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Nota di contenuto	Cover Page; Praise for The Gen Y Handbook; Title Page; Copyright; Dedication; Contents; Acknowledgments; Introduction; 1 Gaining INSIGHT into Gen Ys; Redefining Workplace Boundaries; Expectations and Assumptions; Questions to Ask Gen Ys about Boundaries; Meet the Helicopter and Lawnmower Parents!; Transparency in the Workplace; The Rubric Generation; GenNext at Southern California Edison; Key Takeaways for Achieving Insight: Ways to Better Understand Gen Y; 2 Understanding Gen Y POTENTIAL; What's with the Tattoos?; How to Engage in a Conversation about Tattoos; Why So Entitled? How to Talk to Someone Who Appears Entitled Partner Mentoring; What Motivates Millennials?; Do You Need a Generational Resource Group?; Key Takeaways for Engaging Millennials to Achieve Their Full Potential; 3 What TRUST Means to Gen Ys; What Does Trust Mean in the Workplace?; Improving Trust by Investing Trust; The Results-Only Workplace (ROWE); Trust Talk; Command and Control versus Collaboration; The Impact of Conflict on Millennials; Resolving Conflict; Adulthood; A New Approach; Building Trust-Start with an "A";

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Sommario/riassunto

With four generations simultaneously co-habiting today's workplace, miscommunication and dissatisfaction are prevalent. Generation Y is the newest generation to enter our workforce and they pose a whole new set of particularly thorny issues, especially when it is their elders who must manage them. So how can you, as a leader, help them reach thei
