



## Supporting CommUnity

### **Managing Millennial's: Working With the “Y” Factor**

Employers, department managers and supervisors are frustrated with the turnover rate of young employees as well as the cost associated with hiring replacements. There is also a lack of problem solving-skills with younger employees that result in poor customer service. The flip side is that the Gen “Y” or “millennial” as well as the youngest of the workforce, Gen “Z” are reporting a lack of training to handle a variety of issues on the job as well as the need for a more supportive and mentor type role From their direct supervisor.

By addressing the needs of younger employees, identify areas of concern and provide adequate training, the turnover rate can be reduced, competent and qualified employees will be retained and the level of customer satisfaction will increase.