Chapter 10
Reverse Mentoring the Editing Edge in Management 4.0

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ABSTRACT

Industry 4.0 is based on the implementation of a cyber-physical system, which includes sensors, networks, computers, offering digital enhancement and well-coordinated activities. This would create a great pool of all the workforce generations, having diverse experience, agility, and different modes of working. Millennials would add more of machine learning and Generation X and Y would be the richest source of tacit and operational knowledge. Together, they would develop solutions for catering complex and networked production and aggressive logistic management, meeting the challenges of the Industry 4.0. However, the benefits of digitization and automation can be achieved, if the different generations of workforce collaborate, cooperate, and postulate together in all the business processes. Reverse mentoring is a pristine concept and ingenious method to empower learning and encourage cross-generational connections. This chapter would elaborate on the advantage of reverse mentoring in crafting Industry 4.0 more acrobatic and quick-moving.

INTRODUCTION

The competitive index of some developed Asian countries such as China, Japan, Taiwan, and Singapore are higher as compared to other Asian countries like India, South Arabia, Malaysia, Sweden and others. The South Asian countries such as Bangladesh, Vietnam and others are criticized due to the lack of production, female leadership, technological application, working skills and factory infrastructure, all of which are identified as the major challenges for the growth of these countries. Most of the developing countries are lacking behind due to absence of latest technology, robust management system, optimized solutions, flexible environment, critical gaps in capabilities and socially responsible mission. Manage-

ment is critical to both the developing and advance countries. It is achievable with effective research & development, innovation and technological acceleration. Smart management would provide opportunities for career growth, continuous learning culture, and skill enhancement.

The advent of Industry 4.0 is converting traditional manufacturing into smart manufacturing, by using networked sensing devices and big data analytics. The production capacity can be enhanced, with technological integration. Industry 4.0 is noteworthy as it automates and exchange data in manufacturing and service sector. Moreover, Industry 4.0 would witness inverting of hierarchy and allowing millennials to act as mentors to Gen X and Gen Y. This process of feeding investments into millennials to create learning organization, would be called as "reverse mentoring". Reverse mentorship would breed the inclusivity by bridging the gap between populations, diversified in terms of age, exceptionalities, ethnicity and gender.

BACKGROUND

Millennials are the fastest growing generation at the work place and estimated to grow manifolds till 2020. Researchers in the various fields of psychology, political science, economic, humanities examined generational difference based upon social, educational, historical, experiences like second world war, global recession etc. Researcher states that the historical and social events shapes the value, behaviour, attitude and expectations of the generations. Generational difference is visible in commitments, ethics, work values, sportsmanship and work life balance.

The purpose of this chapter is to understand the difference between the generations and acceptance of reverse mentoring process in Industry 4.0. Gen X comprises of workforce born between 1965-1979. The core values of Gen X comprises of higher education, independent, balanced, high job expectation and self-reliance. Gen Y comprises of workforce born between 1980-1994. The core values of Gen Y includes high tolerance power, civic duty, stable families, great recession, climate change. Millennials are the young generation and were born between 1995-2015. Workforce of this generation has high confident level, extremely techno-savvy, street smarts, go getter, highly comparative, requires diversity and avid consumers.

The generational differences in the workforce makes the study significant. As now-a-days Asian industries are witnessing paradigm shift in the working culture. The workers are more tech-savvy as the industries are highly automatic and the process are censored controlled. In order to demonstrate in such sophisticated working environment, it becomes vital to upgrade the generations with the latest technical crafts and innovations. Thus, organizations are focusing on the economically optimal solution of Reverse mentoring.

INDUSTRY 4.0

Industry 4.0 is referred to as a fourth industrial revolution where computers are connected and communicated with each other to provide solutions with human entanglement. The ongoing debate on the digital revolution and disruptive competition advantage have led to the erection of a new concept to the business as Industry 4.0 (Glas & Kleemann, 2016). They forge ahead in industrialization and informalization techniques that prodded gigantic advancement in building up the ameliorate technology for

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