## UNDERSTANDING EXPECTATIONS What it Takes to Attract Next-Gen Talent



## Dr. Bharani Nagarathnam

Director, Master of Industrial Distribution Associate Professor of Instruction Co-Founder, Talent Development Council **Texas A&M University** 







## Texas A&M University

- Largest Public University in the U.S.
- Established 1876 ~ 149 Years.
- 75,000+ Students. 4,100 Faculty.
- 150+ Undergraduate Degrees.
- 260+ Graduate Degrees.

## **College of Engineering**

- Top 10 Public Engineering Schools.
- #9 Undergraduate & #8 Graduate.
- 15 Departments ~ 25,100 Students.
- Engineering Research: \$444.7 million.









## **Texas A&M Industrial Distribution**

- Oldest, Largest & Highly Recognized
   Distribution Program in the U.S ~ 70 Years
- Interdisciplinary Degree in Engineering & Business
- 1000+ Enrolled Students
- ~ 300 Graduates per Year
- Near 100% Job Placement.

# Careers

SALES ENGINEERING
SALES MANAGEMENT
LOGISTICS AND OPERATIONS
SUPPLY CHAIN MANAGEMENT
BRANCH MANAGEMENT
MARKETING
PROCUREMENT
SOURCING

#### **INDUSTRY SEGMENTS INCLUDE:**

Automation solutions, general line, building materials, chemical and petrochemical, electrical, electronics, healthcare, ERP software, fluid power, metals, plastics, plumbing, safety equipment, specialty tools, pipe valve and fittings, oil and gas, and welding.



### **P.A.I.D Career Fairs**

- 100+ Companies represented to recruit
- Interns, Co-Op, and Full-time Employees
- Fall Career Expo / Spring Career Fair

## Master of Industrial Distribution (MID)



LEADERS IN DISTRIBUTION



CO-TAUGHT BY INDUSTRY



**B2B FOCUSED CONTENT** 



ASYNCHRONOUS LEARNING



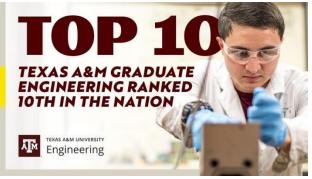
POWERFUL NETWORK



DESIGNED FOR WORKING **PROFESSIONALS** 















## UNDERSTADNING EXPECTATIONS NEXT-GEN TALENT

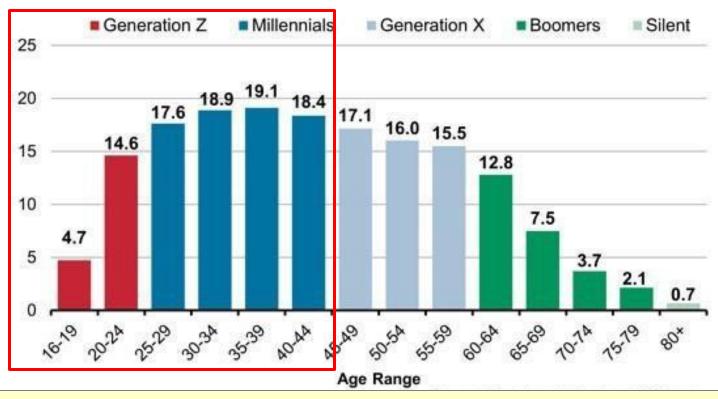




## **Next-Gen Talent**

### The Workforce in 2025

Projected size of U.S. labor force (in millions) by age, for the year 2025



73% of Millennials are involved in product or service purchase decision-making at their companies. About half of all B2B product researchers are digital natives, a number that increases every year. - HBR

## **Labor Market**

- According to the BLS, the <u>median tenure</u> of employees is 3.9 years (Jan 2024).
- The median tenure of workers ages 55 to 64 (**9.6** years) was more than three times that of workers ages 25 to 34 (**2.7** years).

The Power Balance between Employers and Employees has **PERMANANTLY** changed.





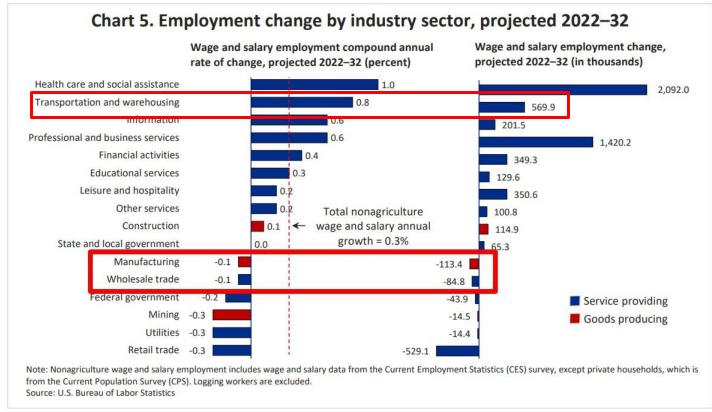
## **Next Decade: Not Getting Better**

- US employment growth will average <u>0.3%</u> over the next decade (lower than 1.2% during 2012-22).
- Real GDP is expected to grow at <u>1.9%</u>, consistent with previous decades.
- This means labor productivity will have to ACCELERATE.





Bureau of Labor Statistics 10-year forecast of the U.S Labor Market.



## What do Employees Want & Value?

- Pay & Benefits
- Opportunity to Grow
- Training & Development
- Purpose Driven / Trust
- Recognition
- Good Manager
- Flexibility (Flex-Work)
- Health & Wellbeing
- Work/Life Balance
- Belonging

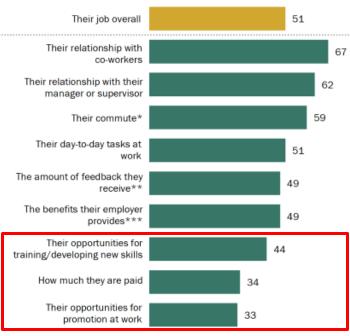




Mercer Global Trends 2024

#### About half of workers are highly satisfied with their job overall, but views of specific aspects of their job vary considerably

% of employed adults saying they are extremely or very satisfied with ...



<sup>\*</sup>Excluding those who said they don't have a commute.

Note: Based on workers who are not self-employed.

#### PEW RESEARCH CENTER

<sup>\*\*</sup>Full question wording asked about receiving feedback from their manager or supervisor on how they're doing their job.

<sup>\*\*\*</sup>Full question wording included "such as health insurance and paid time off."

Source: Survey of U.S. workers conducted Feb. 6-12, 2023.

<sup>&</sup>quot;How Americans View Their Jobs"

## **Growth Hinges on People**

- Future of Distribution: Go-To-Market Strategy, Innovation, Differentiation, Value Creation and Customer Experience.
- Strategy is only "plan on a paper" People execute Strategy.
- The <u>Speed</u> at which Companies grow depends on our people.
- Value of Human Resources is often underestimated.
- Growing Talent is better Cultural Fit, Succession Plan
- Develop a Long-Term <u>Multi-Faceted</u> Talent Acquisition,
   Development and Management Strategy That <u>Aligns</u> with Your Business Strategy





## TALENT CHOOSES YOU NOT THE OTHER WAY AROUND

## BECOME A TALENT MAGNET GROWTH HINGES ON TALENT







## TWO AREAS TO IMPROVE

## **CAREER WEBSITE**

## JOB TITLES & CAREER PATHS





## Career Website Recommendation

- Mission and Values
- Our Employee Focus
- What We Offer
- **Employee Benefits**
- College Recruiting
- 6. Culture
- **Diversity & Inclusion**
- 8. Community Engagement
- Giving Back
- 10. Philanthropy
- 11. Military

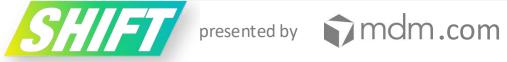
- 12. Hiring Events
- 13. Development Programs.
- 14. Career Path
- 15. Awards
- 16. Training
- 17. Testimonials
- 18. Women
- 19. ESOP
- 20. Company Tour
- 21. Interview Process
- 22. Our Associates
- 23. Association Membership
- presented by mdm.com 24. Social Media Links

Well-crafted content, clearly articulated Employee Value Proposition (EVP), benefits, employee videos/testimonials, career path, and development opportunities help differentiate your organization in the eyes of a prospective employee.



## **Recruitment Tag Line**

Grainger	Your Career Coming Together With All the Right Tools				
HD Supply	BUILD YOUR CITY AND KEEP IT RUNNING				
Applied Industrial Technologies	"Geared for Greatness"; "Powered by you"; "Right fit right time"				
MSC Industrial Supply	Be great. Be humble.; Be dynamic.; Be inspired.				
NOW Distribution	A Team of Experts				
Wurth Industry NA	You are the Difference				
Sun Source	A Winning Team				
Eriks	ERIKS - Unlock Your Potential				
Turtle & Hughes	THE REWARDS OF OWNERSHIP				
Wajax	Our People. Our Strength.				
KIMBALL MIDWEST	JOIN OUR GREEN & GROWING TEAM				
Vallen Distribution	GROW AS A PERSON, SUCCEED AS A TEAM				
	Powered by Difference				
IMCD	PASSIONATE. COLORFUL. AMBITIOUS.				
Azelis	Grow with Azelis				
Jebsen & Jessen Group	A path into the future, for you and for our business				





## More...Taglines

Hydrite Chemical	Great Teams Start With Good Chemistry				
Superior Oil	Work like you own it				
Digi-key	Move YOUR FUTURE Forward.				
CED	"BE A PART OF SOMETHING BIG"; "STEER THE CURRENT"				
<b>Border States Electric</b>	POWERFUL CAREER OPPORTUNITIES				
<b>Summit Electric Supply</b>	Our Next Great Story Could Be Yours				
Motion industries	THIS IS THE BEST PART  Moving your colleagues, your company and your career forward daily.				
WinSupply	You've got the expertise, we've got the supplies – let's build your career together				
<b>ABC Supply Co</b>	WE HAVE YOUR FUTURE COVERED				
<b>Arrow Electronics</b>	Five Years Out				
Avnet	Help the world go further				
McMaster-Carr	Be curious. Be exceptional. Be rewarded.				
	Create experiences worth sharing.				
ORR Corporation	Welcome To Your Next Opportunity				
presented by m	dm.com				

## **Career Website Examples**





At Kimball Midwest we realize that people are the foundation of our success. We are committed to building a team of the most falented

From best-in industry training programs to competitive compensation and benefits. Kimball Midwest is fully committed to the success of each and

We are excited to get to know you and show you all the great things that Kimball Midwest has to offer. Come join our winning team and watch your





Sales Recruiter, 'I work at Kimball Midwest because of the family culture, the leadership, and our plans for the future. There is a sense of inclusion, while also having a firm foundation and "

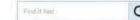


Sales Supervisor, "I work at Kimbali Midwest because I enjoy working for a family owned company that supports American Manufacturing. The support from \_ "



Sales Supervisor, "The culture is why I work at Kimball. It's very powerful to have a company "talk the talk" and "walk the walk." Kimbali gives us great support and ... """











CHECKOUT View Cart

SHOP NOW - MY ACCOUNT - MY LISTS - QUICK ORDER PAD - PREFERENCES - MANUFACTURERS -

LOCATIONS -



#### CAREERS, POWERED BY YOU.

Discover the opportunities awaiting you,

Crescent Electric Supply Company (CESCO) was founded in 1919. Today, it is the eighth largest electrical distributor in the United States with nearly 2,000 employees at over 150 locations in more than 25 states. The Company serves contractors, utilities, institutional and industrial customers with a broad line of electrical, lighting, automation and datacomm products nationally.

In addition to the Crescent Electric brand, customers are served by BA Supply in Missouri, Interstate Electric Supply in Idaho and Oregon, Mesco Electrical Supply in Ohio, National Electric Supply in New Mexico, Womack Electric Supply in Virginia and North Carolina, and Stoneway Electric in Washington and Idaho.

#### Careers

- . Why Crescent? Testimonials
- Application Process
- . FAQs
- Videos
- . What We Do
- Locations



000

#### Why Crescent?

Crescent Electric Supply Company offers employees an ideal setting. As one of the 8 largest electrical distributors in the U.S., Crescent Electric provides employees with the competitive resources and training support of a large company. As a family owned business, we're still small enough to remember your name when

We strive to foster a culture where:

- We care about our employees in the same way that we care about our customers.
- . Career development is taken seriously. We strive to provide each and every employee with the opportunity to grow into a wide range of professional opportunities. Comerstones of our employee development program are CESCO's National Sales Conference and our annual succession planning process.
- . Leaders inspire, build trust and empower employees to achieve their best.
- . You will work with others who make an extra effort and show respect and support for one another.

At Crescent Electric Supply Company you will have the opportunity to develop professionally, grow personally and the flexibility to balance your life's priorities.

#### **Testimonials**



66 My career at Crescent Electric Supply Co. has been both fun and rewording

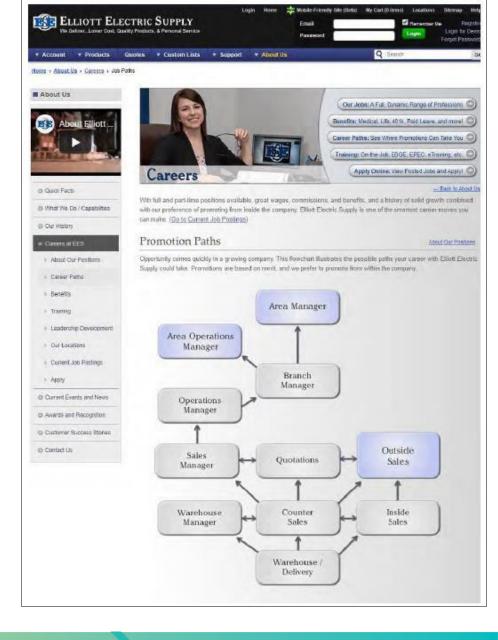
Like many of my peers, my career path started as a warehouse worker / delivery

Through years of training and mentaring, I was promoted from within our local office, and hold the current position of Branch

#LIFEATCRESCENT



## Career Website Examples



ldm com

## STEER THE CURRENT

Opportunities are all around you



### Manager training program

We're still growing. And we need talented new leaders to help shape our future. CED's competitive management training program teaches top candidates every skill for every job in every facet of our fast-paced, profitable industry.

Get paid to earn a real-world M.B.A. as you choose your 2-2 1/2-year path to managing your own CED location.

Our opportunity is your current — you decide where to steer it.

### **Control Your Future**

We hire a small number of new traineeseach year - self-motivated, salesoriented, geographically flexible men and women who possess an entrepreneurial spirit. And we invest a lot into each of

We immerse candidates into the electrical distribution industry through four structured phases that include on-the-job, home and classroom training

It's up to them to choose their path, and to steer their opportunity.



### Warehouse & Counter Training

minars and home study begin here, and continue throughout the program.

Warehouse training generally lasts six weeks. However, your skills, experience, capacity and

Spend time with the products and our customers as DICSC (616.66) y 62 Vales knowledge and skills. Duration: 5 months



## Career Website **Examples**

1.com

### KAMAN DUR COMPANY OUR SOLUTIONS INVESTORS CAREERS CONTACT (0) CAREERS AT KAMAN CORPORATION What sets Kaman apart is our people. We recognize the importance of both individual and team contributions in achieving significant change and innovation, which is why we provide career development opportunities through mentoring programs, leadership and skills training, and education reimbursement. VIEW CURRENT JOB LISTINGS >





#### SEE YOURSELF ATKAMAN

Our bunder was right over 70 years ago, and is still right today. whatsets Kaman apart is our people

LEARN MORE



WORKING AT KAMAN

#### WHERE DO I FIT?

OUR CULTURE

From students and grads to experienced professionals and transitioning military, when you join our team, you're jeining a group of methated individuals finding new ways to solve chillenges.

LEARN MORE



#### WOMEN ADVOCATING LEADERSHIP AT KAMAN (WALK)

WALK advances Raman's strategic goals with specific business. ritiatives that increase our global representation of women in

LEARN MORE

#### Working at Kaman →



#### BENEFITS

of plans dedicated to help support employees and their family's health and financial well-being.

LEARN MORE



#### CAREER DEVELOPMENT

employees' skills and doveloping their potential.

LEARN MORE



#### CORPORATE RESPONSIBILITY

including supporting scholarships for students and various civic organizations.

LEARN MORE



you to use it. Each day you are encouraged to speak

up, share ideas and make a real impact. Because

## Website **Examples**

Career

The focus on learning and development is what I enjoy most. With all of the encouragement and opportunities available, I have become a better employee and am more confident in myself and my work.

#### I own my development.

As an owner, you are responsible for growing personally and professionally. We invest in you and encourage you to be the best you can be. After all, training should be more than donuts-it should provide real learning.

#### I own my wellbeing.

When you feel your best, we are at our best as a company. That's why we focus on your total wellness by offering comprehensive health, wellness and safety programs, parental leave benefits, financial management seminars and more. That way you can bring energy, enthusiasm and positivity to work each day. Because total wellness isn't just New Year's Resolution-it's a way of life here.



#### VAN METER NAMED A TOP IOWA WORKPLACE

Van Meter Inc. ranked second among Iowa's top large companies. This is the seventh consecutive year on the Top Workplaces list for Van Meter.

### l own my work-life

We work hard. We play hard. And we help you do both with TOTAL: Time Off To Appreciate Life\*\*. As an employee-owner you hold yourself accountable for spending time where you're needed most, so you can focus fully on what's important-whether that's at work or at home. Because we believe "Get a Job" and "Get a Life" should be one in the same

#### I own my giving.

We make a difference in the places where we work and live. We take care of each other, we serve and we give back. For example, every year each employeeowner receives 8 hours of volunteer time-paid-so that you can positively impact your community. Because giving back doesn't just help others, it improves all our lives.



Stock Ownership Plan," is an incredible benefit that having a voice is even better than having a corner prescan change libes. When employee-owners work office.

companies, but in addition, the ESOP, "Employee

grow, too. Because we believe you shouldn't have to rely on the lottery for financial security.

## Sample Employer Branding Brochures

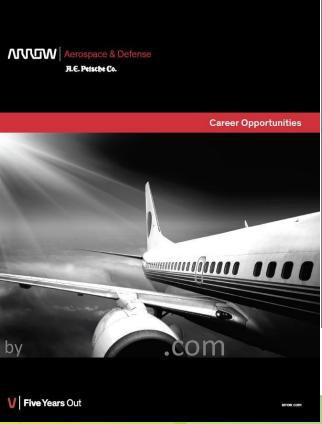


Early careers at Schneider Electric

Power your career

Life is On Schneide







Real Experience.
Real Professionals.
Real Fun.

nternships at Avnet

Are you a future trendsetter, creator or inventor? If so, Avnet will give you real-world experience in the technology industry. We will help you take your ideas and your education to the next level as you prepare for you career.

Through the Arnet internship program, you'll gain relevant experience, learn from industry professionals and work on important projects that have a real impact to Avnet and the technology industry – and of course have some fur while voir's at it!

#### GRAINGER.

**VANEL** 

Grainger Tools for Tomorrow® scholarship program

"The Grainger Tools for Tomorrow" scholarship program is changing people's lives. From the single mom working full time and going to night school to the laid-off worker retraining for a new career, the technical education students we support are enriching their lives professionally and personally."

James T. Ryan, Chairman, President and Chief Executive Officer, Grainger

#### About the Grainger Tools for Tomorrow<sup>®</sup> Scholarship Program

Since 2006, Grainger and the American Association of Community Colleges (AACC) have worked to provide more students access to skilled-trades jobs and technical education.

The Grainger Tools for Tomorrow® scholarship program awards financial assistance for tuition and books to second-year students at select community colleges across the country earning their associates degree or certificate in an industrial trade.

Just like industry, these students are finding ways to remain competitive as well as excel in innovation, productivity and quality:

"When I entered this field I worked with trained artisans. Being able to perform job duties is required for sustained employment, but understanding the science of engineering, design, codes, and safety is mandatory. I have chosen to become essential and indisensable."

~Richard Coutu.

2009 Grainger Tools for Tomorrow Scholarship Recipient, Florida Community College



#### Westward® Toolkit

In addition to financial support, the Grainger Tools for Tomorrow\* scholarship program helps to launch students' professional careers by awarding a customized Westward\* toolkit upon graduation. Each toolkit is custom-filled for the graduating student's skilled trade area of expertise.

#### **Building Tomorrow's Business Today**

The rules for building a global business are changing. Business leaders face issues such as the impact of the economy on their business, how to develog global supply chains, keep labor costs affordable and conserve natural resources. What will not change is that in order to remain competitive, businesses have to excel in innovation, productivity and qualify.

The gap between the skills these businesses need in the future and the workers trained today presents a real challenge for industry. Opportunities in the skilled trades are growing and changing faster than most people realize. The jobs available today and in the future are exciting, long-term career opportunities that require advanced problem-solving skills, plus science, technology and math knowledge.

This is why Grainger is an advocate for technical education. Our vision is to create an environment that makes the training and advancement of the skilled trades a priority. We work with industry poers and other business partners to support and encourage the next generation of skilled-trades leaders.



## **Career Paths & Job Titles**

Texas A&M Talent Development Council members reported that the number of resumes per job postings <u>increased</u>, when they <u>updated</u> their job title.

### Millennial and Gen-Z Mindset

- Job Titles are important Compares to Friends on LinkedIn.
- Career Paths and Growth Demonstrates company's structure and plan.
  - **Development Programs** Sales, Operations and Management.





## Innovation in Job Titles & Paths *from* Top Distributors

- Account Specialist
- Inside Sales Specialist
- Sales Specialist
- Outside Sales Consultant
- Inside Sales Consultant
- Supervisor Telesales
- Verifier Checker Warehouse
- Program Specialist
- Inventory Management Specialist

- Customer Success Sales Consultant
- Learning Specialist (Warehouse)
- Sales Support Specialist
- Business Development
- Sales Engineer
- Materials Handling Sales Representative
- Solution Specialist
- Development Outside Sales
- Development Inside Sales
- Safety Sales Specialist





## Best Practice: CX Team (Formerly Inside Sales) CAREER CONTINUUM

	Customer Associate	Account Representative	Customer Engagement Specialist	Solutions Advisor	Relationship Manager
Decision-Making	Guided	Some	Moderate	Supervised	Autonomous
Product Knowledge	Emerging	Some	Strong	Extensive	Expert
Business Knowledge	Emerging	General	Industry	Thorough	Extensive
Setting Terms/Service	Input	Some	Moderate	Broad	Primary
Customer Visits	Infrequent	Infrequent	Occasional	Often	Frequent
presented by mdm.com  Used with Permission from: Ryer					

## **Career Paths & Development Programs**





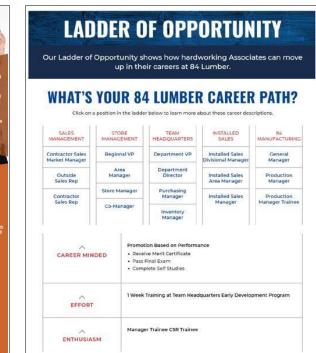
A program to hire and develop talented graduates for technical sales in a diverse, global Fortune 250 company.

- Associates develop their selling style through work with outside sales representatives and sales calls











## STRATEGY IS A COMMODITY EXECUTION IS THE DIFFERENTIATOR

## MANAGING TALENT RISKS IS CRITICAL TO REALIZING YOUR GROWTH PLANS







# Questions? Thank You! bharani@tamu.edu linkedin.com/in/bharaniN

Visit Us at Booth:

Master of Industrial Distribution

For More Info: id.tamu.edu



### **TALENT MATTERS**

Ideas to Attract, Develop & Retain Talent

**#1 Talent Focused Newsletter for Distributors** 

#### **2025 THEMES**

IT'S FREE!

January Recruiting strategies
February Compensation & Benefits

March Internships

April Recognition & Rewards
May Softs Skill Development

June Work Trends
July People Metrics

August Leadership & Communication
September Training and Development

October Succession Planning

November Retention

December Employee Experience



**ACTIONABLE** 

**INSIGHTS &** 

**STRATEGIES** 



INDUSTRIAL & CONSTRUCTION FOCUS



JOIN THE 4800+ MEMBERS

Signup at: tx.ag/TalentMatters

A MICROLEARNING SERIES FROM THE TALENT DEVELOPMENT COUNCIL

TALENT DEVELOPMENT COUNCIL | INDUSTRIAL DISTRIBUTION PROGRAM | TEXAS A&M UNIVERSITY