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Workforce; Chapter 5: Be Flexible: When Letting Them Have It Their Way Makes Sense; The Millennial Intrinsic Value: Work-Life Blending; The Bias of Experience; Psychological Contract; Learning from Our Success; Learning from Our Failure; Best Practice; Note; Chapter 6: Create the Right Rewards: Rewarding the Right Things in the Right Ways; The Millennial Intrinsic Value: Reward; The Bias of Experience Rewarding the Right Way Rewarding the Right Things; Keeping Them Informed; Learning from Our Success; In a Nutshell; Notes; Chapter 7: Put Their Imagination to Work: They Are at the Head of the Creative Class; The Millennial Intrinsic Value: Self-Expression; The Bias of Experience; Creativity and Competitive Advantage; Managerial Best Practices; Let Them Know What Happened with Their Ideas; Let Them Have Fun; In a Nutshell; Notes; Chapter 8: Build a Relationship: First Them, Then You; The Millennial Intrinsic Value: Attention; The Bias of Experience; Best Practices  
So What Are Some Barriers to Engaging? Something to Think About; The Transfer of Tacit Knowledge Will Not Happen without Building a Relationship; Notes; Chapter 9: Be Positive When Correcting: Fragile, Handle with Care; The Millennial Intrinsic Value: Achievement; The Bias of Experience; Best Practices; Learning from Success; In a Nutshell; Notes; Chapter 10: Don't Take Things Personally: It Is Not Always about You; The Millennial Intrinsic Value: Informality; The Bias of Experience; Self-Differentiating Is about You; Know Where They End and You Begin; Separateness and Togetherness  
Know the Difference between Your Role and Your Person Beware of Triangulating; Think about Your Presence; Confessions; In a Nutshell; Notes; Chapter 11: Show Them the Big Picture: The Big Picture Does Not Exist Until You Help Them See It; The Millennial Intrinsic Value: Simplicity; The Bias of Experience; Learning from Success; Learning from Failures; Start with Something Easy; The Consequential Thinking Model; The Five Whys; Please, Do Share; In a Nutshell; Notes; Chapter 12: Include the Details: Ambiguity Is Their Kryptonite; The Millennial Intrinsic Value: Multitasking  
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