

Managing the Millennial Generation

If you work with anyone who was born after 1980, you're working with the Millennial Generation. And if you want your company or department to grow and remain successful, you will need to know how to recruit, train, manage, motivate and retain these Millennials. The Hill Group's **"Managing the Millennial Generation"** Workshop will help you understand what motivates these young workers, how to manage them, work with them and how to form productive relationships. The unique format of this session has two presenters: one fifty-something management-type and one Millennial. Be ready to be informed, engaged and entertained.

Understanding Millennials

The Millennial, like other generations, were shaped by the events, leaders, developments and trends of its time. The rise of instant communication technologies like email, texting, Instant Messaging (IM) and Twittering plus social networking sites like Facebook, may explain The Millennials' reputation for being peer oriented and for seeking instant gratification.

You will leave this session knowing:

- How the Millennials think of themselves and how management thinks of Millennials.
- Classic Millennial traits, tendencies and attitudes.
- How to identify and resolve communication, work ethic, and etiquette issues.
- How classic management techniques can still be effective.
- What Millennials and managers can learn from each other.

Managing Millennials

The basics of good management are still effective when managing Millennials. But knowing their preferred communication channels, how to use – or not use – repetition and detailed explanations, and how to take world-views and culture into account, help make you an effective manager of Millennials. To put your new knowledge and skills to work immediately, this workshop also incorporates a custom role-playing session that is fun and memorable.

Training Modules

What is a Millennial?	Point/Counterpoint
Generational Differences	Communicating with Millennials
Millennial Description	Action/Reaction
Millennial Statistics	Millennial Management Tips
Millennial Traits & Attitudes	Managing Millennials Grid
Millennials in the Workforce	Management Role-Plays
Group Dynamics Exercise	Role-Playing

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Training Methodology

This is not a lecture-based workshop. It is a combination of presentations, small group work, role-playing and brainstorming. The Hill Group trainers and facilitators will create and maintain a positive environment of learning and consensus. Our training methodology is to present in front of the attendees for no more than 20 or 30 minutes at a time. Then we arrange the attendees into groups of two, three or five people, depending upon the exercise. These small groups practice their new skills immediately. And they learn from each other's experiences.



The Hill Group Trainers

Matt Hill has been speaking and training since 1983. He specializes in making his audiences more effective with their face-to-face interpersonal skills. He has trained over 40,000 people in the U.S. and around the world; including France, Holland, Switzerland, Dubai, Bulgaria, and Germany.



Julia Grandi is currently a communications major attending California State University, Chico. And she is already an accomplished speaker. She keeps up with her friends and family by sending and receiving over 7,800 text emails per month. Julia plans on working in marketing when she graduates.

About The Hill Group

The Hill Group has been providing interpersonal skills training for over 20 years. Some of our clients include Activant, American College of Cardiology, American Red Cross, Apple, Astellas Pharma, Bayer HealthCare Pharmaceuticals, Cadence Design Systems, CEMEX, Chiron, Crane Naval Surface Warfare Center, CDW, Darby Group, DMG America, Doka, Duke Clinical Research Institute, eBay, Epson, Etisalat (UAE Telecom), FindLaw, Florida College at Jacksonville, Fujitsu Microelectronics, Genentech, Hewlett-Packard Co., Hughes, IBM, Infosys, Intel, Lexmark, LSI Logic, McKesson Pharmaceuticals, Medtronic, Microsoft, Motorola, Northeast Utilities, Pacific Gas & Electric, Research in Motion (BlackBerry), Schwab Institutional, Siemens, Sun Microsystems, Symantec, Synopsys, Telecommunications Services of Trinidad and Tobago, Thermo Fisher Scientific, Toshiba America Medical, U.S. Department of Commerce, Volvo Trucks, and Wells Fargo Bank.

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