

Local News Summit II
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Resources for Entry-Level Workplace Discussion

[An office etiquette battle is brewing between managers and young people.](#) Marq Burnett, BizWomen Charlotte Business Journal, Oct. 24, 2024.

A [survey from Intelligent.com](#) reported that 8 in 10 business leaders say recent college grads are struggling with workplace etiquette and professionalism in areas like communication, receiving feedback and appropriate workplace conversation. The pandemic is blamed for these struggles among new hires.

“This limited their exposure to the interpersonal dynamics of in-person workspaces where **soft skills** such as communication, conflict resolution and time management are developed through direct experience,” said Huy Nguyen, Intelligent.com’s chief education and career development advisor. “Recent grads have spent most of their lives in academic institutions that focus more on theoretical knowledge and inherently give less exposure to practical skills needed to be successful in the workplace. Leaving a structured environment with clear and constant guidance to enter the professional workplace where they are expected to be more autonomous and deal with ambiguity can be a difficult transition.”

One-third of managers said their company now offers workplace etiquette training, while 1 in 5 said their company will start providing the training. “Having a formal program specific to a company helps to provide transparency, set clear expectations and can help bridge the gap between recent graduates’ educational experience and the professional skills and procedures needed to thrive in the workplace,” Nguyen said.

[My younger employees won’t accept feedback. What can I do?](#) Justin Hale, March 30, 2022. [CrucialMy Younger Employees Won't Accept Feedback. What Can I Do? | Crucial LearningLMy Younger Employees Won't Accept Feedback. What Can I Do? | Crucial Learningearning.cMy Younger Employees Won't Accept Feedback. What Can I Do? | Crucial Learningom](#)

“Labeling someone according to their generation doesn’t solve the problem of them lacking skills to receive feedback. And these are not the first generations to get defensive in the face of feedback. I find that many people, old and young, struggle with feedback, especially when it’s unexpected.”

[How do you handle criticism/feedback when you’re a perfectionist?](#)
[Reddit.com/journalism.](#)

[Executives and workers alike say entry-level workers seem unprepared](#), Carolyn Crist.
Nov. 14, 2024. [HRdive.com](#)

One of the top reasons these workers seem unprepared is a lack of soft skills, according to 49% of executives and 37% of employees. About 40% of Gen Z respondents said that lacking soft skills is a major shortcoming among entry-level workers. Both executives and employees also said entry-level workers don't have the right attitude or technical skills.

At the same time, employers don't provide enough training, both groups said. A third of executives and more than a quarter of employees said that companies don't provide enough training to new hires. In fact, those who said entry-level employees seem unprepared were also more likely to work at a company that they felt doesn't provide enough training.

[My younger employee doesn't know professional norms](#). Alison Green, Aug. 1, 2022.
[Askamanager.org](#)

Soft Skills ([HandShake Blog](#)): A set of personal attributes, behaviors, and social attitudes that enable individuals to interact effectively with others in a workplace or social environment. Essential skills for building healthy relationships, communicating effectively, solving problems, and collaborating with others. Soft skills are intangible and subjective qualities that cannot be measured or quantified like hard skills. They include:

- communication
- teamwork
- problem-solving
- critical thinking
- adaptability
- time management
- leadership
- creativity
- emotional intelligence

Generations (parents.com; other charts vary)

- Greatest Generation: born 1901-1927
- Silent Generation: 1928-1945
- Baby Boom Generation: 1946-1964
- Generation X: 1965-1980
- Millennials, Gen Y: 1981-1996
- Gen Z, iGen: 1997-2010
- Gen Alpha: 2011-2024
- Gen Beta: 2025-2039

[20-Somethings Lost Something in the Pandemic. They Still Haven't Found It](#). Eric Klinenberg, Feb. 9, 2024. [Time.com](#)

[Why Gen Alpha Is the New Anxious Generation](#). Ryan Jenkins, June 23, 2025.
Psychology Today.