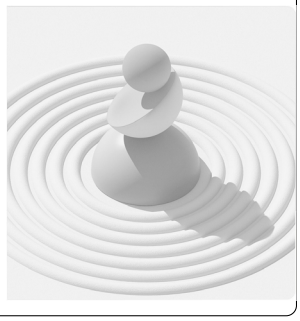
Presented by Maggie Palmer, MSA, CPCS, CPMAM

ZOOMERS TO BOOMERS

1

WELCOME

- Are MSPs working on sustaining their legacy?
- Are MSPs sharing what they do with other team members (cross training)?
- Are MSPs building a team for the future?
- Are MSPs capitalizing on the energy of the "Zoomers" and the experience of the "Boomers"?
- Is our profession experiencing a lack of qualified MSPs?



2

- PURPOSE: EXPLORE GENERATIONAL DYNAMICS IN MSP WORKFORCE

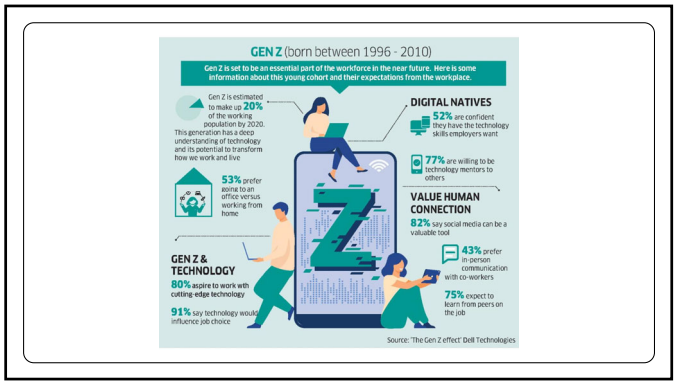
- KEY THEMES: MENTORING, SUCCESSION PLANNING, MARKET DEMOGRAPHICS



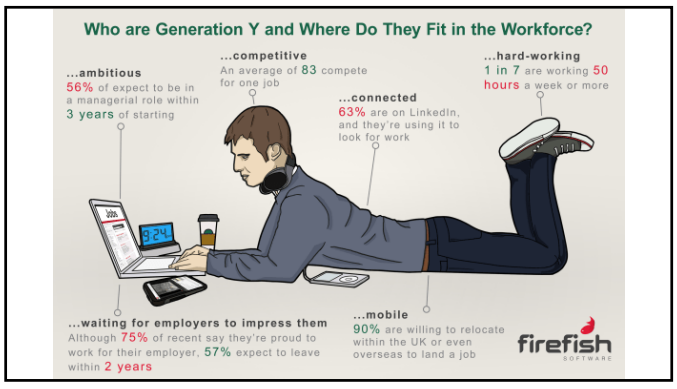
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GENERATIONS IN THE MODERN WORKPLACE
LDC
BABY BOOMERS 1946 - 1964
STEREOTYPES
Out of Touch & Disinterested in Learning New Things
STRENGTHS
• Characterized as being workaholics who relish long weeks and overtime. They are more committed to their roles than any other generation
• Considered good team players with 53% of organizations saying they work well with others
• Regarded as making excellent mentors to their colleagues and juniors
GENERATION X 1965 - 1980
STEREOTYPES
Cynical & Poor Team Members
STRENGTHS
• 70% of organizations believe Gen X are the best overall workers
• Committed to juggling work with family time, and favor work-life balance
• Gen X is considered to be the biggest revenue generators overall
XENNIALS 1977 - 1983
STEREOTYPES
Cynical, Poor Team Members & Too Confident
STRENGTHS
• Highly adaptive: Unique ability to think abstractly and find new solutions.
• Team Players: Can interpret, translate, and relate to just about anybody, and can quickly adjust to different points of view.
• Coachable: Have strong opinions but tend to be less vocal than Millennials, so coaching is an effective way to leverage their unique point of view.
GENERATION Y 1981 - 1996
STEREOTYPES
Entitled & Lazy
STRENGTHS
• Of all generations currently in the workforce, considered the most independent workers
• Concerned with ethics and the social responsibility of the organization they work for
• Grown up sourcing information, they need to be left to create their own processes rather than being told exactly what to do
GENERATION Z 1997 - 2010
STEREOTYPES
More Cynical & No Loyalty
STRENGTHS
• The most tech competent of any generation, able to pick up developments quicker than other employees
• Natural entrepreneurs, with 72% wanting to start their own business
• Described as the "always on" generation, able to multi-task unlike any other generation using up to 5 screens at once

4


GEN Z (born between 1996 - 2010)
Gen Z is set to be an essential part of the workforce in the near future. Here is some information about this young cohort and their expectations from the workplace.
Gen Z is estimated to make up 20% of the working population by 2020. This generation has a deep understanding of technology and its potential to transform how we work and live
53% prefer going to an office versus working from home
GEN Z & TECHNOLOGY
80% aspire to work with cutting-edge technology
91% say technology would influence job choice
DIGITAL NATIVES
52% are confident they have the technology skills employers want
77% are willing to be technology mentors to others
VALUE HUMAN CONNECTION
82% say social media can be a valuable tool
43% prefer in-person communication with co-workers
75% expect to learn from peers on the job
Source: 'The Gen Z effect' Dell Technologies

5


Who are Generation Y and Where Do They Fit in the Workforce?
...ambitious
56% of expect to be in a managerial role within 3 years of starting
...competitive
An average of 83 compete for one job
...connected
63% are on LinkedIn, and they're using it to look for work
...hard-working
1 in 7 are working 50 hours a week or more
...waiting for employers to impress them
Although 75% of recent say they're proud to work for their employer, 57% expect to leave within 2 years
...mobile
90% are willing to relocate within the UK or even overseas to land a job
firefish
SOFTWARE

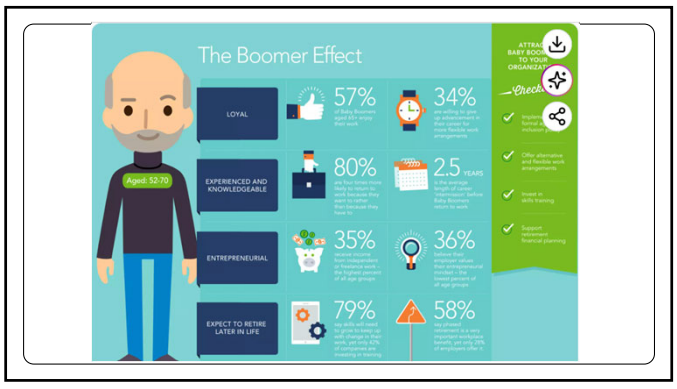
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NAFTA
Rap/Hip Hop
Slacker
CDs, DVDs
Monica Lewinsky scandal
Video Games
O.J. Simpson trial
GEN
1965-1980
Fall of Soviet Union
Personal Computer
Space Shuttle Challenger
L.A. riots
AIDS
Grunge-Alternative
MTV
GENERATION X published
Breakfast Club
Kurt Cobain
Gulf War
"war on drugs"
World Wide Web
Napster
Berlin Wall falls
Y2K bug
Dotcom boom
The Simpsons
Values Work/Life Balance
Appreciate the fun in the workplace and espouse a work hard/play hard mentality.
Individualistic
Independent, resourceful, and self-sufficient.
Technologically Adept
Comfortable with PDAs, smartphones, email, laptops, tablets and other technology employed in the legal workplace.
Flexible
Adapt well to change and are tolerant of alternative lifestyles.

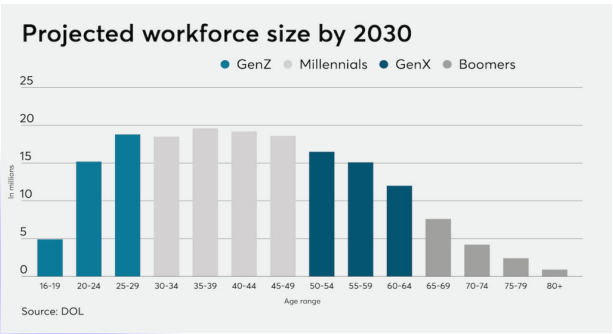
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FAST COMPANY
Why Baby Boomers Refuse To Retire
Classic notions of retirement are no longer an option, and baby boomers are reimagining what the last decades of work can hold.
[Photo: diane555/Getty Images]

8


The Boomer Effect
Aged: 52-70
LOYAL
57%
EXPERIENCED AND KNOWLEDGEABLE
80%
2.5 YEARS
ENTREPRENEURIAL
35%
36%
EXPECT TO RETIRE LATER IN LIFE
79%
58%
Check

9



10

NAMSS DEMOGRAPHIC ANALYSIS FOR AGE DEMOGRAPHICS IS CONCERNING

11

59%

NAMSS members are 50 or older

12

27%

NAMSS members are between the ages of 41-50

13

11%

NAMSS members are between the ages of 30-40

14

3%

NAMSS members are under 30

15

Implications of Demographics

- Impending retirements may lead to knowledge gaps
- Need for proactive knowledge transfer
- Importance of engaging younger professionals

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SUCCESSION PLANNING AND MENTORING ARE THE FOUNDATION OF SUCCESS

17

MENTORING

18

FACILITATES KNOWLEDGE SHARING

BUILDS LEADERSHIP PIPELINE

ENHANCES JOB SATISFACTION AND RETENTION

19

SUCCESSION PLANNING

20

ENSURES CONTINUITY IN MSP OPERATIONS

REDUCES DISRUPTION DURING TRANSITIONS

IDENTIFIES AND PREPARES FUTURE LEADERS

21

KEY ELEMENTS OF SUCCESSION PLANNING

22

IDENTIFICATION OF KEY ROLES AND SUCCESSORS

DEVELOPMENT THROUGH TRAINING AND MENTORING

DOCUMENTATION OF PROCESSES AND KNOWLEDGE

TRANSITION PLANNING AND SUPPORT

23

STRATEGIES FOR MSP LEADERS

- Start early and plan proactively
- Create formal mentoring programs
- Use data to identify gaps and opportunities
- Engage all generations in planning

24

"STRIVE NOT TO BE A SUCCESS, BUT RATHER TO BE OF VALUE."

Albert Einstein

25

WHERE DO WE GO FROM HERE?

26

HOW IS YOUR LEGACY GOING TO BE REMEMBERED?

27

CONCLUSION

- Generational shifts require strategic planning
- Mentoring bridges experience and innovation
- Succession planning secures the future
- Call to Action: Invest in people and planning

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QUESTIONS, COMMENTS, FEEDBACK?

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