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Not Just Participation Trophies: Transform Your Business With the Power of the Millennial Mindset

Art Papas
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Tuesday, Oct. 25
2:15–3:30 p.m.



Not Just Participation Trophies: Transform Your Business With the Power of the Millennial Mindset

Art Papas
Founder and Chief Executive Officer
Bullhorn

Thursday, Oct. 27, 11:15 a.m.–12:30 p.m.




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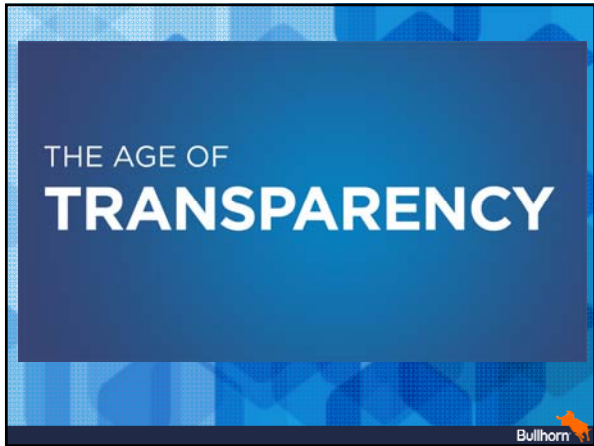


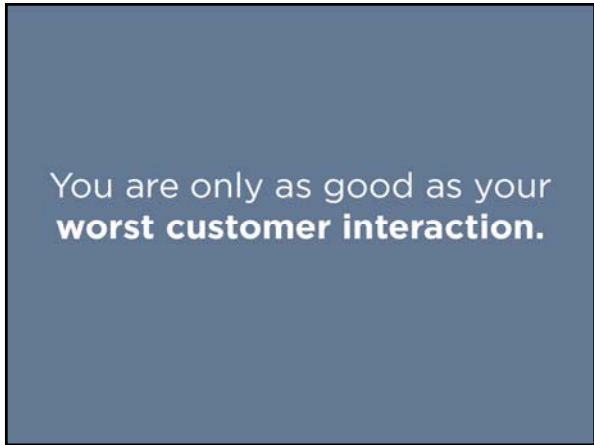


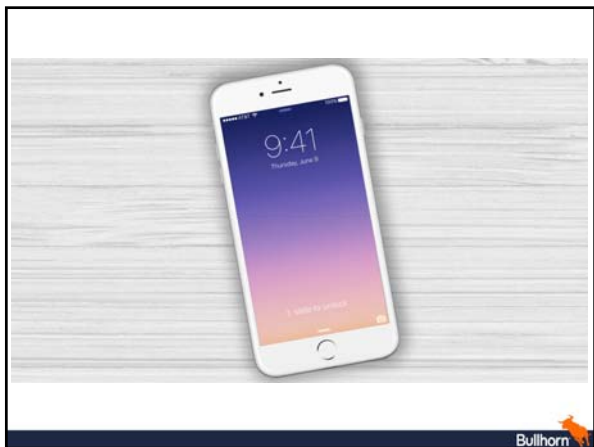
WHAT IS A MILLENNIAL? *Age Ain't Nothing but a Number*

Baby Boomers born 1946-1964  76 million people	Gen X born 1961-1981  65 million people	Millennials born 1980-2000  80 million people
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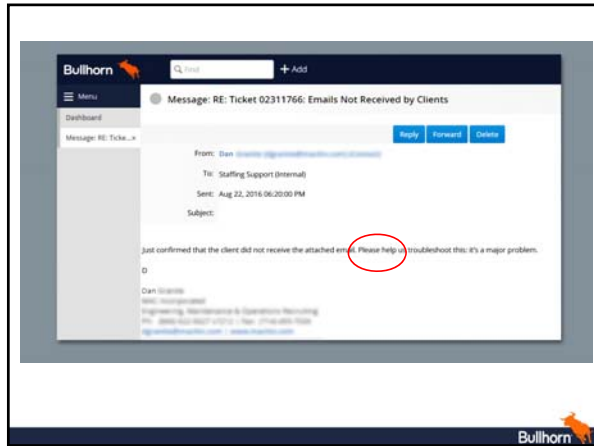


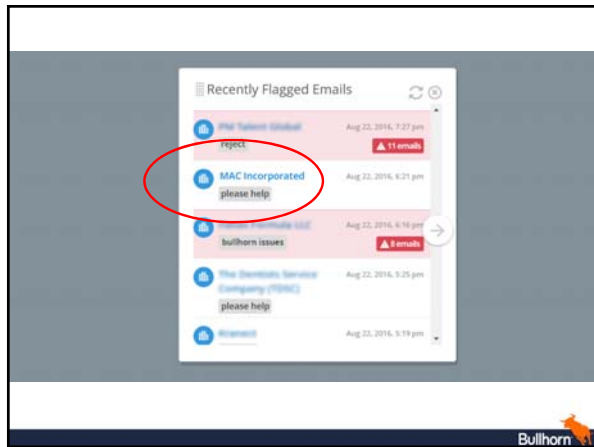




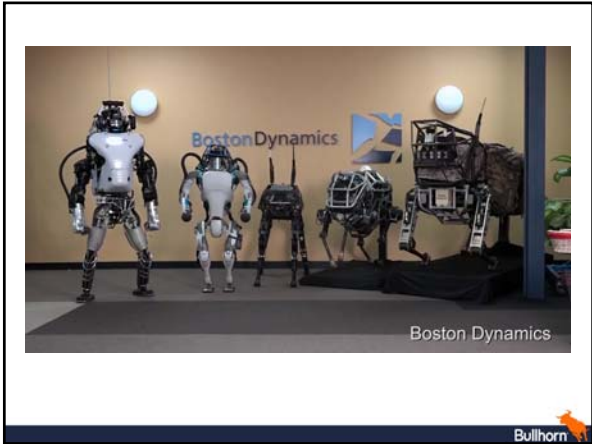






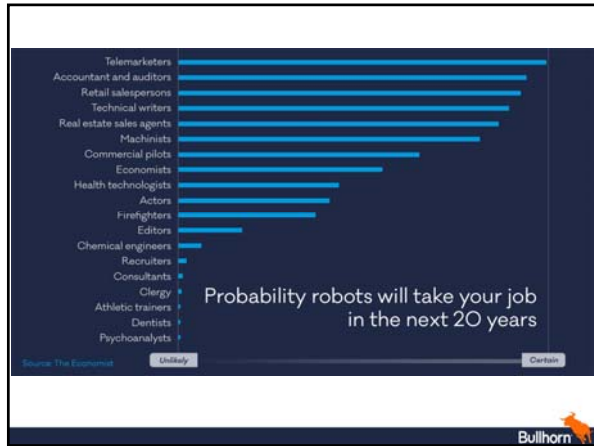


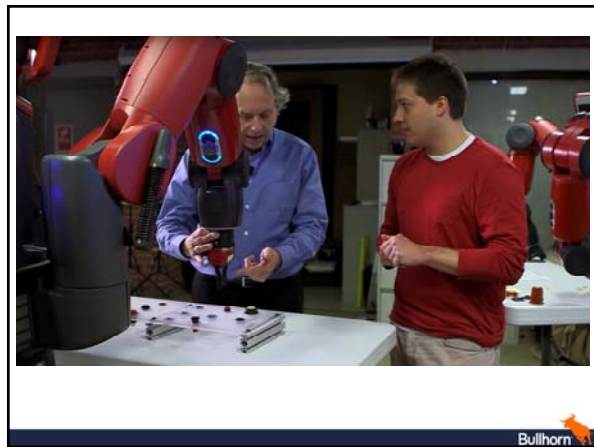




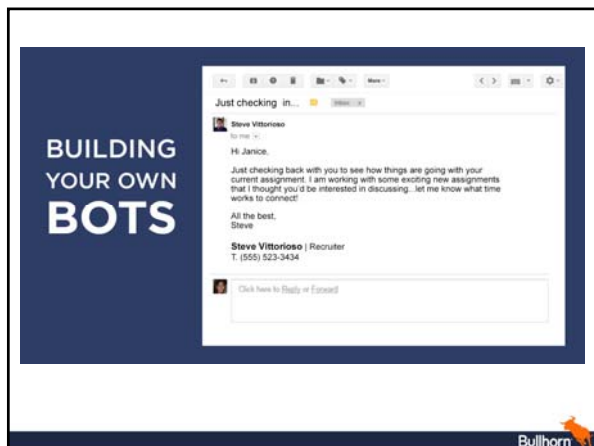


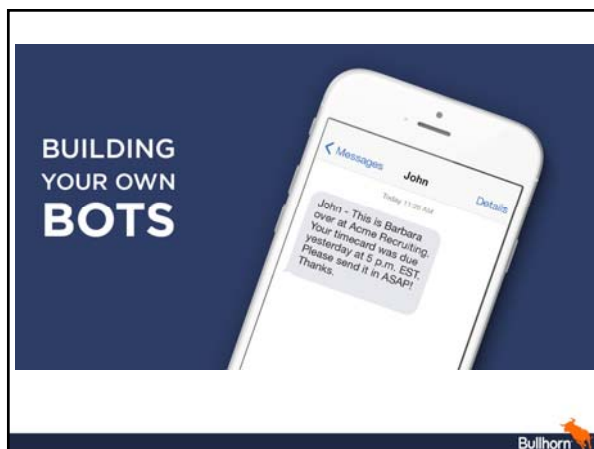




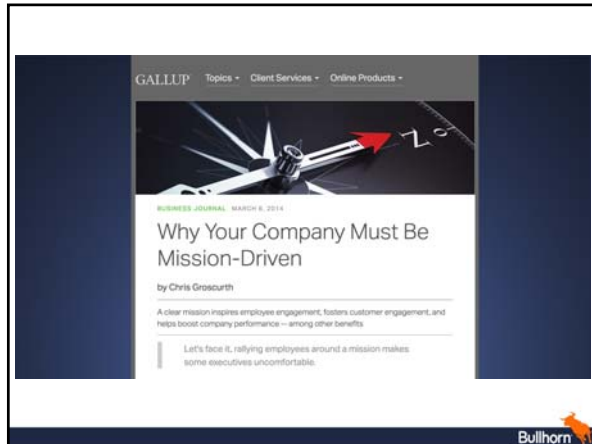


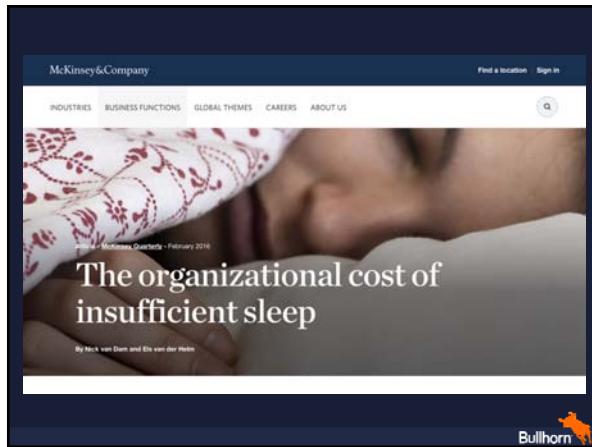


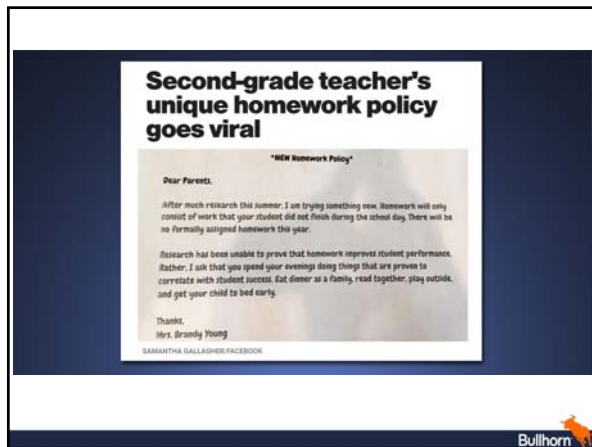




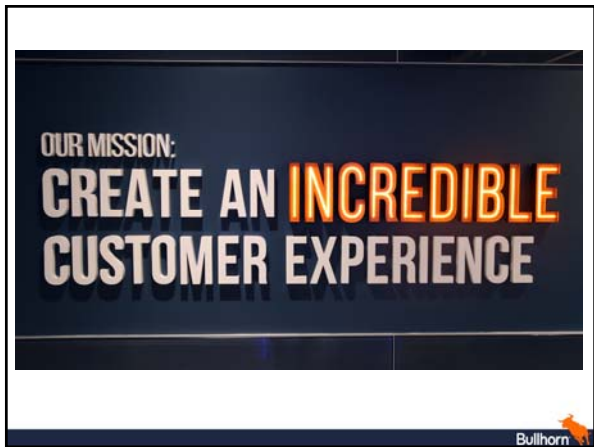


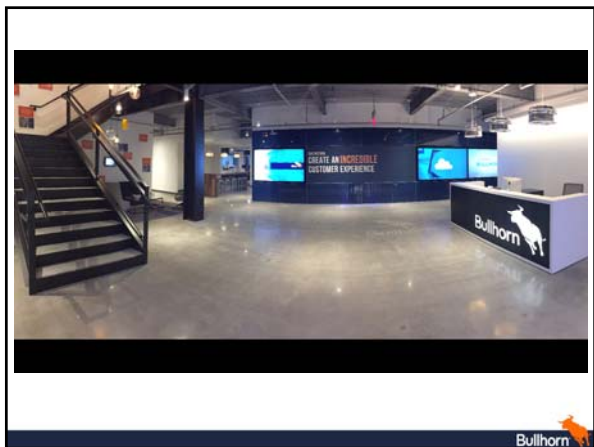












BULLHORN CORE VALUES


OWNERSHIP: Take action. Do what you say you're going to do. Deliver high quality work the first time. Freely own up to your mistakes.

BE HUMAN: Build strong relationships with customers, your peers, and anyone else. Consider other people's perspectives. Laugh and have fun.

SPEED AND AGILITY: Go around obstacles. Demonstrate urgency to match the problem you are trying to solve. Solve problems with innovation and creativity. Rebound quickly from setbacks.

ENERGY: Build up your teammates and leave people positively charged. If you see a problem, present constructive feedback.

SERVICE: Respond quickly and don't make people wait. Go beneath the surface to solve problems. Leave people feeling you care deeply about doing a good job.







Chris Longman
Operations Analyst



HARNESSING THE MILLENNIAL MINDSET

<p>THE AGE OF TRANSPARENCY</p> <ul style="list-style-type: none"> Customers and talent both expect super convenience and high quality service Negative customer experiences tend to snowball - early intervention is critical Leverage technology to capture trends in customer experience and escalate issues internally 	<p>RISE OF THE ROBOTS</p> <ul style="list-style-type: none"> The pace of automation is accelerating; businesses can't afford to be left behind Automate that can be done well by a computer - timecard reminders, regular assignment check-ins Never automate to the detriment of the talent experience or customer relationships 	<p>RISE OF THE HUMANS</p> <ul style="list-style-type: none"> Your employees are "on" 24/7 - employee engagement is critical to retention Create a memorable mission and tie it to your customer's and employee's success Create moments of memorable praise to drive cultural change and engagement
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Questions?

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Thank You for Attending



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