

# Managing Millennials vs. Millennial Managers

with Brett Channing, Eric Figueroa,  
David Gassaway, and Ryder Smith

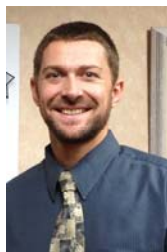


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## Your Panelists



**Brett Channing**  
Yorba Linda, CA  
1984



**David Gassaway**  
El Dorado Hills, CA  
1983



**Eric Figueroa**  
Mountain View, CA  
1969



**Ryder Smith**  
Ketchikan, AK  
1974



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## Things Have Changed

**Millennials aren't just the young people in the corner.**

**They're professionals, just like you.**

**If city managers can understand the millennial mindset, they can initiate positive change that will remain long after retirement.**



## Top 9 Challenges Facing the Profession

Challenge	Response Ratio
Negative stigma of high salary/benefit packages	71.60%
Building & navigating relationships with City Councils	62.20%
The reputation of the industry being tarnished by a few bad (but well-publicized) eggs	49.00%
<b>A lack of upcoming talent to replace retiring City Managers</b>	<b>39.60%</b>
<b>Managing multiple generations of talent</b>	<b>22.60%</b>
Lack of diversity (age, gender, race, experience, etc.)	20.70%
Inconsistent or poorly defined performance evaluation process	18.80%
Restrictions to contract negotiations	15.00%
Lack of resources/support for transitioning into CAO role	7.50%

This CCMF survey was completed in January 2018.



## Generations

**Gen X**  
*1960 to 1980*

**Millennials**  
*1981 to 2000*





## Our Objectives

1. Understand Millennials
2. Create A Team Environment
3. Manage Mobility
4. Future-Proof Your Workplace



## Understanding Millennials



- Access to nightlife and good schools
- Cool places to rent and own
- Income increases to tax deductions
- High job satisfaction



## Create A Team Environment



- Culture matters as much as pay
- Invest in recruiting resources to sell your city
- Promote the benefits of your work culture



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## Manage Mobility



*How can we help first-time millennial managers succeed?*



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# Future-Proof Your Workplace



- Capture knowledge, processes and systems for new staff
- Maintain good HR
- Pensions may affirm that position levels change often
- Train millennials to lead (not just push paper)
- Influence culture to create leaders



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## Questions?

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