



# 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.

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For more information about FranklinCovey's *Managing Millennials*, contact your client partner or call 1-888-705-1776.