



# MILLENNIALS@WORK

## Keys to the 7 Skills

### Skill 1: Build a Relationship

Take initiative for building a better working relationship with your managers and leaders by changing perceptual position, showing appreciation, matching communication and actively listening.

- Change Your Perceptual Position
- Show Appreciation
- Match Communication Style
- Practice Active Listening

### Skill 2: Ask for the Details

Actively seek direction on the work you're responsible for. Ask who, what, when, where, and how, as well as seek out examples of what good work looks like.

- Ask: WHO, WHAT, WHEN, WHERE and HOW
- Find Examples of Good Work
- Check-In

### Skill 3: See the Big Picture

Increase your organizational awareness by tapping into the experience and expertise of your managers, mentors and peers. Ask why a task or process exists and identify its impact on the organization.

- Ask Why
- Connect the Dots
- Be Clear on the Goals & Objectives

### Skill 4: Know When to Focus

Balance your ability to do several things at once by concentrating your energy, attention and enthusiasm on each important project or outcome. Be aware of distractions when communicating.

- Separate Your Activities into "Focus" work and "Responsive" work
- Schedule Distraction-Free Time
- Always Communicate Distraction-Free

### Skill 5: Go for Feedback

Improve your performance by getting direct, honest feedback from your leaders, mentors and peers. Actively listen and avoid being defensive, then consider your response or next step. See all feedback as an opportunity.

- Maintain a List of People You Can Go to for Feedback
- Follow the 4 Feedback Steps:
  - Be Clear about What you Want
  - Give Yourself Feedback First
  - Share What You See, then Ask for Feedback
  - Change Appropriately

### Skill 6: Be Accountable

Show that you can be counted on by taking ownership of the results you are responsible for. Identify who will be affected by your work, agree on how you will measure success, and avoid making excuses or placing blame.

- Ask for the Details
- Agree on the Score
- Avoid Blame & Excuses
- Stay Ahead of the Game

### Skill 7: Recognize Your Value

Avoid making assumptions about your value to the organization. Align your abilities and expectations with those of your organization in order to make the right contribution for the right reward.

- Know Where You Fit
- Align Your Expectations

