

Providing industry-recognized career paths, customer service certificates and management professional designations to the mechanical service and collision repair segments of the automotive industry.

AMi offers short impactful online courses through the Service Skills Generations@Work Series. This eight-module series average about 10 minutes each and are video-based with a post-test. The goal of this series is to raise the awareness of the potential the next generations offer as they enter your business and begin to assume leadership roles. Learn to identify the shared characteristics and the strengths of the next generations, how to attract, coach, empower and retain them to have a positive impact on your business and bottom line.



Introducing Tim \$10.45

Our subject matter expert, Tim, offers advice on maximizing the benefits of the Millennial generation. The goal of this course is to make trainees aware of the fact that generational stereotypes can stand in the way of successful communication between generations and to explain how to take a proactive approach to capitalizing on Millennials' strengths.

Objective: Participants who successfully complete this course should be able to:

- Understand the difference between dealing with Millennials based on a stereotype vs getting to know them as individuals and dealing with them more honestly.
- Explain how the size and strengths of the Millennial generation make it imperative that we learn to attract and retain them in our workforce.
- Demonstrate an understanding of the fact that Millennials are now the largest generation in the workforce and how important it is to tap into this resource.

Attract & Coach - \$10.45

How can organizations win by attracting and coaching millennial talent? The goal of this course is to raise awareness of what can be done to attract the best Millennial talent to your organization and how to supervise them once they are a part of your team.

- Objective: Participants who successfully complete this course should be able to demonstrate:
 - An understanding of what Millennials are looking for in terms of career goals.
 - The ability to use the proper techniques to get the best performance from your Millennial employees.
 - The insight to recognize when trust is needed to facilitate the flexibility Millennials crave.
 - An understanding of the difference between "managing" and "coaching" and how important it is to use "coaching" when dealing with Millennials.

Bridging the Divide - \$10.45

Generational diversity can help us improve overall organizational effectiveness. The goal of this course is to raise awareness of the fact that stereotypes can play an outsized role in determining how we communicate across generational lines and how even innocent mistakes can make understanding extremely difficult.

Objective: Participants who successfully complete this course should be able to demonstrate:

- An understanding of the communication needs of the Millennial generation.
- The techniques and tips to help avoid misunderstanding and to communicate more effectively across generational lines.

Connections - \$10.45

Coming of age in the past couple of decades means you're networking with thousands of other people. How does this affect the way you work? The goal of this course is to illustrate the way Millennials can compartmentalize the different relationships, especially online, that characterize their lives and how this skill can benefit today's employers.

Objective: Participants who successfully complete this course should be able to demonstrate:

- An understanding of the different types of relationships Millennials have developed due to their connected lifestyle and use of social media.

- The knowledge that the variety of interactions a Millennial engages in on a daily basis can be a useful skill in the workplace, especially when it comes to dealing with a variety of customer styles.

Empower and Retain - \$10.45

Ideas about creating an environment conducive to empowering and retaining millennial talent. The goal of this course is to raise awareness regarding how to empower Millennials to become intrapreneurial and motivated to remain in your workforce.

Objective: Participants who successfully complete this course should be able to demonstrate:

- An understanding of how to empower Millennials to grow and develop into intrapreneurs.
- The importance of being transparent and fostering trust with Millennials.
- An awareness that you can build trust when you treat Millennials as individuals and by soliciting their input.
- The knowledge that flexibility, professional growth and financial growth are key to retaining Millennials.

Work Styles - \$10.45

The rules of work are changing with an emphasis on what you accomplish - not how long you take or from where you complete the task. The goal of this course is to emphasize the differences in the work styles of various generations and to particularly point out the unique style of Millennials.

Objective: Participants who successfully complete this course should be able to:

- Explain how technology and life experience has impacted the way that members of the Millennial generation approach their jobs.
- Demonstrate a greater understanding of how work style may not be as important as once thought if employees are getting the same quantity and quality of work completed by the established deadline.

Labeling - \$10.45

Sit in on a podcast featuring a panel discussion of issues related to Millennials at work. The goal of this course is to establish the key characteristics that define Millennials and to scrutinize all the labels used to describe them. How accurate are those labels and how can we learn to see everyone as an individual, regardless of their age group.

Objective: Participants who successfully complete this course should be able to:

Explain how the Millennial generation differs and how it is similar to those who have come before.

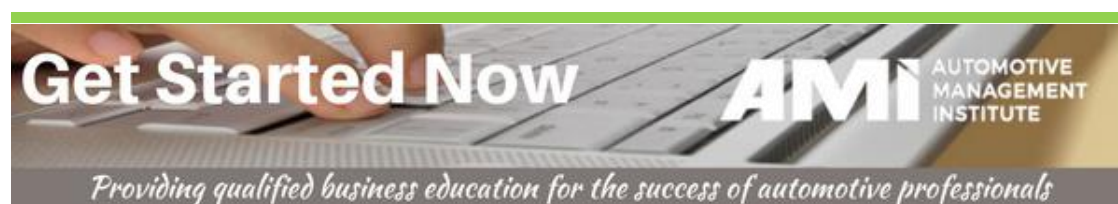
Demonstrate an understanding of how the labels used to define people are unfair and fail to account for a person's individual strengths.

Final Thoughts - \$10.45

Recap and closing thoughts from our panel and Tim. The goal of this course is to review the key drivers of Millennial engagement and retention.

Objective: Participants who successfully complete this course should be able to demonstrate:

- An understanding that Millennials want to feel they are valued in the organization for both their production and their ideas.
- The ability to engage with Millennials as individuals.
- The knowledge that Millennials are the largest generation in the workforce now and they will lead sooner and younger than any generation before them.



You must create and complete your "myAMi" Profile to explore the curriculum. Once your Profile is complete, simply search topics of interest.

Set up "myAMi" Profile? [Click Here](#)

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Questions?

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