



# MANAGING MILLENNIALS

Millennials make up an increasing part of the workforce, and they bring with them their own way of doing things. *Managing Millennials* helps your leaders successfully manage, coach, and motivate their Millennial direct reports to contribute their best efforts at work.

## PARTICIPANTS WILL LEARN TO:

- Navigate the generational differences in values, perceptions, communication styles, and more.
- Manage the strengths and challenges of the Millennial generation.
- Communicate and work with Millennial direct reports to get better results for themselves and the organization.

*Managing Millennials* will equip your leaders with nine specific skills to better manage their Millennial employees.

### **Skill 1: Show Them the Big Picture**

Explain the overall outcome and reasons for doing their job well.

### **Skill 2: Make It Matter to Them**

Understand what they care about and help them find meaning in what they are working on.

### **Skill 3: Include the Details**

Help them overcome distraction and overload by giving details about their work and the results that are expected.

### **Skill 4: Build a Relationship**

Learn to connect with Millennials rather than treating them as subordinates and expecting them to do as they're told.

### **Skill 5: Be Positive When Correcting**

Focus on areas of improvement as positive feedback to avoid defense reactions to criticism.

### **Skill 6: Don't Take Things Personally**

Keep the focus on Millennials and their performance by adapting to their frank style of communication and avoid taking offense.

### **Skill 7: Put Their Imagination to Work**

Keep their minds and hearts engaged by using their imaginations to problem-solve and innovate.

### **Skill 8: Create the Right Rewards**

Recognize their award-focused upbringing by rewarding performance, whether for small contributions or large successes.

### **Skill 9: Be Flexible**

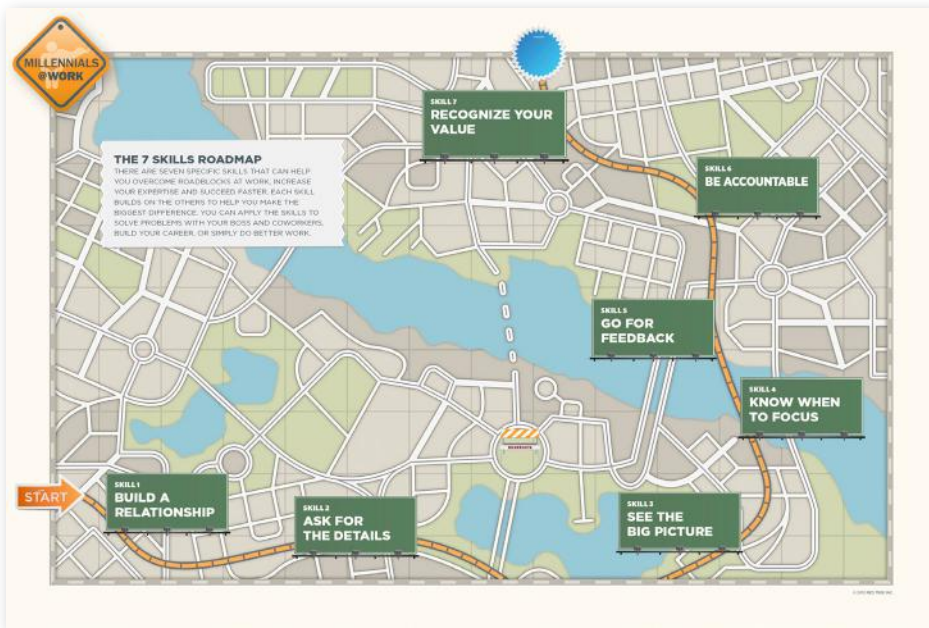
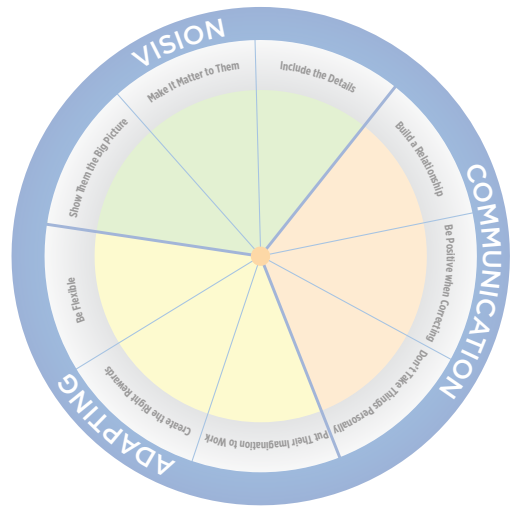
Focus on what gets done, not on how it gets done, and give them freedom to work how they want whenever possible.

## CHALLENGE

In the coming decade, organizations will experience gaps in their workforce that only Millennials can fill. Millennials are the largest generation yet, and Baby Boomers are retiring in high numbers. It's conceivable that the demand for jobs will outweigh the supply and that Millennials will be able to pick and choose their jobs for many years.

## SOLUTION

The Managing Millennials solution helps managers, young and old, adapt to the new generation of workers and harness their potential. Your managers will learn to attract, retain, and unleash the potentials of these young employees.



**HELP YOUR ORGANIZATION'S MANAGERS  
EFFECTIVELY LEAD THE MILLENNIAL GENERATION**





# MANAGING MILLENNIALS



## Workshop Learning & Application Outcomes

SECTION	OUTCOME
<b>Pre-Work</b>	
Customized Case Studies	<ul style="list-style-type: none"> <li>Gather stories from participants about challenges they are facing with Millennial employees to use during the session.</li> </ul>
<b>The Millennials</b>	
What's a Millennial	<ul style="list-style-type: none"> <li>Understand what defines a Millennial (including range of birth dates, common traits, etc.) as well as the reasons that Millennials are important in the workforce.</li> <li>Learn about the influence Millennials will hold as the workforce shifts and how the sizes of different generations will play a role.</li> </ul>
Perceptual Position	<ul style="list-style-type: none"> <li>Understand the three perceptual positions and practice seeing any given situation from each of the three perspectives.</li> </ul>
<b>Understanding Each Generation</b>	
What Defines a Generation?	<ul style="list-style-type: none"> <li>Learn about the factors and influences that create differences in perspectives between generations.</li> </ul>
The Builders	<ul style="list-style-type: none"> <li>Born between 1926 and 1945; influences, characteristics, values and work-ethic.</li> </ul>
The Baby Boomers	<ul style="list-style-type: none"> <li>Born between 1946 and 1964; influences, characteristics, values and work-ethic.</li> </ul>
Generation X	<ul style="list-style-type: none"> <li>Born between 1965 and 1982; influences, characteristics, values and work-ethic.</li> </ul>
The Millennials	<ul style="list-style-type: none"> <li>Born between 1983 and 2001; influences, characteristics, values and work-ethic.</li> </ul>
<b>Manager Skills</b>	
Vision Skills: Help Them See	<ul style="list-style-type: none"> <li>Show Millennials the big picture when assigning tasks to help them see the larger connections to what they do.</li> <li>Connect the dots between the activity at hand to something the Millennial employee values to help them engage.</li> <li>Include the details when needed and avoid assumptions about aspects of a job some people may take for granted.</li> </ul>

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## SECTION

## OUTCOME

Communication Skills:  
Be Heard

- Build a professional and authentic relationship with the Millennial employee to gain credibility with them.
- Be positive when correcting the Millennials to avoid defensiveness and conflict.
- Separate themselves from the often harsh-seeming communication style of the Millennials and not take things personally.

Adapting Skills:  
Play to Their Strengths

- Harness the considerable imagination of the Millennials to solve problems and keep them engaged.
- Create the right rewards for a generation that has been recognized for every achievement large and small.
- Be flexible to allow for different working styles and focus more on results (what) than how things are done.

Case Studies

- For each of the three sections, practice applying the skills on case studies gathered from actual situations managers face in your organization.

### Moving Forward

Using the Skills

- Understand how the skills build on each other and practice applying them to challenging situations in the workplace.
- Review a skill grid and learn to use it to apply the skills to specific issues with Millennials.