

# Employment First Aid is here for Employers and Small Business Owners

We know it's hard working with millennials - they're different to everyone else in the workplace. In fact, 75% of managers find overseeing multi-generational workforces to be challenging. This toolkit will help you manage your millennial employees through factual understanding and actionable strategies - so you can spend more time working on your business, not in it!

## Here's the thing about millennials...

### Millennial stereotypes

Millennials are often pegged as lazy, disloyal, highly self-interested and heavily reliant on technology. However, when we compare them to how we were at the same age, those stereotypes largely dissolve. If you want to attract and keep the best employees, you mustn't focus on the negative preconceived notions about millennials.

### How millennials communicate

Millennials communicate differently from other generations at work. More often than not, their preferred communication methods are (in order): Text and instant messaging, email, social media, phone call and in-person.

### What millennials prioritise in a job

#### Work-life balance

- Millennials want flexibility in when and where they work. They're even willing to give up a high-paying job if it disrupts this balance.

#### Skill development

- Many millennials strongly expect employers to invest in employee training and growth if they don't feel they're being utilised to their full potential.

#### Mentorship

- Millennials seek mentorship for ongoing feedback and collaborative goal-setting. They want a coach, not a boss.
- They want a role in setting performance expectations they see as fair, relevant and challenging.

#### Job security

- Millennials want to work for companies they can see a future in - ones that provide solid footing and are poised for growth.

#### Career growth opportunities

- Millennials have a desire for tangible career progress and want to develop their professional skills as fast as possible.

## Conflict and mediation

A lack of understanding on all sides can contribute to the generational clash that's happening in workplaces today. By understanding millennial employee mindsets and motivations at work, you can better interpret their actions in the workplace.

When it comes to disagreements in the workplace, more than 60% of organisations experience intergenerational conflicts. Many millennials have trouble handling conflicts and don't have confrontational skills to deal with conflicts in a straightforward manner. However, instead of singling out millennials as the problem, understand the conflict is a result of communication and expectation differences.

### Tips and tricks on how to mediate conflict with millennials:

#### Act immediately

- Unresolved conflicts do not go away.
- Address the situation directly and respectfully.

#### Speak directly with all individuals involved

- Objectively try to understand what is behind each person's actions.
- Summarise the key issues.

#### Logically discuss options for resolution.

- Reality-test the options and ensure everyone involved is satisfied.
- Reinforce any positive changes (even small ones) made by the difficult person.

#### Ask E+ for help

- E+ is the missing link between employees and businesses.
- Our highly-experienced professionals specialise in helping businesses nurture millennial employees to overcome workplace issues and develop conflict management skills.

## Quick ways to invest in your millennial employees

Giving employees a sense of shared values and purpose by creating a relationship with them is important. The following tips are just a few ways you can actively build rapport and employee loyalty without taking too much time away from your main business role.

### Offer opportunities to be a hero

- Don't micromanage - most employees respond poorly to it (especially millennials). Instead, afford them the trust and flexibility to succeed by themselves, even from the starting gate.
- The main guidelines most employees will need are the concept of a goal and a deadline to get things done.

### Give employees a voice from the get-go

- Giving employees the opportunity to express their ideas early on sets a precedent for their growth with your company.
- Your employees won't stick around if you don't show them their ideas are of value - they won't see potential for growth in the job.

### Leadership through communication

- Millennial employees are more apt to stay in a job where leadership by example is the norm - they will turn down higher-paying jobs to stay with an employer and leader they believe in.
- More frequent, informal check-ins with managers allows employees to better see how their day-to-day work is linked to the organisation's goals.

### Provide opportunities for growth

- If you invest in employee development upfront, it will pay dividends down the road.
- When you give your employee more responsibility, they will stay engaged at work and feel like they're a valued part of the company.