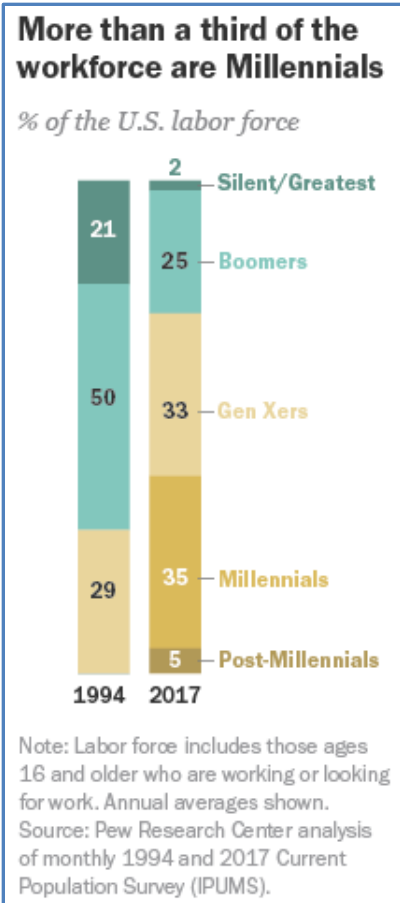


Communicating With Millennials in the Workplace

Millennials, also known as Generation Y, often find themselves the focus of the media. As with any new generation, this group’s attitudes, tastes and habits are often scrutinized



and debated. But what cannot be debated is the fact that millennials are now the most prominently represented generation in the American workforce, at more than a third of the workforce and 56 million strong. Consequently, it is absolutely critical that industry understands what makes this generation tick and how to communicate and engage with them.

Being “digital natives,” or the first generation to grow up in the information age, millennials have a different approach to communication. Because they were engaged in electronic communication from a very young age, some employees from this generation may not have had the opportunity to practice verbal communication skills that are necessary in the workplace environment. Finding an older, experienced employee who can act as a mentor can provide valuable assistance in helping a Gen Y employee learn to interact better with coworkers and customers.

Millennials also tend to like clear, concise communication. No long drawn out explanations, lecturing monologues or lengthy rants for this generation. Just like every generation, no one wants to be “talked at,” especially a millennial. Take another approach and talk **with**, and engage **with** your Gen Y employee. This may mean you

listen more and talk less. Ask more questions. Be approachable. Maybe even lighten up. Make learning fun when possible.

Another thing to keep in mind when communicating with Gen Y employees is the fact that they learn by doing and they appreciate consistent, immediate feedback during that learning process. They tend to be



very results oriented and often look for ways to improve their performance when faced with constructive counsel and learnable opportunities. These preferences make millennials productive and congenial team members.



Finally, when considering Gen Y style and skills, keep in mind that this generation is great at multi-tasking. Millennials can often be seen with several screens open on their devices or working on multiple projects simultaneously. Because millennials are comfortable with high levels of multi-tasking, employers can benefit from this skill-set by utilizing them as flexible and action-oriented team members.

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Further reading -

<https://www.forbes.com/sites/larryalton/2017/05/11/how-do-millennials-prefer-to-communicate/#520565bd6d6f>

<https://www.inc.com/alison-davis/7-foolproof-ways-to-communicate-with-millennials-a.html>

<https://www.inc.com/peter-economy/9-powerful-tips-for-communicating-better-with-millennials.html>