

The New Breed of Millennials

By Roberta Chinsky Matuson

What a difference a few years can make! I just returned from presenting a course on **Bridging Communication Across the Generations** to an agency based in DC, where I met some incredible Millennials. My first encounter with the new breed of Millennials occurred on my flight down to DC. I happened to sit next to a young man who was a political consultant at the ripe age of 24. He had an undergrad degree from the University of Beirut, a master's degree from Suffolk University, and was attending law school in the evenings while running his own practice.

This gentleman appears to represent what seems to be a new rendition of the Millennials. This refers to those workers thirty and under, who only a few years ago were creating havoc in the workplace. You don't have to look very far to see how this generation is now stepping up to the plate and hitting the ball out of the park. Many, like the man on the plane and the people I met at my workshop, are now willing to buckle down and work as hard as their parents worked, in order to make a name for themselves.

The participants in my session were committed to making the world a better place. Their jobs involve rehabilitating people recently incarcerated in the prison system. Their commitment to improving their knowledge has made me hopeful that our world will become a better place as a result of their efforts.

Here are some ways to keep the new breed of Millennials engaged in a way that ensures the contribution they make benefits *your* firm and not someone else's.

Provide feedback—Just because they have the ability to quickly work through problems doesn't mean they don't occasionally like to hear how well they are doing. When you notice them doing something good, provide them with specific feedback, so they know *exactly* what behavior you'd like them to keep repeating.

Here's an example of what this might look like. Instead of saying, "Great job on that report Tom," consider saying, "Tom, you did an



Lately I'm receiving a deluge of calls from organizations looking to bridge the communication gaps across the generations. I guess people are finally realizing that the Boomers are here to stay, much to the chagrin of Gen Xers, who were hoping to be in the C-Suite by now. Stir those Millennials into the pot and we've got what could be a recipe for disaster.

Let's face it, the Millennials as a generation could sure benefit from a PR agent. Like Lindsay Lohan, over the years they have done quite a bit of damage to their reputation. But unlike Lohan, many have stopped behaving badly. Yet, their reputation is still proceeding them. It's time that we took a closer look at the new breed of Millennials.

The intent of this month's newsletter is to share with you my observations about the younger people in the workplace. My hope is to break down the stereotypes that are holding this generation back. Like it or not, this generation is here to stay, as are the Baby Boomers. Want to break down the generational silos in your organization? Contact us at Roberta@yourhrexperTers.com for more information on creating

outstanding job of taking a huge chunk of data and converting the vital information into a report that will be easily understood by the Board of Directors. I specifically like the fact that you included color graphs as well as diagrams. Both of these will allow the Board to quickly scan the data needed to make some very important decisions."

Reward innovation—This Millennial generation is the future of your organization. Create an environment that encourages creativity and provide them with the resources necessary to reach for the stars. Who knows, they may actually help your organization reach new heights!

There is more to providing rewards than increasing pay. If you are supervising a team of techies, provide them with access to the latest piece of software that will enable them to expand their horizons. Or surprise the best innovator with a company award that recognizes them for their creativity. Just do something to recognize their efforts!

Allow them to lead—Leaders should be selected based on their ability to lead and inspire others, rather than on longevity. If they happen to be the best man or woman for the job, then the job should be theirs, regardless of age or time employed.

Being a first-time leader is never easy. Be sure to provide these leaders with an internal mentor or an outside coach who can help them quickly become a productive member of the management team.

Feed their souls—Over the past few years, company training budgets have been put on Slim-Fast with little thought as to what impact this move would have on the energy level of the organization. Removing a little fat is always a good thing, but what happens when your organization becomes anorexic? When people become sluggish and can barely lift their heads off of their desks, they begin to forage for nourishment in other places.

You don't have to offer a full plate of training options in order to zap some energy back into your organization. Instead, begin with tiny servings, adding more offerings to your menu as the organization builds up strength.

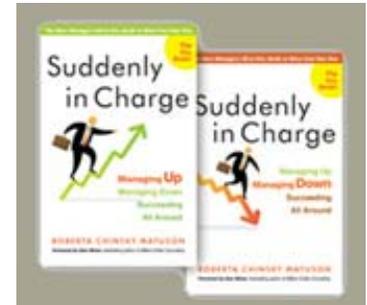
Creating a workplace where employees are committed to the mission of the organization will result in improved productivity, better service, and increased profitability. Take a look at your front-line people, many of which are most likely Millennials, and remember, there is a new breed in town that is ready, willing, and able to help *you* reach for the stars!

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generational harmony at work and indicate if you'd like to receive a complimentary copy of our new ***Bridging the Generations in the Workplace Tool Kit***.

- Roberta

Christmas in November!



I love the holidays, which happen to be right around the corner. That's why I'm offering those in my community some early holiday presents! Here are some gifts you can choose from:

As you may have heard, my book *Suddenly In Charge: Managing Up, Managing Down, Succeeding All Around* will be released in January. As companies reorganize and reengineer, thousands of people are finding themselves tossed into management every day. The key to success is managing effectively both up and down the organization. ***Suddenly in Charge*** is two books in one: read it one direction and you'll find all the tips and tools your people need to manage down and establish credibility with the team; flip the book over and find success strategies for managing up, the key to successfully maneuvering through the organization managing your reputation and your career. With a foreword by Alan Weiss, bestselling author of *Million-Dollar Consulting*, this book is a must-have resource to help the new manager truly shine from day one.

To celebrate the launch, I'm making an exclusive offer of a **workshop at no charge** to select organizations that purchase copies of the book.

The workshop options vary in delivery method, length and scope

Learn how to get the most out of Millennials. Call us at 413-582-1840.

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based on the number of books that you can agree to purchase.

- **Purchase 100 - 250 Books** and I'll conduct a one-hour teleconference workshop. During the session, I'll cover a topic of your choice from the book and I'll answer questions submitted prior to the session.

- **Purchase 251 - 500 Books** and I'll conduct a 75 minute webinar. In addition to the content covered in the teleconference offer, the webinar will include online access to other downloads and resources as well as the opportunity to ask questions in real-time.

- **Purchase 501 - 750 Books** and I'll conduct a 90 minute webinar. The webinar will be recorded for later use in your organization and I'll include a special worksheet that you can share to help take action on the ideas in the book.

- **Purchase 750+ Books** and I'll conduct a live half-day workshop that goes deep on everything covered above and then spend the rest of the day doing whatever provides the most value for you. I'll take 25 percent off my normal rates (travel and lodging are additional, if applicable.)

Workshop Mania!

Take 10 percent off all of our workshops!

That's right, book a workshop for 2010 or 2011, pay in full prior to December 31, 2010 and we'll take 10 percent off our regular fees! Book now, to ensure you get your first choice of dates.

Coaching for Success

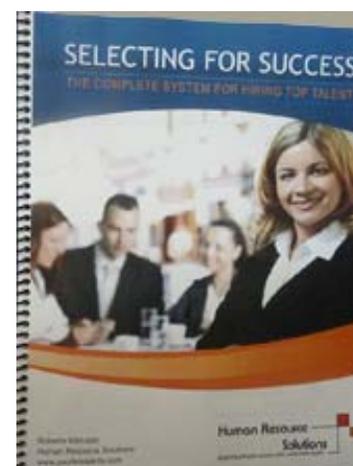
Receive an *additional* month of coaching access when you choose us as your coach. This applies to both corporate clients and members of our job search program. This offer valid through December 31, 2010.

Suddenly in Charge™

Management Roundtables

Start a Suddenly in Charge™ Management Roundtable in your organization for 2010 or 2011 and we'll throw in a free teleconference. This bonus interactive teleconference will be on a topic related to helping leaders in your organization effectively manage those who are suddenly in charge. This offer valid for programs booked and paid by December 31, 2010.

To receive any of these special offers, please mention, "holiday presents" when contacting us.



Check out our latest product offering for business owners and hiring managers who are seeking to slash expensive employee turnover. ***Selecting for Success: The Complete System for Hiring Top Talent*** is now available for purchase.



From our Blog Rolls



The Management Escalator:
Is Your Workplace Scary All Year Round?

Generation Integration

Uniting Boomers,
X-ers and Millennials
in the Workplace

The Year is Not Over Yet

Social Media Links



We've added new speeches to our lineup! [Click here](#) to view what's new. We are currently booking dates for 2011 keynotes and presentations. To ensure you get the date you need, don't delay. Give us a call today or e-mail us to lock in a date.

Roberta is heading back to Washington, DC. The Treasury Executive Institute is going to host Roberta for a keynote and book signing event for **Suddenly in Charge** in early 2011. Roberta will also present **Winning Outcomes: Using Influence to Get Others on Your Side** for members of the Employer's Association of the NorthEast. We'll announce more happenings as soon as arrangements have been finalized.

Media Sightings

"How to Fill a Job That Nobody Wants" *Inc.com*, Sept. 8, 2010

[Click here!](#)

"Six Jobs That Will Earn Extra Money for Holiday Spending" *AOL Jobs*, Sept. 24, 2010
[Click here!](#)

"Can You Come Back From Long term Unemployment?" *Career Stallion Blog*, Sept. 26, 2010
[Click here!](#)

"Seven Best Excuses for Calling in Sick" *Yahoo*, Sept. 15, 2010
[Click here!](#)

Recently Published Articles

"Leverage the Downturn and Hire the Best Talent Monster" *Monster*, Oct. 2010
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Moving Forward

This is the perfect time to take action and move past your competitors. Give us a call today and we'll be happy to discuss ways you can improve productivity and profitability.

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