

**2017 ANNUAL CHILD SUPPORT TRAINING CONFERENCE & EXPO**



**PARTNERSHIP  
OF HEROES**

**MAY 1-4, 2017 • GARDEN GROVE, CALIFORNIA**

**CHILD SUPPORT DIRECTORS ASSOCIATION OF CALIFORNIA**

1, 2, 3  
of  
Gen X, Y and Z

Jenn Delgado

*Child Support Management Team*



# 1, 2, 3 of Gen X, Y and Z

Which generation are we?



Generation Z

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Which generation are we?



Generation X

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Which generation are we?

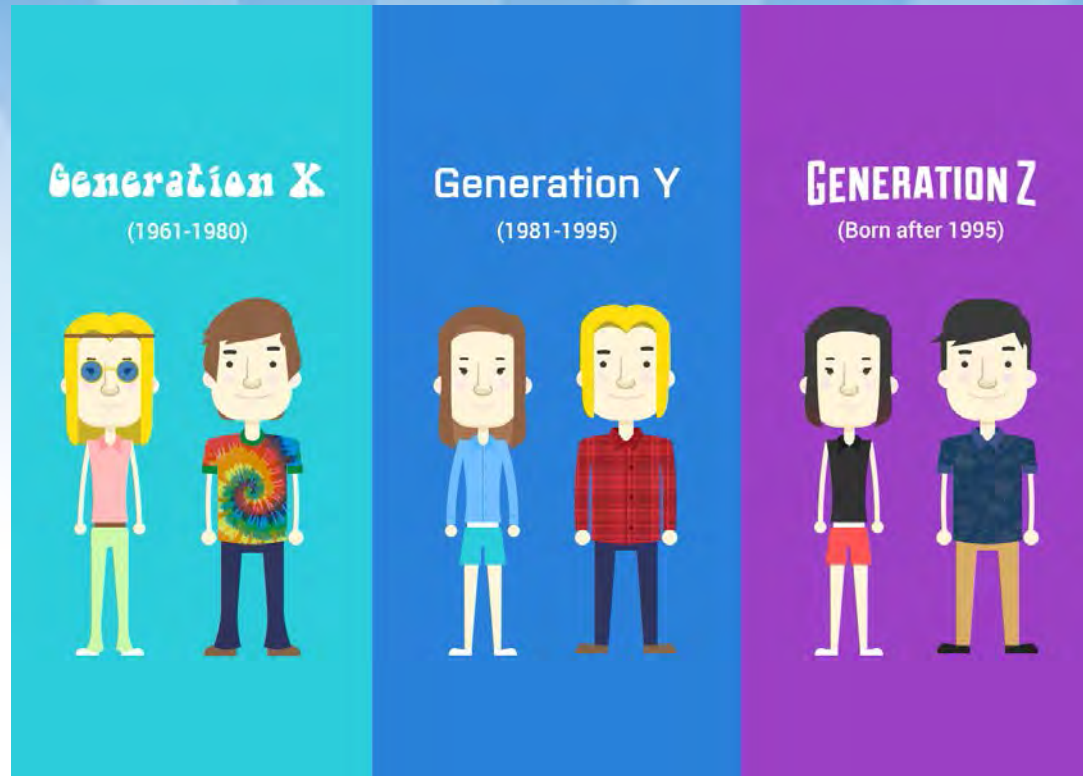


Generation Y/Millennials

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## Who's Who?



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1. Recruit
2. Retain
3. Deliver

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Generation	Job Hunting
X	<ul style="list-style-type: none"><li>• Paper applications</li><li>• Visiting store fronts</li><li>• Looking in the newspaper</li></ul>
Y/Millennial	<ul style="list-style-type: none"><li>• Applying online</li><li>• Websites with leads (Monster.com, Indeed.com, Simplyhired.com)</li><li>• Job fairs</li><li>• Craigslist</li></ul>
Z	<ul style="list-style-type: none"><li>• Social Media</li><li>• LinkedIn – Headhunters reaching out to prospects</li></ul>



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## Recruiting Millennials

1. Engage in social media
2. Have a “why”
3. Be mindful of recruits
4. Build relationships with the Millennials before they enter the market
5. Live the company brand and culture
6. Show what it’s like to work in your office
7. Acknowledge failures
8. Offer flexible work options
9. Offer and promote training in the office

*“Millennials want the same things as other generations, but prioritized differently”*

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## Retaining Millennials

Top 5 things that are important in a workplace

1. Professional development opportunity
2. Meaningful work – opportunity to make a difference
2. Compensation
3. Benefits
4. Flexible work schedule
5. Open, honest communication with supervisor

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## Retaining Millennials

### What employers can do

- 1. Provide coaching and constant feedback**
- 2. Foster collaboration**
- 3. Set expectations**
- 4. Motivate and encourage innovation**
- 5. Building a culture of inclusiveness**

# Speaker Contact Information

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*Please be sure to complete the session evaluation.*



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Gen X, Y and Z  
Customer Service

**Nora Mejia**  
*Riverside County*



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## ACTIVITY



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## What we think we know

### Common misconceptions

1. Lazy
2. Lack communication skills
3. Short attention span
4. Lack respect
5. Unmotivated/no ambition
6. Sense of Entitlement
7. Impatient

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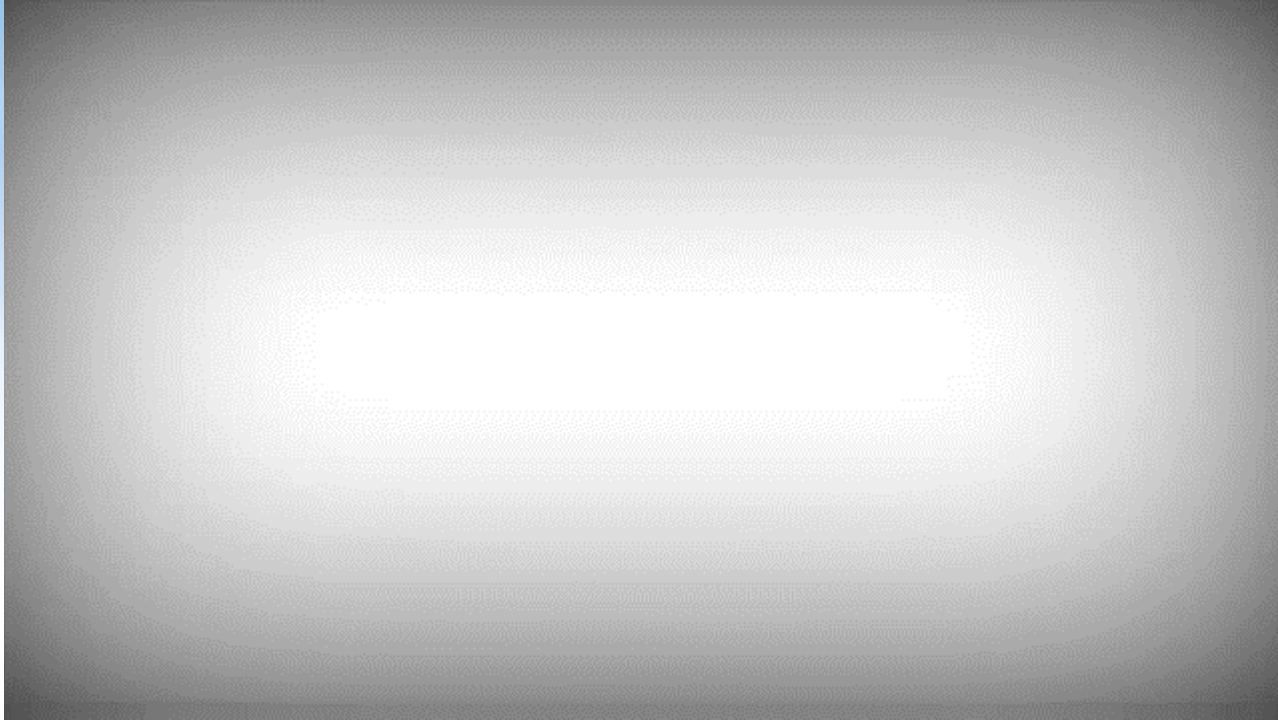
## Things that are true

We should be aware of

1. Innovative
2. Technologically savvy
3. Sensitive
4. Desire to feel respected & validated
5. Like to feel like they contribute to a greater cause



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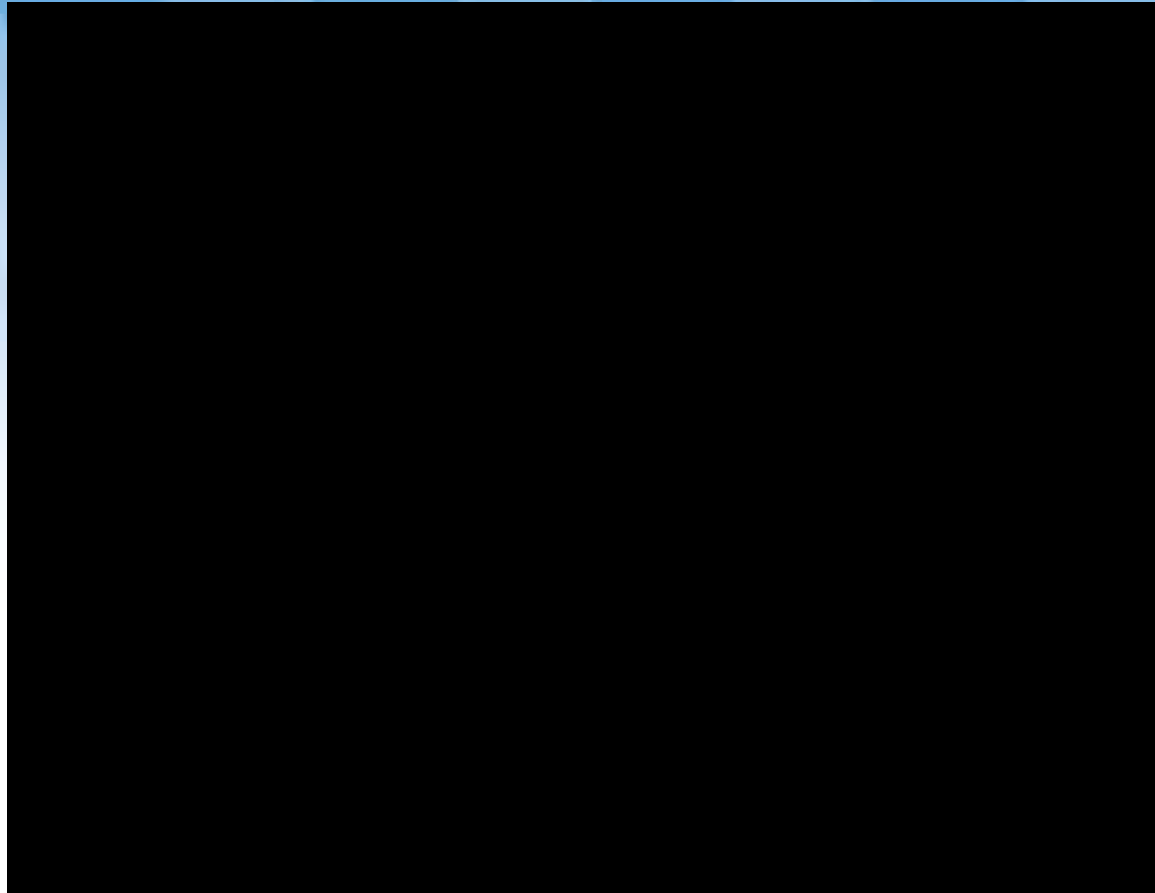
## What they expect



Respectful    Polite    Inviting    Empathy

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## Good Customer Service

How to provide it

Trust

Loyalty

Goodwill

Commitment

Satisfied experience

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## Ways to connect

That will project excellent service

- Social Media/Facebook
  - Messages via text
    - Workshops

# Speaker Contact Information

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