

# CRITICAL TRAINING SOLUTIONS, L.L.C.

## Managing the Millennial Employee

*“The newest generation of workers (Newsweek calls them the Millennials) brings interesting expectations to the job. These expectations aren't right or wrong, but they are different .”*

Yes, they expect more affirmation by the boss. Yes, they ask for time off to go to yoga class. Yes, they want flexible work hours. Know what else? They have a can-do perspective. They are natural lateral thinkers. They see themselves as winners, and will bring new ways for the team to win. So how can we tap into this valuable resource and still keep our hands on the wheel in this organization?



## Course Data

**Training Schedule:** 1-Day Program, 6 hours

**Typical Audience:** Technical staff, Administrative Staff, Supervisors, Managers

**Best Class Size:** 15 to 25 Attendees

**Format:** Lecture, Case-studies, Assisted Role-Playing, Video Presentations

## Training Objectives

- Re-evaluate the role of management in the 21<sup>st</sup> Century
- Learn how globalization affects your workplace
- Appreciate the new skills millennials bring with them, and why they are crucial
- Understand the millennial perspective
- Learn how to delegate to them and manage their performance
- Apply rigorous expectation management techniques to ensure compliance
- Debunk the myths around the millennials

## Course Summary

- Reinventing the onboarding process for today's workplace.
- Taking stock – what do they bring to the table?
- The job description is a contract.
- When flexibility is an accelerator; when it is an inhibitor.
- Redirecting the Millennial's performance: language and expectations.
- They thrive on challenge: give it to them.
- Taking advantage of their comfort level with teams.
- Closing the gaps among multigenerational workers.