



Risk Management Solutions



Spring 2018

A Quarterly Newsletter of the AMIC/MWCF Loss Control Division

Millennials in the Workplace

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When discussing millennials and their influences on the current workplace environment, the first logical step must be to define the term “millennial.” Depending on the source and the topic of discussion, this definition can vary from individuals born during a certain time period (which can vary depending on the source), to a general view of the world a person may have or portray. For the sake of this article we will identify a millennial as a person born between the years 1981 and 2000. This group of people is also commonly referred to as Generation Y.

As the labor force ages and people work later into life (either by choice or necessity), a broader range of generations must find a way to coexist at work. The current workforce contains employees stretching across four generations: Traditionalist, 1927-1945; Baby Boomers, 1946-1964; Generation X, 1965-1980; Millennials, 1981-2000 – with a fifth, Generation Z representing 2001 to present, set to join soon. As of the first quarter of 2015, millennials are the largest demographic in the workplace, surpassing Generation X. As the current workforce ages and new generations enter the workplace, unexpected issues can and will emerge.



Do the stereotypes apply?

Millennials are often viewed by prior generations as entitled, lazy, narcissistic or fragile, which can lead to other issues such as conflicting working styles and bitterness within the organization. While belief in these stereotypes can be a hindrance for the advancement of the organization, are the stereotypes unfounded? The National Institutes of Health found that millennials have been diagnosed with narcissistic personality disorder at a rate three times higher than any prior generation. Can this be attributed to advancements in diagnostics? Or has growing up in the age of social media and digital engagement truly affected the personalities of this generation?

According to a 2013 *Time* magazine poll, only approximately 40 percent of millennials strive for advancement in their current position. When questioned as to why, many attributed this to being a part of the “trophy generation,” meaning the advancement/promotion would eventually be given, whether it was deserved or not. This approach to a career can reinforce the stereotypes of laziness and entitlement. Another common stereotype for millennials is that they are fragile. In fact, a term often associated with this age group is “snowflakes.” According to a *Huffington Post* poll, approximately 8 percent of millennial college graduates will bring a parent or other mentor along on a job interview. This can lead those in previous generations to view the millennial as fragile and unable to stand on their own.

Issues such as communication, working styles and even common generational traits can cause discord, tension and breaks in operational continuity. The most common and sometimes most severe problem encountered is in the ways of communication. The method of inter-office communication most commonly preferred by prior generations or in traditional organizations might be through memos or inter-office mail.

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ALM and MWCF Accounting Manager Faith Ann Gunn Retiring After Nearly Two Decades of Dedicated Service

Carrie Banks • Communications Director • ALM

Faith Ann Gunn joined the Alabama League of Municipalities staff in July 1999 and, as Accounting Manager, has been a crucial part of the professional mortar that binds the association's foundation. On April 30th, she is retiring after working tirelessly for nearly two decades with the League's Finance Director to ensure the integrity of not only the League's accounting structure but that of the Municipal Workers Compensation Fund (MWCF), the Alabama Municipal Funding Corporation (AMFund), Municipal Intercept Services (MIS) and the Municipal Revenue Service. In addition to providing on-going financial reporting analysis and budget development support, she has also maintained employee records and developed, implemented and maintained accounting and spreadsheet applications and subsidiary accounting records. Beyond her professional role, Faith Ann has been a steady and solid resource for her coworkers – always available to offer encouragement, wise counsel or a new perspective.

Steve Martin, ALM's Finance Director and former MWCF Operations Manager, has worked directly with Faith Ann for nearly 20 years. "She is the best employee I have ever worked with," he said. "Her attitude and work ethic are excellent. Even when the workload is heavy, she never complains but goes about the task with a positive attitude, and her input regarding management issues has been very helpful to me. She seems to command great respect among the other League employees. It has been a blessing to have known her and worked with her."

Faith Ann doesn't hesitate when asked about her time with the League: "I've loved my job. Steve Martin, in particular, has been a great mentor to me. He's been nothing but kind and encouraging and I wouldn't take anything for having had the opportunity to work with him because he's one of the finest people I've ever known. Everyone here has always encouraged me to put family first and when I've needed to do that – for grandchildren or parents – I've been able to do it. Even if it meant taking things with me to work on as I could."

Hers has certainly not been a 40-hour per week job – "instead of having more hands in the pie, the hands that were in the pie worked a little longer and a little harder" – however, she said that with the addition of more staff over the past few years, as well as the internal shifting of some responsibilities, it will be a more standardized position for her successor. Since 1999, Faith Ann has worked with two executive directors and seen many advancements and changes in the organization. Many tasks that were done manually transitioned to a digital format, which she said sped up the overall process but created its own challenges when something didn't work as expected.

"I completely set up our accounting system on the latest version of Peachtree (accounting software) a few years after I came because most of the accounting, particularly for Workers Comp, was done by hand on ledger paper and all the checks were written out of checkbooks," she said. "Every time we added a new service program, we added that set of books to our accounting software." Of course, since bringing the League's accounting functions into the digital age, Faith Ann has also had to remain apprised of all the advances and updates to the software.

"My job has changed dramatically from when I was hired in 1999," she said. "When I was initially hired, I primarily did the League books with very little MWCF duties and then as things progressed with Workers Comp, Steve filtered more and more to me so now I, by far, do the majority of the accounting for the Workers Comp Fund – the daily transactions – every payment, every void, every recovery, everything that we have to track through our office, especially the last couple of years when we've added so many deductible programs, which are billed on a monthly basis instead of an annual basis."

When Faith Ann joined the staff in the summer of 1999, the League had 13 full-time employees and two or three part-time employees. There are now 23 full-time League employees. "We've added all kinds of programs since I first started working here," Faith Ann said. "Which means more staff – which means more people who have to be paid and more benefits that have to be managed."

In 2002, ALM formed a Loss Control Division via its two insurance companies, AMIC and MWCF, which has grown to 10 employees. The League has also added additional service programs, including AMFund in 2006 and MIS in 2015, which fall under Faith Ann's accounting purview. She also works closely with the accounting firms that audit the League, MWCF and AMFund.

Richard Buttenshaw, who became MWCF Operations Manager in 2016 after serving just over a decade in the AMIC/MWCF Loss Control Division, said it has been a pleasure working with Faith Ann in two very different roles throughout his career with the League. "When I started in the Loss Control Division back in 2003, Faith Ann was always there to help and guide me as I learned the ropes and always had the answer no matter the question," he said. "Her knowledge and experience across all facets of the League and all its programs was invaluable to me. That became even more apparent and important to me as I transitioned into my new role as the Operations Manager of MWCF. She has been one of my most important go-to people with any questions or ideas regarding MWCF's operations because she has been a critical part of the growth, development and success of the Fund. As technology and our members' needs changed, Faith Ann never missed a step in keeping pace with those changes. No one works harder or



Faith Ann Gunn, long-time Accounting Manager for both the Alabama League of Municipalities (ALM) and MWCF, will retire April 30 after nearly two decades of dedicated service. Pictured left to right: ALM Executive Director Ken Smith, MWCF Operations Manager Richard Buttenshaw, Faith Ann Gunn and ALM Finance Director and former MWCF Operations Manager Steve Martin.

continued

2017 Risk Management Awards

In recognition of the efforts and successes of our members, the AMIC and MWCF Board of Directors established the Risk Management Awards system in 2002. Awards are determined based on the loss ratios for each member's prior year. For members of both the AMIC and MWCF programs, the loss ratios are combined and divided by two to reflect the overall loss ratio. Members are eligible to receive the Presidents Award once every five years and the Gold, Silver and Bronze annually.

ALM President's Awards (Top 5% for 5 years)

Abbeville Fire & Rescue
Alabama Municipal Electric Authority
Arab Water Works Board
Arley
Babbie
Banks
Bessemer Public Library
Blountsville Utilities
Brantley Housing Authority
Calera Housing Authority
Chatom
Chickasaw Utilities
Clayton Housing Authority
Coffeeville
Columbiana Waterworks
Cottonwood Housing Authority
Cowarts
Deatsville
Decatur Personnel Board
Elmore County Economic Development Authority
Eufaula Housing Authority
Eutaw Housing Authority
Fairview
Floralia Housing Authority
Gainesville
Geiger
Goldville
Greene County Ambulance Service
Hanceville Housing Authority
Harpersville Water Board
Huntsville Tennis Center Board of Control
Huntsville-Madison County Airport
Indian Springs
Linden Housing Authority
Littleville
Lockhart
Maytown
Mentone
Myrtlewood
Newton Water & Sewer
Newville
Opp Housing Authority
Phil Campbell Water & Sewer Board
Pollard
Prattville Solid Waste Authority
Prattville Waterworks
Red Level
Reform Housing Authority
Reform Water & Sewer Board
Rockford Gas Board
Rockford Waterworks
Rocky Ridge Fire District
Russellville Gas Board
Saint Florian
Satsuma Water Works & Sewer Board
Section
Sipsey
Somerville
South Central Alabama Development Commission/ Senior Aides Division
Sumiton Gas Board
Sweet Water Waterworks
Sylacauga Parks & Recreation
Talladega Springs
Trafford
Twin
Walnut Grove

Winston Cooperative District
Winston County Industrial Development Authority
Woodland
Woodville

Gold Awards (Loss ratio below 5%)

Abbeville Fire & Rescue
Abbeville Water & Sewer
Adamsville
Addison
Akron
Alabama Municipal Electric Authority
Alabama-Tombigbee Regional Commission
Albertville and Boaz Recycling & Solid Waste Disposal
Albertville Utilities
Aliceville Governmental Utilities Services Corp
Aliceville Housing Authority
Anderson
Anniston Public Library
Arab Sewer
Arab Water Works Board
Ardmore Water & Sewer
Argo
Ariton
Arley
Asbury Water Authority
Ashland Water Works & Sewer Board
Ashville
Atmore Housing Authority
Auburn Housing Authority
B.B. Comer Memorial Library
Babbie
Baileyton
Baker Hill Fire & Rescue
Banks
Bay Minette Housing Authority
Beatrice
Beaverton
Belk
Benton
Bessemer Airport Authority
Bessemer Public Library
Beulah Utilities District
Birmingham Parking Authority
Birmingham Regional Planning Commission General Fund
Birmingham-Jefferson Civic Center
Black
Black Warrior Solid Waste Authority
Blackbelt Energy
Blount Co Oneonta Agri-Business Center
Blountsville Housing Authority
Blountsville Utilities
Blue Springs
Boaz Water & Sewer Board
Boligee
Brantley
Brantley Housing Authority
Brent Housing Authority
Brent Utilities
Brewton Housing Authority
Bridgeport
Bridgeport Housing Authority
Bridgeport Utility Board
Brighton
Brilliant
Brookside
Brookwood
Butler Utilities
Calera Housing Authority
Calera Waterworks
Calhoun County 911
Camp Hill Utilities
Carbon Hill
Carbon Hill Housing Authority
Carbon Hill Utility Board
Carrollton
Castleberry
Cedar Bluff Utility Board
Central Alabama Regional Planning Commission

Centre Water Works & Sewer
Centreville
Chatom
Cherokee County Water Authority
Chickasaw Housing Authority
Chickasaw Utilities
Childersburg
Chilton County Solid Waste Disposal
Citronelle
Citronelle Historical Preservation
Clanton Housing Authority
Clarke-Mobile County Gas District
Clay
Clayhatchee Volunteer Fire Dept.
Clayton Housing Authority
Cleveland
Clio
Coffee Springs
Coffeeville
Coker
Coker Water Authority
Colbert County Animal
Collinsville
Colony
Columbiana Waterworks
Community Life Institute
Coosa Valley Water Supply
Cordova
Cottonwood
Cottonwood Housing Authority
County Line
Cowarts
Creola
Crossville
Crossville Water Works Board
Cullman Utilities
Cullman-Jefferson Co. Gas District
Cumberland Mountain Water
Cusseta
Dadeville Gas Board
Dadeville Housing Authority
Dadeville Water & Sewer
Daleville City Board of Education
Daleville Housing Authority
Dallas County Water & Sewer
Dauphin Island Water & Sewer
Deatsville
Deatsville VFD, Inc.
Decatur Housing Authority
Decatur Personnel Board
Demopolis Water & Sewer Board
Dodge City
Dora Water & Gas Board
Dothan
Double Springs
Douglas
Douglas Water & FPA
Dutton
East Brewton
East Brewton Waterworks & Sewer
East Central Alabama Gas District
East Geneva Co. Senior Citizens Committee
Elba Water & Electric Board
Electric Cities of Alabama
Elkmont
Elmore
Elmore County Economic Development Authority
Elmore Water Authority
Emelle
Enterprise Rescue
Epes
Eufaula Housing Authority
Eutaw Housing Authority
Eva
Evergreen Housing Authority
Facility Committee Inc. & Jackson Swim Team
Fairview
Falkville
Faunsdale
Fayette Gas Board
Fayette Water Works Board
Five Points
Five Star Water District

Floralia Housing Authority
Foley Public Athletic & Sports Facilities
Foley Public Facilities
Fort Payne Improvement Authority
Franklin
Frisco City
Fruithurst Fire Department
Fulton
Fulton Utilities
Fyffe
Gainesville
Gainesville VFD
Gantt
Garden City
Gaylesville
Geiger
Glencoe Water & Sewer
Glenwood
Goldville
Good Hope
Goodwater Waterworks & Sewer Board
Goose Pond Colony Resort Public Park & Recreations Board
Gordo
Gordo Water Board
Gordon
Government Utility Services
Grand Bay Water System
Grant
Greene County Ambulance Service
Greensboro Utility Board
Greenville YMCA
Guin
Guntersville Electric Board
Guntersville Housing Authority
Guntersville Water & Sewer Board
Gurley
Haleyville Water & Sewer Board
Hammondville
Hanceville Housing Authority
Hanceville Water Works
Harpersville
Harpersville Water Board
Hartselle Housing Authority
Heath
Heflin Water & Sewer
Highland Lake
Hobson City
Hobson City Housing Authority
Hokes Bluff Water Board
Holly Pond
Huntsville Tennis Center Board of Control
Huntsville-Madison County Airport
Hurtsboro
Hurtsboro Water Works
HyTop
Ider
Indian Springs
Jacksons' Gap
Jackson's Gap Water Authority
Jacksonville Water Works, Gas/ Sewer
Jasper Water & Sewer
Jefferson County 911
Jefferson County EMA
Kansas
Keep Troy Beautiful
Kellyton
Kennedy
Kinsey
Kinston
Lamar Ambulance Service
Langston
Leesburg
Linden
Linden Housing Authority
Linden Utilities
Lineville Water & Sewer
Lipscomb
Lisman
Littleville
Loachapoka
Lockhart
Lowndesboro
Luverne Housing Authority

Lynn
Magnolia Springs
Magnolia Springs Public Library
Maplesville Utilities
Marion
Maytown
McIntosh
McIntosh Water & Fire Protection
Mentone
Mentone Waterworks Board
Midland City
Millerville Water Authority
Millport
Mobile County Emergency Management Agency
Mobile Development Enterprise
Mobile Housing Board
Mobile Improvement District
Mooresville
Moulton Housing Authority
Mulga
Muscle Shoals Electric Board
Muscle Shoals Utilities
Myrtlewood
Napier Field
Natural Bridge
Nauvoo Waterworks
Needham
New Brockton
New Brockton Water and Sewer Board
New Site
Newbern
Newton
Newton Housing Authority
Newton Water & Sewer
Newville
North Alabama Gas District
North Shelby Fire & Emergency Medical Rescue District
Northeast Alabama Agri Business Center
Northeast Alabama Gas Cooperative District
Northwest Alabama Gas District
Northwest St. Clair County Water
Oak Hill
Oakman
Ohatchee
Opp Housing Authority
Opp Utilities
Orange Beach Public Library
Oxford Water Works Board
Ozark Dale Co, E-911
Ozark Dale County Economic Development Corporation
Ozark Housing Community
Ozark Utilities
Paint Rock
Parrish
Pell City Housing Authority
Pennington
Pennington Utilities
Phenix City Utilities
Phil Campbell Housing Authority
Phil Campbell Water & Sewer Board
Pickens County Gas
Pickensville
Pike Road
Pinckard
Pine Apple
Pine Hill
Pinson
Pisgah
Pleasant Groves
Pollard
Prattville Historic Redevelopment Authority
Prattville Solid Waste Authority
Prattville Waterworks
Providence
Quint Mar Water Authority
Ragland
Randall Water Works Board
Rainbow City Utilities Board
Ranburne
Ranburne Water & Sewer
Red Level

Reece City
 Reform
 Reform Housing Authority
 Reform Water & Sewer Board
 Renaissance Cooperative District
 Renaissance Improvement District
 Repton
 Roanoke Utility Board
 Rockford Gas Board
 Rockford Volunteer Fire Department
 Rockford Waterworks
 Rocky Ridge Fire District
 Rogersville
 Rogersville Waterworks & Sewer
 Russellville Electric Board
 Russellville Gas Board
 Russellville Housing Authority
 Russellville Water Works & Sewer
 Rutledge
 Saint Florian
 Samson
 Sand Rock
 Sanford
 Sardis City
 Sardis City Waterworks Board
 Satsuma Water Works & Sewer Board
 Scottsboro Public Library
 Section
 Shiloh
 Shorter
 Silas
 Silverhill
 Sipsey
 Skyline
 Slocomb Housing Authority
 Slocomb Water & Sewer
 Smiths Station
 Somerville
 South Alabama Regional Planning
 Commission
 South Central Alabama Development
 Commission
 South Central Alabama Development
 Commission/ Senior Aides Division
 Southside Waterworks Board
 Steele Waterworks Board
 Stevenson
 Stevenson Utilities
 Storm Water Management Authority
 Sulligent Housing Authority
 Sumiton Gas Board
 Sumiton Water Board
 Susan Moore
 Sweet Water
 Sweet Water Waterworks
 Sylacauga Parks & Recreation
 Sylvan Springs
 Talladega Springs
 Tallassee Industrial Development Board
 Tallassee Redevelopment Authority
 Tarrant Electric Board
 The Tuskegee - UBT Cooperative
 District
 Thomaston Water & Gas
 Thomasville Waterworks & Sewer
 Thorsby
 Top Trails - AKA Public Park Authority of
 Lincoln and Talladega
 Town Creek
 Toxey
 Trafford
 Triana
 Trinity
 Troy Board of Education
 Troy Industrial Development Board
 Tuscumbia Housing Authority
 Tuscumbia Utilities Department
 Tuskegee Housing Authority
 Twin
 Union
 Union Grove
 Union Grove Utilities
 Upper Bear Creek Water, Sewer & FPA
 Urah Water System
 USS Alabama Battleship Commission
 Valley Grande

Valley Head Water Works Board
 Vernon Water & Sewer Board
 Vina
 Vincent Water & Sewer
 Vredenburgh
 Walnut Grove
 Washington County Library Board
 Waverly
 Webb
 Wedowee Water, Sewer & Gas Board
 West Alabama Regional Commission
 West Etowah County Water Authority
 West Jefferson
 West Lawrence Water Cooperative
 West Point
 Westover
 Wilcox County Gas
 Wilsonville
 Wilton
 Winston Cooperative District
 Winston County Industrial Development
 Authority
 Wolf Creek Water, Sewer & FPA
 Woodland
 Woodville

Silver Awards
(Loss ratio of 5% - 20%)

Alabama League of Municipalities
 Albertville
 Alexander City
 Altoona
 Andalusia Board of Education
 Anniston Housing Authority
 Arab
 Ardmore
 Ashford
 Attalla Water Works
 Auburn Water Board
 Bayou La Batre
 Berry
 Billingsley
 Boaz
 Boaz Gas Board
 Brundidge
 Cahaba Valley Fire & Med Rescue
 District
 Calera
 Camden
 Cedar Bluff
 Centre
 Chatom Utilities
 Cherokee
 Childersburg Waterworks, Sewer & Gas
 Clayton Water & Sewer
 Coosada
 Cordova Water & Gas Board
 Courtland
 Craig Field Airport Authority
 Dadeville
 Daphne
 Daphne Utilities
 Dauphin Island
 Detroit
 Double Springs Waterworks Board
 East Alabama Regional Planning &
 Development Commission
 East Alabama Water, Sewer & Fire
 Protection
 Eclectic
 Elberta
 Eldridge
 Evergreen
 Florala Water & Sewer Board
 Fort Payne
 Gardendale
 Geneva
 Graysville
 Greensboro
 Greenville
 Hackleburg
 Hamilton Housing Authority
 Hanceville
 Hartselle

Helena
 Helena Utilities
 Hodges
 Hueytown
 Huntsville - Huntsville Transit
 Huntsville Housing Authority
 Jackson
 Jacksonville
 Killen
 LaFayette
 Lake View
 Lamar County Gas District
 Lanett
 Leeds Water & Sewer
 Level Plains
 Lineville
 Livingston
 Locust Fork
 Louisville
 Loxley
 Madison Utilities
 Madrid
 Maplesville
 Marshall County Gas
 Mckenzie
 Millry
 Mobile Water & Sewer
 Moody
 Mosses
 Mount Vernon
 Munford
 Muscle Shoals
 Nauvoo
 New Hope
 New London Water and Sewer &
 Fire Protection
 North Central Alabama Regional
 Council of Governments
 Northport Housing Authority
 Notasulga
 Odenville
 Oneonta
 Oneonta Utilities
 Opp
 Orange Beach Water & Sewer
 Board
 Ozark Board of Education
 Pell City
 Piedmont
 Calera
 Camden
 Cedar Bluff
 Centre
 Chatom Utilities
 Cherokee
 Childersburg Waterworks, Sewer & Gas
 Clayton Water & Sewer
 Coosada
 Cordova Water & Gas Board
 Courtland
 Craig Field Airport Authority
 Dadeville
 Daphne
 Daphne Utilities
 Dauphin Island
 Detroit
 Double Springs Waterworks Board
 East Alabama Regional Planning &
 Development Commission
 East Alabama Water, Sewer & Fire
 Protection
 Eclectic
 Elberta
 Eldridge
 Evergreen
 Florala Water & Sewer Board
 Fort Payne
 Gardendale
 Geneva
 Graysville
 Greensboro
 Greenville
 Hackleburg
 Hamilton Housing Authority
 Hanceville
 Hartselle

Valley
 Vincent
 Warrior
 Weaver
 Wedowee
 Winfield Water Works & Sewer
 Board
 York

Bronze Awards
(Loss ratio of 20% - 40%)

Abbeville
 Aliceville
 Andalusia
 Andalusia Utilities Board
 Anniston Water Board
 Ashland
 Athens
 Atmore
 Auburn
 Bay Minette
 Bayou La Batre Water & Sewer
 Centreville Water Works & Sewer
 Board
 Chickasaw
 Clanton
 Clay County Emergency Rescue
 Squad
 Columbiana
 Cuba
 Daleville
 Dekalb-Cherokee Counties Gas
 District
 Demopolis
 Dora
 Dozier
 Fairhope
 Florala
 Foley
 Forestdale Fire District
 Gadsden
 Geneva Water Works and Sewer
 Board
 Georgiana Water & Sewer
 Geraldine
 Gilbertown
 Gilbertown Utility
 Goshen & Goshen Water Works
 Greenville Water Works & Sewer
 Board
 Grove Hill
 Gulf Shores
 Guntersville
 Haleyville
 Hamilton
 Hartford

Hayneville
 Heflin
 Irondale
 Leeds
 Margaret
 Millbrook
 Monroeville
 Montgomery Water & Sewer
 Board
 Moulton
 Mountain Brook
 Northport
 Northwest Alabama Council of
 Local Government - Senior
 Aides Program
 Northwest Alabama Council of
 Local Governments
 Oak Grove
 Opelika Waterworks Board
 Orange Beach
 Ozark
 Pelham
 Pleasant Grove
 Prattville
 Priceville
 Prichard Water
 Red Bay
 Riverside
 Riviera Utilities
 Scottsboro
 Slocomb
 Snead
 South Vinemont
 Southeast Alabama Regional
 Planning & Development
 Commission
 Sulligent
 Sylvania
 Talladega Water & Sewer Board
 Tallassee
 Transit Management of
 Montgomery
 Troy
 Troy Housing Services
 Tuscaloosa
 Tuskegee
 Tuskegee Utility Board
 Tuskegee-Macon County Head
 Start
 U. S. Space and Rocket Center
 Valley Head
 Vernon
 Vestavia Hills
 Wadley
 West Alabama Health Services
 West Blocton
 West Escambia Utilities

**Drone
Liability
Coverage**



AMIC provides FREE liability coverage for drones weighing five (5) pounds or less. To add this coverage to your policy, AMIC requires the drone serial number and description as well as the department using the drone. If you have questions or wish to add this coverage, please contact your insurance representative. For additional information on AMIC and its services, visit www.amicentral.org.

Millennials in the Workplace

For many millennials, this method of communication may be thought to be outdated and obsolete, leading some to ignore or simply overlook this type message. Many millennials prefer communication through email or, more likely, text and social media. However, this type of contact can make others feel anxious or obsolete. Finding a middle ground that allows communication to flow unobstructed to every part of the organization is crucial.

Another issue that commonly arises is the difference in working styles between different generations. While prior generations have, at times, been defined by their work ethic and desire to advance in their careers, many millennials are much more driven by other career factors such as work hours (not necessarily having set hours), work environment (not necessarily have to be in an office), having purpose in their jobs (being recognized for the work they do) and working for an organization they feel does good in the world (a sense of social responsibility). Millennials live in a world where, many times, physical presence is optional. Things such as banking, school and interaction with friends can take place entirely online. In many ways, they view work the same way: not by the amount of time spent at a location or by the amount of a paycheck, but by amount or quality of output they generate. This alternate sense of drive, or of what a career should be, can also add to the perception of laziness/entitlement as interpreted by other generations. This misinterpretation of laziness, in turn, can lead to a lack of respect and a feeling of animosity in the organization.

Considerations for Supervising and Managing Millennials

Managing the millennial and their personality traits can be trying for those not of that generation. A 2017 article published by *The Balance* (a top 10 financial website and fastest growing in its category that targets millennials) provides advice for managing the millennial generation:

- Provide structure in the workplace. Studies have shown that millennials perform well when success factors (such as goals and due dates) are defined and enforced.
- Provide leadership and guidance. Many millennials perform best when they feel “in” on the whole picture. Be prepared to spend time mentoring and coaching.
- Encourage their self-assuredness. Millennials are ready to take on anything. Encourage this quality, don’t crush it.
- Take advantage of their comfort level with teams. Millennials have been raised in environments where team learning was prioritized over the “lone ranger” approach.
- Change and challenges are good. For the millennial, boring is bad. They seek the opportunity to multitask and accomplish as much as possible.
- Capitalize on the millennial’s ability to network. Growing up in the age of social media has made the millennial not only comfortable in teams and groups but also with networking nationally and around the world.
- Try to provide a work-life balance. Millennials will work hard but forcing them to maintain 60-hour work weeks can cause them to sour on your organization. Being able to spend time with friends and family or volunteer for appropriate causes are more likely to be priorities, not necessarily climbing the corporate ladder.

Final Thoughts

So, why should an organization adjust its management style to better suit the millennial? Because they are the future of the organization. It is estimated that by 2020, millennials will make up at least 50 percent of the workforce. That means the millennial generation can have a limitless effect on the direction and the ultimate prosperity of the organization – for better or for worse. ■

Defining Moment

Medicare Set-Aside

It’s not a term you will hear often but **Medicare Set-Aside** it is a very important consideration for our Claims Department when handling nearly every claim. A Medicare set-aside is an amount of money related to future medical expenses that must be reserved from an employee’s benefits, workers compensation or auto insurance claim settlement that involves a Medicare-eligible claimant. The purpose of the set-aside is to protect Medicare from paying for medical benefits that should have been funded by the party responsible for causing the injury. Although applicable to general liability and automobile no-fault claims, the set-aside is most commonly a factor in workers compensation claim settlements.

Faith Ann Gunn Retiring

longer hours to ensure the success of MWCF than Faith Ann. She has been an invaluable mentor and friend and will be greatly missed both professionally and personally by everyone – no one more so than me.”

Faith Ann specifically mentioned how much she would “miss the friendships she has made among the members of MWCF and especially among the many members (past and present) of its Board of Directors and their spouses.” She is also thankful for the close working relationship she has always had with the staff of the MWCF service company, Millennium Risk Managers, many of whom have become trusted friends over the years. However, Faith Ann knows she is leaving her position in very good hands. She said Melissa Chapman has been working very closely with her the last two years and is ready and able to assume this new role.

League Executive Director Ken Smith has worked closely with Faith Ann since she was hired by his predecessor, Perry Roquemore. “There are people you meet throughout your life who make an indelible impression on you, and for me, Faith Ann is one of those people,” he said. “Her dedication to and understanding of the operations of the League and its affiliated programs have made her an invaluable asset to the League, its staff and to our members as well. I’ve come to rely on her sage advice and suggestions. But beyond that, she is just an outstanding person. She is devoted to her family and to God and has found a way to balance both with long hours of work to benefit the League and its entities. Her personality and genuine concern for the staff have earned her the respect of all who work with her. I’m going to miss having her around the office, but I know I’m a better person for having known her and wish her all the best as she moves into this next great adventure!”

Faith Ann is optimistic about the future of the League and its affiliates, particularly MWCF, and will retire without any regrets. “When I met Perry Roquemore and Steve Martin one day for lunch at Red Lobster in 1999, it was a very, very good move for me,” she said. “The League is a *great* organization and the people I work with have become like family members. I’m proud that I’m leaving things in good shape. Richard (Buttenshaw) is going to take MWCF into the future. He’s got great ideas, a *wonderful* work ethic and has his finger in every piece of the pie. He stays on top of everything and will take it to the next level.”

Knowing she’s leaving the League on solid ground, Faith Ann is ready to embrace the next phase of her life. “I’m looking forward to more time with my grandchildren and especially more time with my mother, who is 85,” she said. “So, more than anything, I’m looking forward to time with family.” ■

2018 SkidCar Schedule

Through an advanced, computer-controlled driver training vehicle known as the SkidCar System, trainees learn how to react quickly and safely to a range of hazardous driving conditions. Training is conducted throughout the state at a minimal cost. Visit www.losscontrol.org for more information.

Roanoke	April 10 – 13
Oneonta	May 1 – 11
Eufaula	May 29 – June 1
Demopolis	July 10 – 18
Decatur	August 14 – 24
Ozark	September 11-21



Register and pay online at www.losscontrol.org!



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Spring Safety DVDs

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- 5.053 Landscaping Equipment: Maintenance and Safety
- 5.055 Distracted Driving: At What Cost?
- 7.026 The Facts About Ticks and Lyme Disease
- 7.105 Groundskeeping Safety: Dealing With Bugs and Critters
- 7.106 Groundskeeping Safety: Be a Pro!
- 7.108 Protecting Your Feet: Learning Your ABC's
- 7.111 Back Injury Prevention for Public Entities (TML)
- 7.115 First Aid: Prepared to Help
- 7.116 CPR and AED: The Chain of Survival
- 7.117 Hazards of Cell Phone Usage
- 7.118 Safety Procedures for Lawn Mower Operators
- 7.119 Landscape Power Tool Safety
- 7.120 Hedge Trimmer Safety
- 7.121 Video Guide to Chainsaw Safety
- 7.122 String Trimmer Safety
- 7.123 Boating Safety

Video/DVD requests to: **Sonya McCarley** at: 334-262-2566
sonyam@alalm.org or FAX at 334-262-2809

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Employment Practices Law Hotline

1-800-864-5324

Through a toll-free Employment Practices Law Hotline, members can be in direct contact with an attorney specializing in employment-related issues. When faced with a potential employment situation, the hotline provides a no-cost, 30-minute consultation.

www.losscontrol.org