



## Generation Y

– Let the New Age Talents be Your Valuable Assets



Jointly owned by Jardines and Schindler

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# Jardine Schindler

## Premium Lifts & Escalators Supplier in Asia



**Joint Venture between Jardine Matheson in Hong Kong and Schindler Group of Switzerland**

**Designs, engineers, installs, maintains and modernises elevators, escalators and moving walkways**

**Headquartered in Hong Kong  
Operations in Brunei, Cambodia, Hong Kong, Malaysia, Indonesia, the Philippines, Singapore, Thailand, Taiwan and Vietnam**

**Employs 3,000+ staff**



# Jardine Schindler

## Hong Kong



**1974 Established**

**9863 Existing units**

**960 Employees**

**18% Gen Y**

# Generation Y

## Characteristics



- Need to know 'WHY'
- Need to be convinced, factually and emotionally
- Learn fast and get bored easily
- Extremely easy with technologies
- Coachable
- Resourceful / Creative
- Sensitive
- Seek for Purpose
- Work-Life balance

*(they do not live to work; they work to live)*

# Generation Y

What are Important to them?

1. Training
2. Management Style
3. Work Flexibility
4. Staff Activities
5. Non-Financial Rewards
6. Salary!!





# Is Gen Y Good for Customer Service?

It depends.....

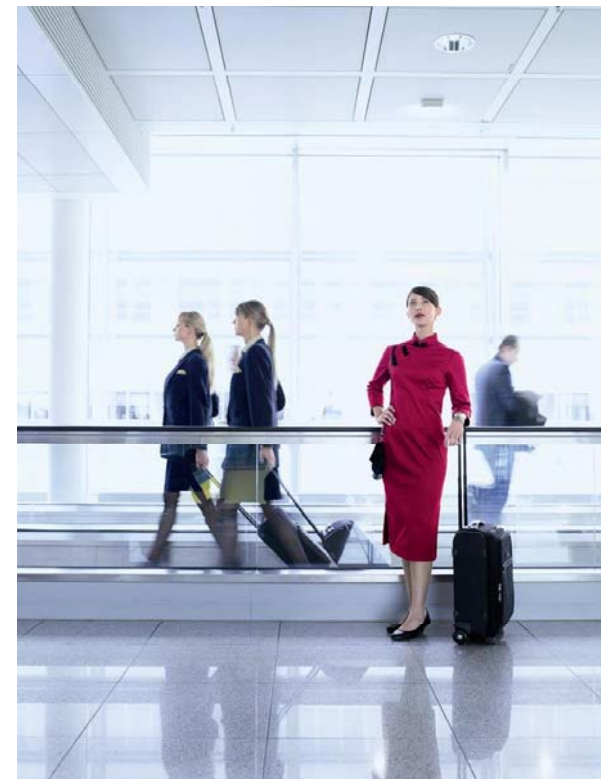
They are inappropriate for

- Repetitive tasks
- Rigid processes

They are good for

- Handling new technologies
- Providing quick solutions
- Gen Y to Gen Y

*25% of population Gen Y*



# What Worked with Our Gen Y Intensive Coaching / Mentoring

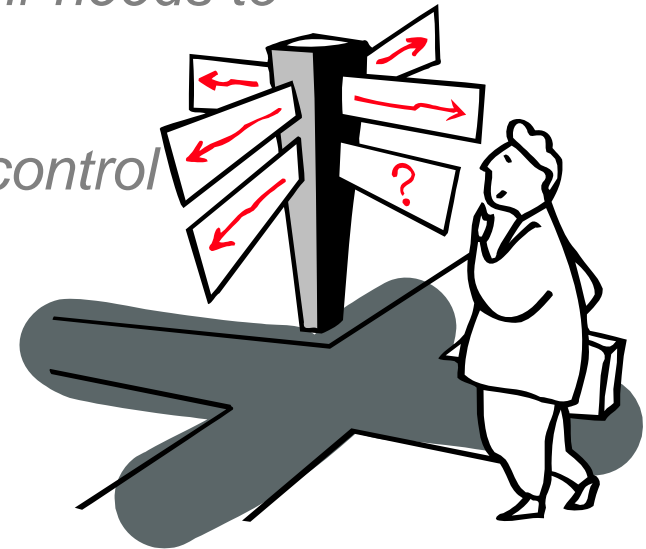


- Meet 4-6 times a year *never too much !*
- Show them we care *talk about what they have learnt / not learnt*
- Get personal *talk about themselves*
- Live up to your promise *they need to be able to trust you*
- Lots of positive reinforcement *that's how they were brought up*
- Be a friend *they don't bother about hierarchy anyway!*

# What Worked with Our Gen Y

## Give them Career Guidance

- They are lost *more than you think!*
- Understand their needs *professional & personal*
- Explore together with them the possible scenarios *Involve them*
- Give them a sense of purpose *to fulfill their needs to contribute*
- Facilitate the decision *they want to be in control*





# What Worked with our Gen Y

## Give them Responsibilities Early



- They are knowledgeable *more than they present themselves*
- They are versatile
- Give them new challenges / jobs every 12-18 months *it means HR has lots more to do !*

# Generation Y

## Concluding Remarks

- Don't change them
- Understand them
- Talk, Talk, Talk (or sms, sms, sms)
- Guide them



# Thank you for your attention.

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