

NOT EVERYONE GETS A TROPHY: HOW TO BRING OUT THE BEST IN TODAY'S YOUNG TALENT



What are managers saying about new young employees today?

"Their expectations are unrealistic."

"They lack good work habits."

"They don't want to pay their dues and climb the ladder."

"It's very hard to give them negative feedback without crushing their morale."



The reality? **Millennials and Gen Z employees are not disloyal, lazy slackers.**

They do not want leaders who humor them or do the work for them. Today's young talent want managers who take them seriously, set them up for success, and recognize their best efforts. They want leaders who set clear expectations and provide support and guidance when needed.

In this program, Bruce Tulgan draws on decades of longitudinal research tracking young people in the workplace, busting the myths and getting to the reality of what Millennials and Gen Z truly want and need in the workplace. With true stories from both managers and young workers, Bruce blends humor, insight, and concrete best-practices to help audiences build the next generation of high-performers in their organization.

PARTICIPANTS WILL LEARN TO:



- Understand the attitudes and behaviors of young employees, beyond the popular myths
- Attract and select the best young employees when recruiting
- Get new young employees on board and up to speed
- Help young employees learn and grow in their jobs
- Help young employees work smarter, faster, and better
- Teach young employees to understand where they fit in the organization
- Reduce turnover among high-performing young employees and increase voluntary turnover among low-performing young employees
- Prepare the best young employees to assume management responsibilities

TECHNIQUES AND BEST PRACTICES FOR:



- Communicating the right messages during the onboarding process
- Turning every young employee into a knowledge worker
- Utilizing an 'in loco parentis' approach to management
- Teaching young employees how to genuinely care about great customer service
- Teaching young employees the basics of self-management
- Teaching young employees the basics of the manager-employee relationship, and how to effectively communicate and work together for everyone's success