

## **Millennials – Current talents – future leaders**

Sabine Desantoine, BELRIM President and Insurance Manager Belux, ING, hosted this interactive session with Angela Paul, Senior Consultant, Willis Tower Watson, Isabelle Van der Snickt, Early Careers Talent Manager, ING and Eelco Wester, Key Account Manager, Allianz Global Corporate & Specialty, Chairman of Young InSurance Netherlands.

A number of clichés of generation Y were presented on a live poll to the audience and commented by the panel of speakers.

Angela Paul pointed out that the war on talent is raging and risk managers are in pole position to attract young talent. She then proceeded by giving examples a survey carried out within 29 of the biggest economies and counting about 100 questions. What do millennials expect? How can companies meet their expectations? Attracting new talent is the first challenge. Retaining that very same talent is the next big step. Contrary to what seems to be the general impression, generation Y is both socially and environmentally responsible, but they are also interested in a competitive pay. Companies should therefore share evidence on how they compare to others. Where millennials often jump ship, they are – like other generations – also looking for security. They want their employers to deliver what they promise. Millennials are interested in a career and expect to ascend quickly. They want to get a clear image of what the future within a company has to offer. Another cliché is that Millennials “know it all”. In truth, they are very keen on learning new skills. Engaging work environments, wellness support, flexibility in the choice of benefits are other factors that will satisfy this new generation’s needs.

Eelco Wester, an early generation Y, gave feedback to the interactive questions and answers from the audience. He stated that his generation has huge expectations and if they are not 100% happy with their jobs, they do not hesitate but switch. They are also called the Trophy generation, always claiming recognition and confirmation of their huge ambitions.

Early Careers Talent Manager, Isabelle Van der Snickt, talked about the 3-year talent programme which has been set up by ING with a special focus on generation Y. It offers a fast track to middle management positions. The trainees receive a couple of months training in different departments, they can take part in a stint abroad, a skills passport allows them flexibility in the training they choose. Special environments are set up for them to exchange their experience, invite speakers, talk to superiors, etc. These trainees then become corporate ambassadors of the company. They are free to stay or leave. The aim is to help them grow in their career. To do so, special events are organised such as for example hackathons where students get 2 days to come up with innovative ideas and the winner is sent on a one-week trip to Silicon Valley. Relationships with top managers, (reversed) mentoring, initiatives with social impacts, and frequent feedback help the generation Y to feel good.

Sabine Desantoine opened the Q&A and rounded up that generation Y is not so different from any previous generation and that the gap can be closed when all parties are willing to learn from each other.