

### **Generation Z: What to do**

As we know, one of the main issues in the call center world is attracting and maintaining good talent. Just as we were starting to get a grip on the millennials, here comes Gen Z. Larry will share some things he has learned.

**Speaker:** Larry Walters, Sykes Executive Director



Larry has worked for 3 companies in 30 years – mainly in the call center aspect. He has been featured in one book and many articles on running call centers focused on the employee first – with tremendous results.