



MANAGING MILLENNIALS



Workshop Learning & Application Outcomes

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

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.

For more information about FranklinCovey's *Managing Millennials*, contact your client partner or call +632.817.27.26. You may also visit www.franklincovey.ph.