Website Writings

“I have never doubted the ability of young folks, especially high school students, to make a difference in their communities.

When my community found out my best friend's dad was paralyzed, it was with my classmates, not my parents, which I sought to find solutions to raise $32k for a wheelchair. When the Nepal earthquake hit, I remember a student body jumping into action to help. My small business itself thrives with team members who have yet to gain “real world experience”.

I think high schoolers especially have an untamed curiosity that can add value to any organization.

In my latest LinkedIn article, I write an open letter to businesses, big and small, to try out one thing new this summer: Hire a high school student. To be a mentor early on and reach a hand out at a time in their lives where students are growing exponentially.

I'd love for you to check it out--drop a critique or a like, and let me know what you think! :)

An Open Letter to Businesses: Hire a High Schooler This Summer

Starting Small, Dreaming Big

I still remember my first internship. It was with my local state senator, and I was a rising sophomore in high school. From day 1, the transport routine was a regular: Skateboard to the local 23 bus line, arrive in Campbell, swap into a suit, then walk in wide-eyed at the idea of being able to serve in a California public office.

I started data entry my first day. Coming across a constituent to be entered, I mentioned to my supervisor, “I can’t get him in the system. This guy has a first name, two middle names, and a last name—look: Rabbi John Doe Smith”. She laughed, mentioning Rabbi was a title, not a name.

Now a freshman in college, I owe it to the staff at that office for taking that aloof but curious high schooler in. It ended up landing me a congressional internship as a junior, and had other ripple effects that made me grow in ways they wouldn’t have imagined.

That’s the type of story too few high schoolers have these days. While organizations “hire to go higher”, getting the best minds they can get their hands on, too few are taking a leap-of-faith, or an extra burden, to take in young minds who are ready to be slingshotted into real world work. And here’s why that’s wrong.

High Schoolers: They Do More Than You Think

Walk onto a high school campus, and you’ll be surprised the amount of creativity and good that’s being generated. In my alma matter high school alone, my classmates and I witnessed our peers developing breakthroughs with biotechnology. But not only that. We designed and executed a campaign to raise $32,000+ for my best friend’s paralyzed dad. We put up magnificent rallies requiring coordination that even seasoned project management teams would be jealous of.

Although it may not always be in the “language” that employers may see, high schoolers are adding value in mind-blowing ways. Businesses shouldn’t fear this, in fact, they should leverage it.

The Case for Creativity

Do you know how the first popsicle was made? By accident: A young boy left out sugared water in a cup with a stick on his porch. Overnight it froze. Instead of throwing it away, he tried it, loved it, some adults capitalized on the discovery, and now UniLever enjoys popsicles as a 1+ billion-dollar industry.

It’s these type of innocent “accidents” that make high schoolers and young folks such a valuable asset. Don’t believe the creativity of young students outweigh your creative capacity?

Next time you have free time with a youngster, try this “design thinking” test. You both have one minute to think of as many ways as you can use a ball. Go. (Massage your knots; As a disco ball; to play soccer…etc.)

As the correlation goes, the younger the people are, the less trouble they have with this challenge, and the more uses they come up with. I learned lesson as an entrepreneur. Design thinking is basically a style of thinking where you recognize utilities useful for things they aren’t overtly useful for. The concept started with designers and seeped into entrepreneurship to find new solutions and generate new business ideas. Design thinking is: “Taxis have been used for decades…they’re slow, inefficient, and expensive. What are some ways I can solve this problem?”.

While a high schooler can do data entry and other menial tasks, they also tend to have a creative capacity that are, yes, unmatched by older folks in the workforce. This is where not being constrained by rules and lessons of the adult world converts from a liability to an asset.

Hiring is a two-way street.

But you see, taking in a high schooler is not just about your business. It isn’t even about how youngsters possess value to elevate your work.

In fact, it’s about *you*, personally, and cultivating a culture for *my* generation to excel. It’s about reaching out a helping hand so that my peers and those younger are able to grow in ways they never would’ve been able to before.

To do this, we need mentors. We need more employers to take the leap of faith, just like my first office did, of taking a youngster in despite a lack of experience. As President Obama said in his own LinkedIn article about first jobs, ‘preparing our kids for the future is going to take all of us working together’. It directly starts from mentorship, something that any company with people can provide. It starts from *you*.

Hire A High Schooler. You’ll be glad you did.

So this summer, businesses big and small, teachers to techies, researchers and repairers, try something new. Hire a high schooler.

I hired one. In fact, I hired 8. My small business, HS Mixers, thrives on a robust team of high school students running event-management. I’m in college now, and even I’m baffled by the work they continue to do: Data organization of gargantuan spreadsheets (our 17-year-old CTO), to executing comprehensive, creative marketing strategies (our sophomore/junior event coordinators).

Be that mentor who kick-starts a kid’s career focus. Who keeps him off the streets by letting him in your lab. Who helps her discover her passion in STEM.

Have some faith, and reach out a hand. It can help your business, but it can also change their life.

I am too protective.

Where did these thoughts come from? Why can’t I cope with them?

Why can’t things be normal? Why do folks go out of their way to show me? And what am I supposed to do about it?

12/29/2016

How IKEA Is Redefining Customer Experience



*Mygola*

This may look like a picture of a restaurant, but it’s actually of one of the biggest furniture sellers on the globe. Why may IKEA have play structures for kids, a restaurant, and other anomalies if they are just selling furniture, you ask?

It’s all about customer experience.

When my family and I went on an IKEA trip last Sunday, I was expecting another boring 4 hours of sitting on lousy furniture and twiddling my thumbs. Yet IKEA provided a pleasant surprise.

Here are 3 lessons we can take away from IKEA in reshaping customer experience:

1. It’s all about first impression.

Arriving in Palo Alto’s Ikea felt like arriving at an airport. The “terminal”, or warehouse, is huge. Ample parking everywhere, and most of all, when you walk inside you are complemented with a totally different world—the world of furniture and home goods. IKEA doesn’t want their customers thinking they are in for another run-of-the-mill shopping day—they communicate, “We sell furniture. And we mean business.”



*GettyImages*

1. Don’t just make your customers feel the products—drive the narrative on how the products will be interacting with them.

That big warehouse serves a purpose other than storage: All products are on display at IKEA. All of them. Like a family driving around the neighborhood looking at Christmas lights, we were cruising through a clearly-guided path with assembled beds, cabinets of every kind, bath towels and blankets.

Most notable to this point, IKEA had a “400 sq. foot home”, where they literally built an impressively compact but fully-loaded home with all their products.



*Inhabitat NYC*

IKEA gives customers an intimate dive with the products they’re selling. They are helping the customers *experience* and *feel*, not just look.

1. Every touchpoint, critical moments when consumers interact with the business, should be deliberately catered for a positive experience.

Furniture shopping is a heavy task. Here are some reasons why I avoid a furniture store like a plague house:

* It’s confusing
* You’re unsure of what to buy
* The kids (or me) start nagging
* You get hungry
* Furniture is heavy
* It’s boring

Based on when a customer walks in to goes back to their home, IKEA sat down and really thought about how they can cater their customer’s touchpoints. As follows:

Confusing? Cruise through the labeled pathway or “route” that winds through the whole store.

Unsure? Sit, lay, touch, open, turn-on anything and everything. It’s all on display.

Nagging Kids? Take them to IKEA’s supervised play place, “Smaland”, for kids and run their energy out.

Hungry? Order Swedish meatballs at their fully-loaded restaurant. Heck, they’ll even subtract the cost of your eating from your total purchase over $150 on certain days.

Ready to buy? Receive a cart from a hydraulic dispenser, go to the warehouse, and get your boxes. You can get it delivered or assembled, or take it home yourself.

Going Home: Either have them deliver and assemble or take it yourself.



IKEA.com

Walk-in, walk-out, IKEA covers the pain points of what would otherwise displease furniture-shopping customers. They emphasize comfort, easiness, accessibility to earn their customers’ time in an age of Amazon and online shopping.

Customer Experience—Takeaways…

Products are important, prices are important, culture is important. But don’t discount the power of making easier of what the customer is actually there to do—shop.

12/28/2016

Expectations and Entrepreneurship

Like a rough wave against a cliffside, failure has eroded me this semester. Yet, like the cliff that takes a new shape after the tide recedes, I’ve come out of my misery with new insight. Specifically, on expectations.

Expectations. They are static, unchanging. Expectations form first as you judge how you want to do, then they harden like molten, not changing until you finish your objective asking yourself, “Ok, how’d I do?”.

And so when I didn’t meet some of my personal expectations this semester, I called myself a loser.

But then I looked at another dimension where expectations were being shattered every day, for better or worse: Entrepreneurship.

Running my small business HS Mixers (HSM), I’ve had expectations from day one. Before I even threw my first “mixer”, a dance for high schoolers, I envisioned huge ragers, numbers hitting 4 digits in attendance, and me scaling my business all across the Bay Area.

Now, let’s reflect back: HSM has thrown 10 great dances, yet none of them have been a huge “rager”. We’ve served over 2,500 students, but no dance has tipped over 600 in attendance. Our business is healthily scaling to 5 cities, but not by myself, rather with a hardworking, robust team of high schoolers.

Right now, we’re doing pretty good, but by my Day-1 definitions I would’ve called myself a failure. What’s the catalyzing difference between my personal and entrepreneurial life?

One of the bedrock lessons in entrepreneurship: Iteration.

Iteration means when you hit a roadblock, or when you don’t meet an expectation or goal, you pivot your strategy. You fail fast and you try another route. And once you’re on that new route, you learn to see if you want to stick with it, or fail again and try another.

Iteration happened the moment I saw small, controlled dances were better than the huge “ragers” I first hoped for, because they were safer and more intimate. From every dance onwards, we focused not on ragers but on systematic, controlled dances. I didn’t meet my initial expectation, but with iteration I learned and achieved something better.

This semester in my personal life, I’m learning to iterate. Which means that if I didn’t end up in the club I interviewed for, I’m going to find out what I did wrong, get better, and see if I want to try something else or interview again with bolstered skills. It means that when that position I ran for didn’t pan out, I’ll use the free time to develop myself in other ways and make new goals. It means I’ll try something new, which could open up even more opportunities.

I realized: If you’re like the cliff and you stand there, rock-solid sure you’re going to stay in the same shape for a while, you may, sometimes. But when the tide comes up and you have the same expectation, you’re going to find yourself in a lot of disappointment because you’re going to get the crap beaten out of you. From the lessons of entrepreneurship:

Embrace failure. Iterate. Then innovate.