HELLO!

I'm Richa, a first-year M.S. candidate pursuing Human Capital Analytics & Technology at NYU School of Professional Studies. I am passionate about *communication and mentorship*.

OVERVIEW

01.

02.

03.

THE PROBLEM

THE SOLUTION

THE IMPLEMENTATION

01.

THE PROBLEM

THE PROBLEM

★ HR and business leaders face more **generational diversity** in the workplace than ever before.

★ Younger and older employees want significantly different things, for example:

  ○ **Millennials:** Work towards their goals and aspirations

  ○ **Boomers:** Feel that they are expected to work hard with a long-term reward provided

★ Generational divide has caused **challenges** that include but are not limited to:

  ○ Differences in communication and collaboration styles

  ○ Lack of mentorship and camaraderie

  ○ Varying general work practices and habits

  ○ Less harmony achieved while working together

Sources:
The Future of Work. (2019, March 14).
Overcoming the Challenges of a Multigenerational Workforce
Reeves, M. (2023, October 6).
Workday. (n.d.).

NUMBERS

5

Active distinct generations in the global workforce (1920s-2000s)

60%

Workers report the existence of generational conflict in their workplace

76%

Employees think workplace mentorship is crucial

37%

Currently have a mentor in the workplace

Sources:
Overcoming the Challenges of a Multigenerational Workforce
Reeves, M. (2023, October 6).
Workday. (n.d.).

"With a multi-generational workforce, it can be challenging to find the best way to motivate a team, organize work or even recognize successes when priorities vary so widely."
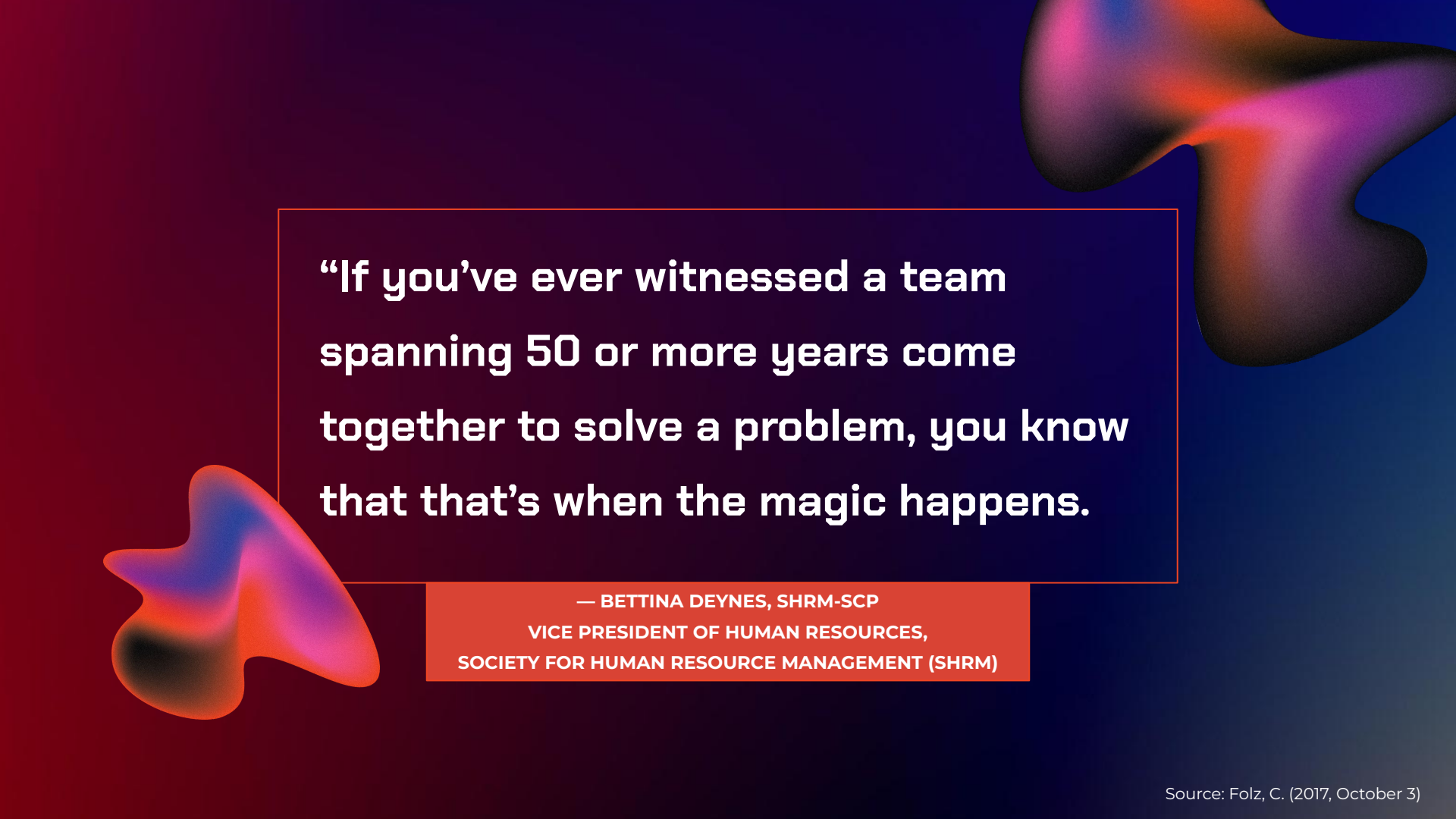
— DIANE BELCHER
SENIOR DIRECTOR OF PRODUCT MANAGEMENT,
HARVARD BUSINESS PUBLISHING (HBP)

02.

THE SOLUTION

"If you've ever witnessed a team spanning 50 or more years come together to solve a problem, you know that that's when the magic happens.

— BETTINA DEYNES, SHRM-SCP
VICE PRESIDENT OF HUMAN RESOURCES,
SOCIETY FOR HUMAN RESOURCE MANAGEMENT (SHRM)

Source: Folz, C. (2017, October 3)

THE SOLUTION: GENMATCH

★ Multiple generations in the workplace are inevitable. **How do we operate efficiently and create harmony?**

★ GenMatch: An intergenerational mentorship matching tool powered by natural language processing (NLP) and machine learning (ML) models that creates employee matches (mentorship pairs) based on compatible communication style, work habits, personal goals and interests, and professional needs.

★ Key features:

  ○ **Mandatory personality test** to be taken by all employees, i.e. Cappfinity, CliftonStrengths, 16Personalities

  ○ Access to **generational data** that allows the tool to suggest mentorship pairs, assigned for three months

    ■ Every quarter, matches switch

  ○ **Reports** generated for employees and managers to analyze + provide feedback on alignment and collaboration

  ○ Mentors and mentees are given **personalized mentorship session guides** prior to meetings

  ○ **Monthly events** to be hosted for pairs to attend and network with one another

  ○ … and more!

03. **THE IMPLEMENTATION**

USER INTERFACE

ACCESS HRMS
Employees log into the HRMS system using SSO, i.e. Workday, where GenMatch is housed.

NAVIGATE TO GENMATCH
Sidebar consists of a tab titled *GenMatch*. Launch the tab to see insights. Upon launching, users will see a dashboard consisting of several features (see Slide 11).

DASHBOARD OVERVIEW
The first thing the user sees. A holistic view of core metrics: generational insights, communication style, mentorship matching, and interactive charts.

HOME DASHBOARD
A quick and personalized view of matches and trends + recommendations based on personal communication strategies and work habits.

GENERATIONAL INSIGHTS
Interactive charts showing intergenerational trends, communication habits, and workplace needs. Key insights can be found here which guides mentorship matching.

MENTORSHIP MATCHING
Overview of current and future matches. Employees can accept, reject, or request new matches based on alignment. Open feedback loop to recommend stronger pairs.

ROLLOUT STRATEGY

1

PILOT PHASE

Test rollout to assess engagement and gain initial feedback. Start with specific teams: *HR, Marketing, R&D*.

2

SOFT LAUNCH

Gradual expansion across other departments. Gather user feedback to refine GenMatch before go-live stage.

3

GO-LIVE

After responding to feedback, initiate a **company-wide rollout**. Share success metrics from previous phases.

Note: The estimated timeline for this project would be anywhere between eight to twelve months.

ARE YOU READY TO MEET YOUR *GENMATCH*?

THANK YOU. ANY QUESTIONS?

REFERENCES

★ Folz, C. (2017, October 3). *Four Myths About the Multigenerational Workplace*. Society for Human Resource Management.

https://www.shrm.org/topics-tools/news/inclusion-diversity/four-myths-multigenerational-workplace

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★ Workday. (n.d.). *Engaging the Workforce Across Generations*. Workday.

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