of our workplace

Tenure paradigm

- Knowledge is not correlated with age

Best-practices

- Such practices last for as long as the project does

Traditional planning

- Plans don't hold up in a hyper-connected world

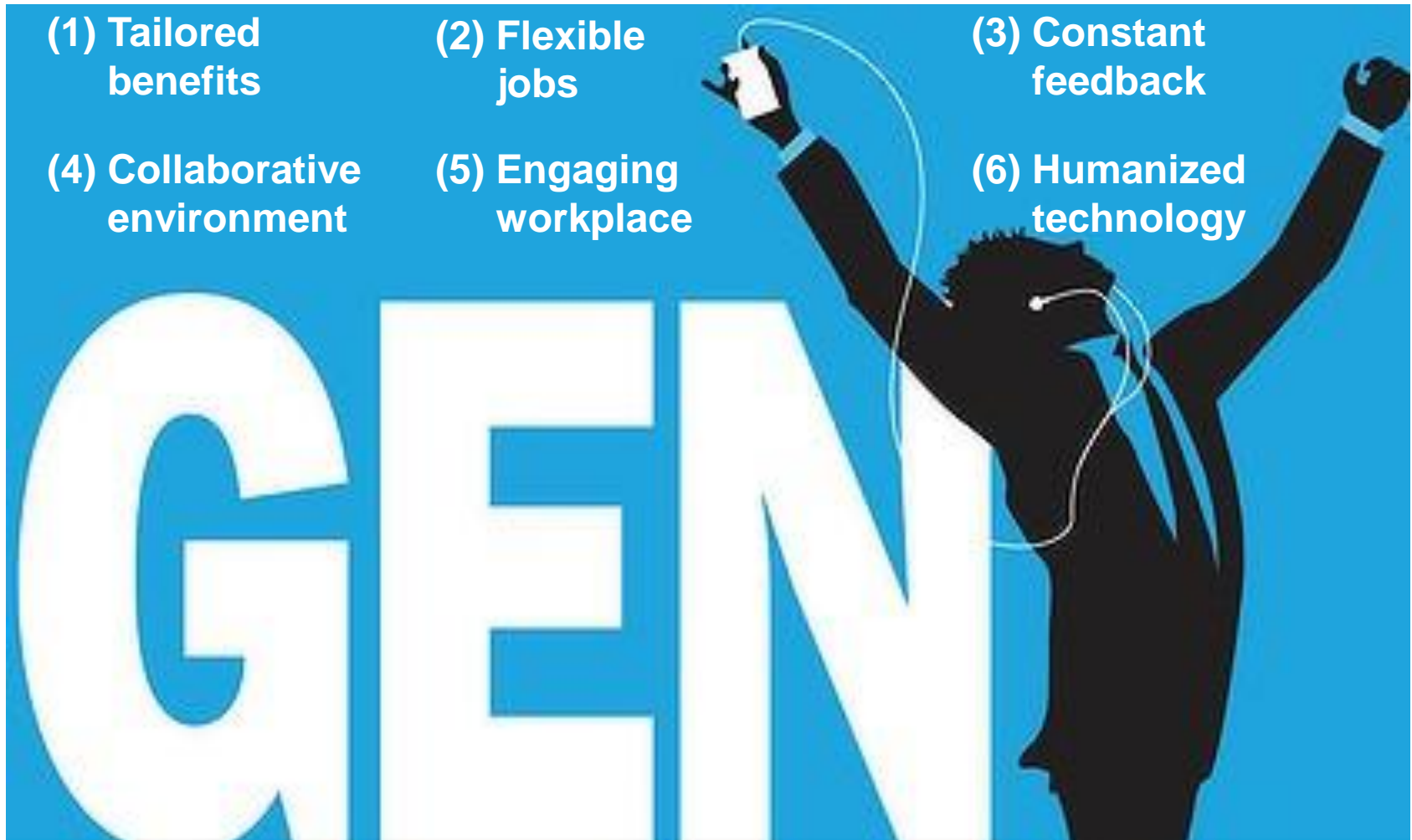
Upfront solutions

- Don't tell us how to do it

Rigid parameters

- Where and when we work is inferior to output

Six initiatives to attract and retain Generation Y

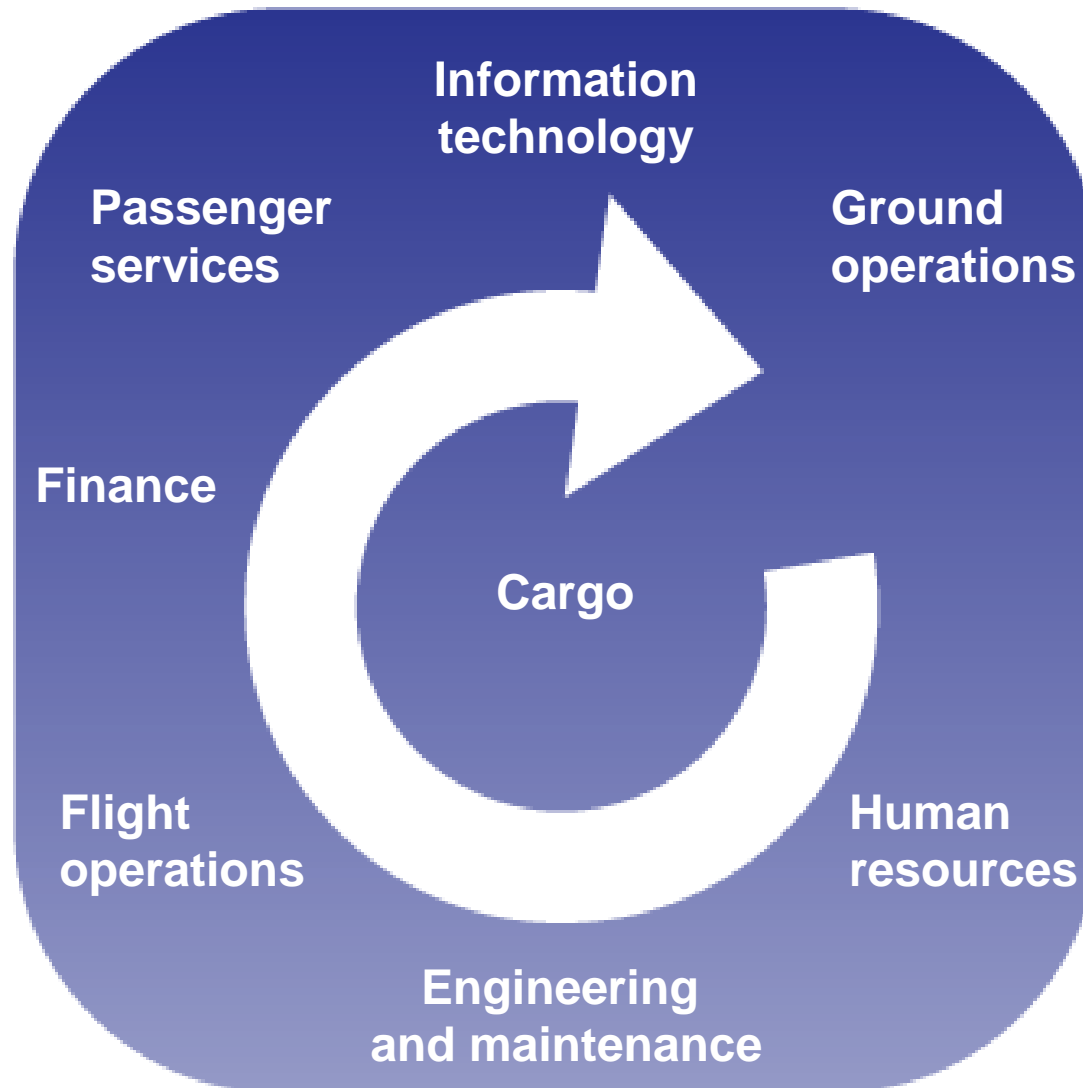


Source: Aon Hewitt; CLIVE analysis

Tailored benefits: offer flexible remuneration packages

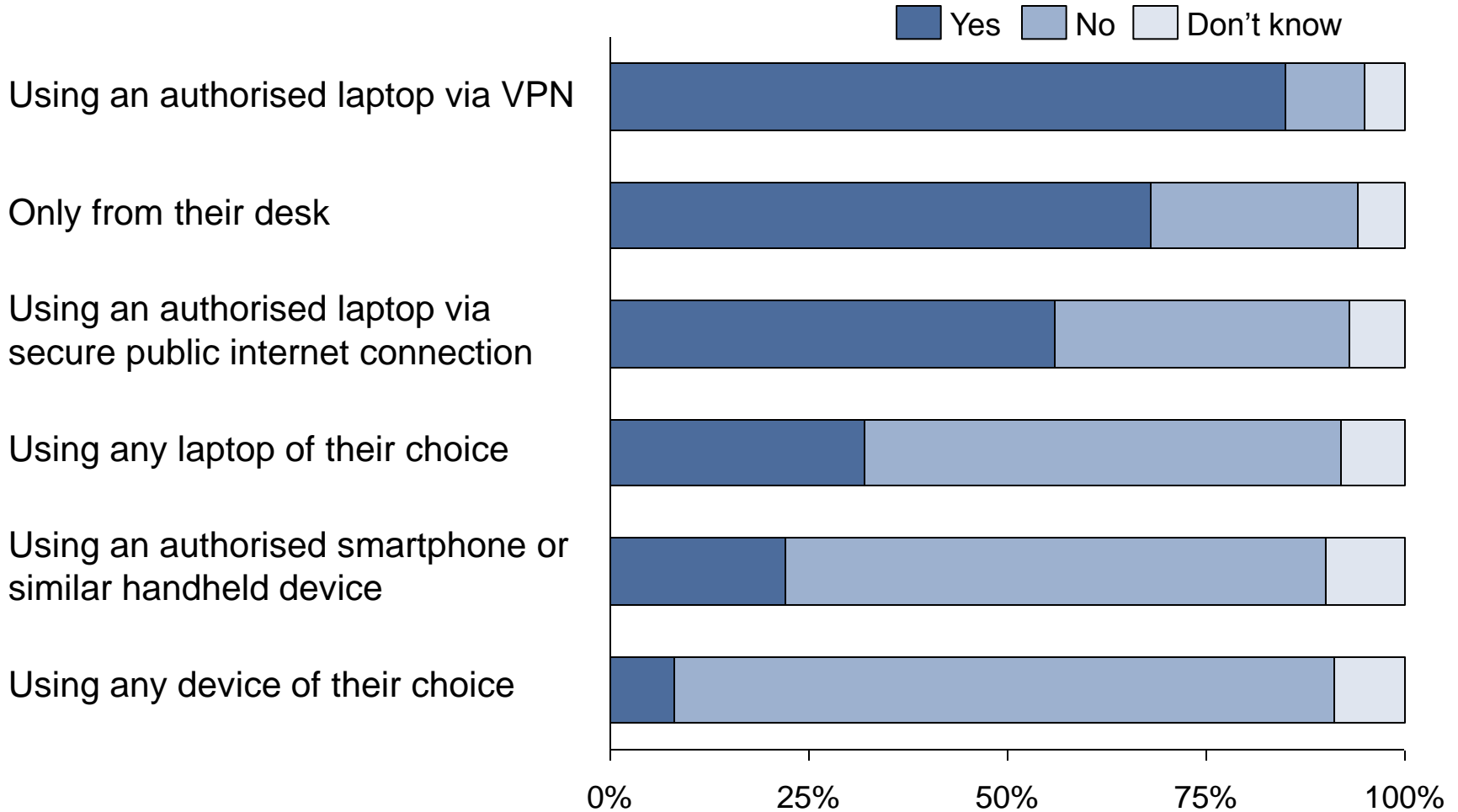


Flexible jobs (I): cater for curiosity and restlessness



Flexible jobs (II): support mobility

Survey on how users can access their ERM or ERP system
(N=130)



Source: Computing research

Quick survey about your thoughts on working from home

Do you agree with the following statement from the HR manager of Yahoo?

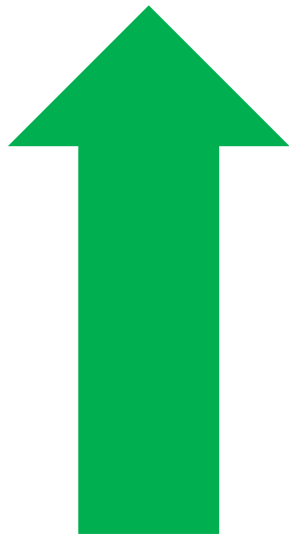
”Speed and quality are often sacrificed when we work from home.”

(A) Yes

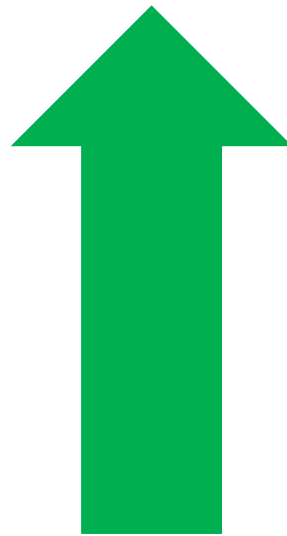
(B) No

There is initial evidence that working from home does work

Performance homeworkers versus control group at Chinese travel agency
(N=249)



13% improvement
in productivity

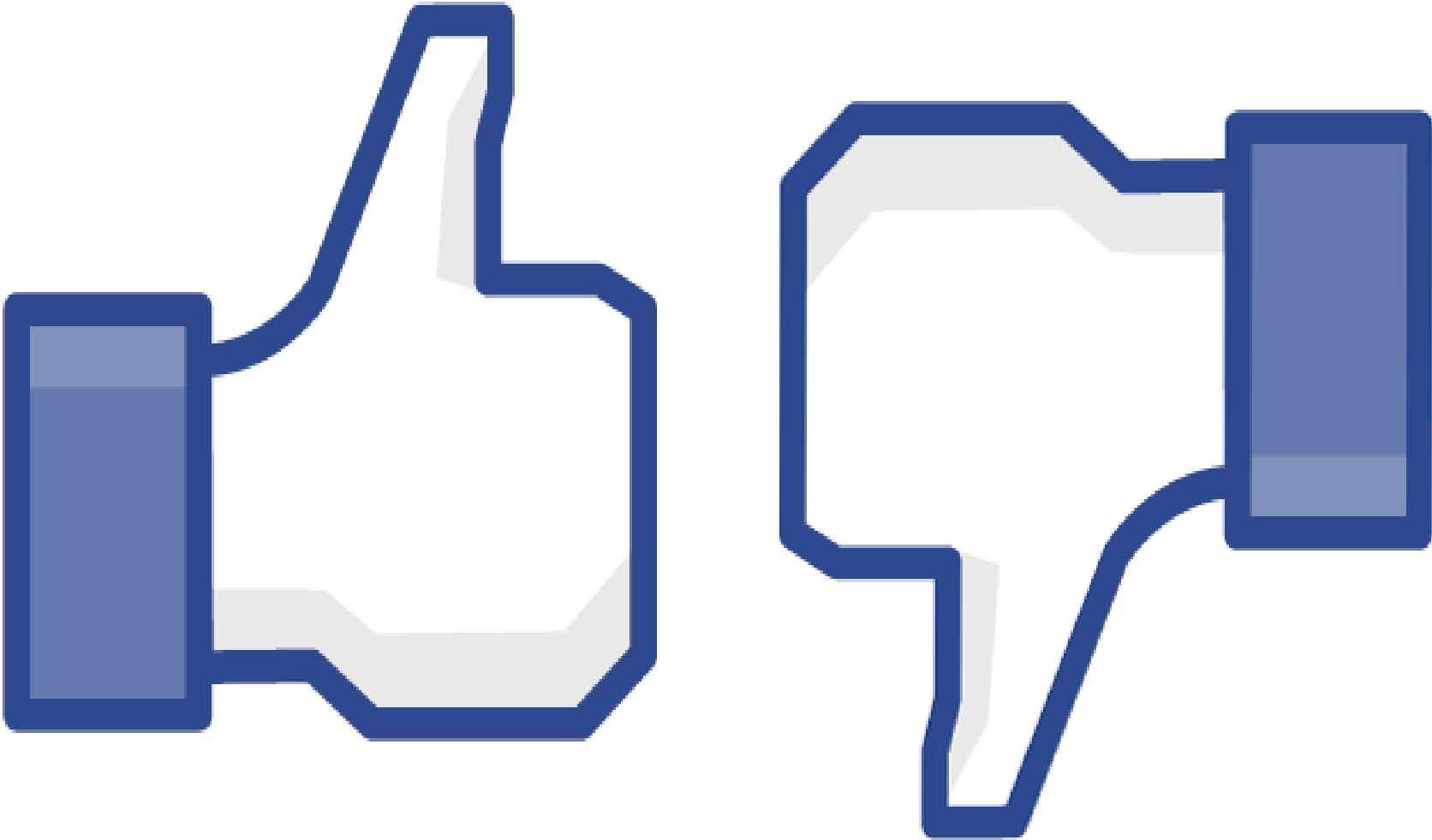


50% reduction in
staff turnover



Less promotions
at equal performance

Constant feedback: give and take it seriously

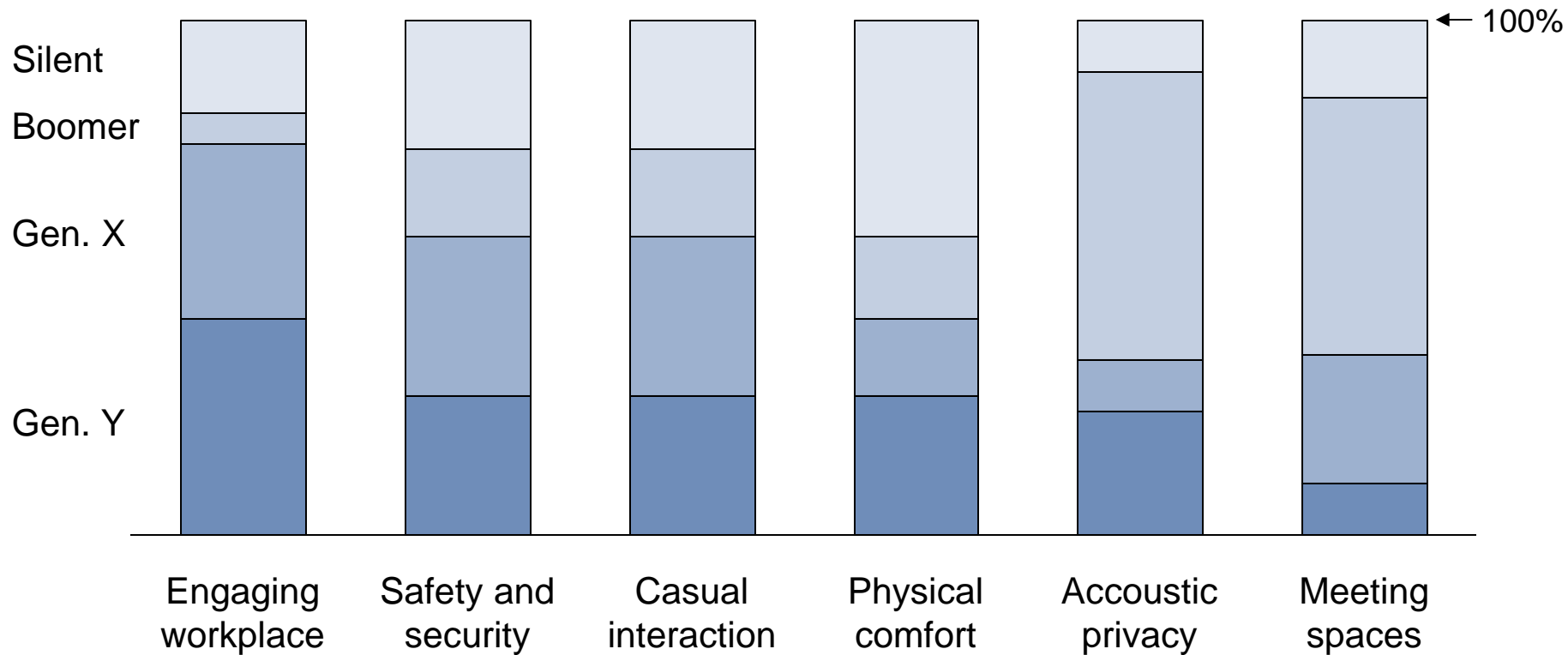


Collaborative environment: increase connectivity



Engaging workplace: have offices reflect priorities

Survey on the importance of workspace features by generation
(N=15,500)



Engaging workplace: provide a home from home



Photo: courtesy of Spaces

Humanized technology: create best possible user-experience

Instant gratification

- Single solutions seamlessly connected

Neatly packaged

- Software and hardware aligned

Simple

- Complexity solved behind the scenes

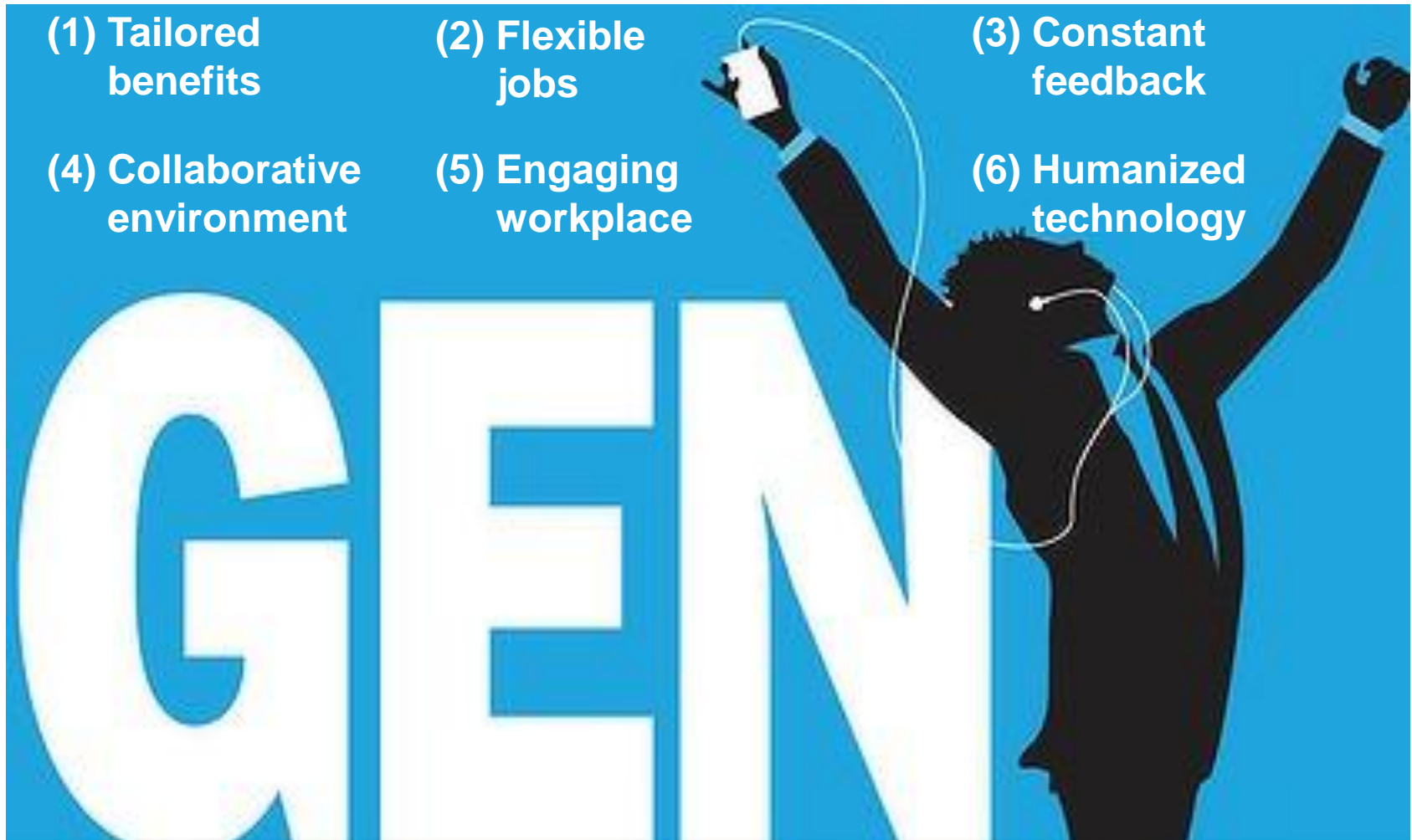
Intuitive

- “What you want, is what you get...”

User centric

- Personal preferences built-in

Six initiatives to attract and retain Generation Y



Source: Aon Hewitt; CLIVE analysis

Please contact us in case of any additional questions



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