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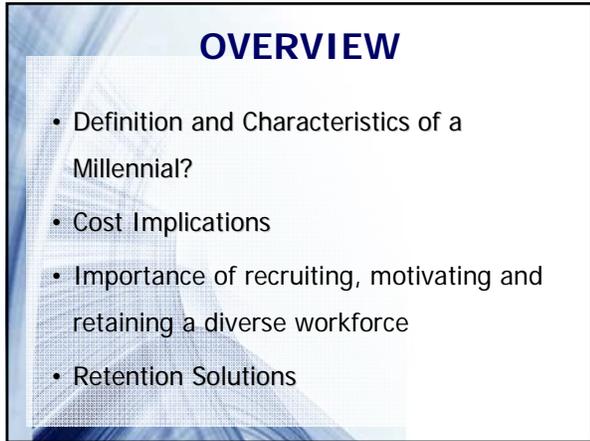
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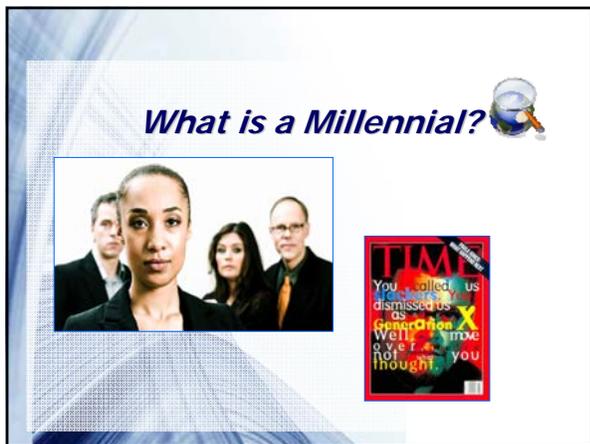
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## GENERATION Y

*The Millennials*

- Born 1980-1999  
(approximately 80 million)

- Ages 11-30

- Comfortable with innovation and technology (came of age in the digital world)



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## GENERATION Y

*The Millennials*



- Open to change
- Instantaneous information gatherers and sharers
- Prefer immediate feedback

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## GENERATION Y

*The Millennials*



- Prefer flexibility in the workplace
- Less loyal than the generations which preceded them in the workforce
- Self assured, results oriented and optimistic

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**GENERATION Y**  
*The Millennials* 

*What are they looking for?*

- Feedback
- Good management
- Goal oriented workplace versus a rigid schedule driven environment
- Opportunities to expand skills

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**GENERATION Y**  
*The Millennials* 

*What are they looking for?*

- Many expect to continue their education
- Balance between work and personal life
- Competitive salaries and immediate rewards
- Recognition

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**GENERATION Y**  
*The Millennials* 

*Why are they valuable in the workplace?*

- Older workers are retiring in record numbers...these are the employees of the future
- Jobs of the future require skilled labor, comfortable with change and technology

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## GENERATION Y

*The Millennials*



*Why are they valuable in the workplace?*

- Demand for new workers will outstrip supply (especially skilled labor)
- Global economy and the Millennials are comfortable living and working in it

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## GENERATION Y

*The Millennials*



*Why do they leave?*

- Better Pay/Benefits
- Advancement Opportunities
- Work/Life balance; i.e. Telecommuting
- Shorter commute to work

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## GENERATION Y

*The Millennials*



*Why do they leave?*

- Job enrichment
- Advancement
- A better work environment
- Poor supervisors

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## GENERATION Y

*The Millennials*

**Examples of how Millennials differ from the generations which preceded them.**




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## GENERATION Y

*Characteristics of Millennials*

- Committed to their work instead of being loyal to their employer.
- Work well in multicultural settings
- Team-Oriented
- Multi-taskers

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**GENERATION Y**   
*Characteristics of Millennials*

- As new workers, they require mentoring
- Provide plenty of structure, Millennials want to know the rules of the road
- Work well in groups

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**GENERATION Y**   
*Characteristics of Millennials*

- Most ethnically and racially diverse generation in history of our country
- Trusts in institutions more than previous generations
- Not particularly religious

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**GENERATION Y**   
*Characteristics of Millennials*

- Most politically progressive generation in modern history
- Acknowledge and respect positions and titles
- Want relationships with their supervisor

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## Recruiting, Motivating and Retaining a diverse workforce



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## COST IMPLICATIONS

- Soul of a business lies in its people, not in the bricks and mortar of the building
- Replacement cost is between 50%-200% of a worker's annual salary
- Loss of ideas
- Reduction in customer service



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## COST IMPLICATIONS

- Loss of professional contacts
- Training costs for both outgoing and incoming worker
- Demoralizing
- Recruitment Costs
- Training Costs



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## COST IMPLICATIONS

- Lost Productivity
- New Hire
- Time
- Managers have to develop trust in new workers
- Wastes the efforts of diversity professionals



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*How can we as Supervisors and Managers bridge the gap?*



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## SOLUTIONS



- Establish strategies for recruiting, motivating and retaining a diverse workforce
- Establish a trusting professional relationship
- Keep the flow of communication steady
- Find out what makes your Millennial tick as an individual

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## SOLUTIONS



*Diversity Strategies include:*

- Adding meaningful work
- Incorporating community service projects
- Engaging them in your agency's mission
- Conducting exit interviews AND actually following up on the results

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## SOLUTIONS



- Providing new opportunities for job growth
- More latitude in current workloads
- Cultivating an environment where input is encouraged and reasonable mistakes are allowed
- Support flexible work schedules

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## SOLUTIONS



- Influencing how work gets done through mentorship
- Training
- Utilize various forms of technology to enhance the work environment
- Collaborative workgroups

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