

5 ways your portfolio can speak to a multigenerational workforce



Longer life spans, strained retirement funds and lower college entrance rates mean that the workforce has more generations than ever working together. This trend has implications for how you develop benefits packages — but maybe not in the way you think.

While the four generations in today's workforce (Gen Z, millennials, Gen X and baby boomers) do have varying preferences in some benefits and how they want to receive communications, even boomers and Gen Zers are more similar than they are different. When asked to rank the importance of different types of benefits, all generations ranked professional benefits, financial benefits and societal benefits within the same 5-percentage-point range of importance, and all ranked physical health benefits as the most important.¹

That said, within those generational categories, there are differences. While Gen Z most heavily values mental health benefits, millennials are particularly interested in paid family or medical leave, Gen X demonstrates higher enthusiasm than other groups for short-term disability insurance and boomers don't appear to value emergency savings benefits or employee assistance programs as much as other generations do.²

Some preferences have an intuitive correlation to life stages: Student loan assistance is more popular among younger generations than among older employees.² But even within the same general category, not all leanings are obvious: For example, Gen Z are the most interested in debt counseling,² even though Gen Xers carry higher debt loads.³

The point? Doing your research about how to manage multigenerational benefits means going beyond the headlines about intergenerational wars. Start here.

Multigenerational benefits tip No. 1: Know where real enthusiasm lies

Generational trends can indicate only so much. It's more important to understand the similarities and diversities within each of your clients' workforces.

Collaborate with your clients to understand what their employees actually value, not just what your clients *think* they value. In 2025, employers rated most benefits as being more important five years from now, but employees' level of enthusiasm didn't match that of their employers.² Questioning your clients' assumptions could lead to higher uptake rates and deeper satisfaction for both employees and employers.

Multigenerational benefits tip No. 2: Highlight diversity within categories

The biggest differences in benefits preference among generations were about specific offerings within benefits categories — not a preference for one type of benefit above all others. Skimping on any area will diminish employee satisfaction.

What you can do is showcase the options that are available within each type of benefit. Clients don't need to offer all of them, but working with them to better understand what's on the table — and what they can then offer to their employees — will help them find the right mix without slashing a major benefits category.

Multigenerational benefits tip No. 3: Reflect different needs in communications

You and your clients do not need to tailor all communication materials for different generations. But keep in mind how different generations might want to be communicated with — for example, incorporating text notifications for Gen Z where useful.

Looking at employee engagement rates, though, Gen Zers and millennials appear the most eager for all types of benefits. This includes benefits that are indicative of their life stage, such as student loan and tuition assistance, as well as benefits that have clear advantages for people of all ages, such as legal services and caregiving benefits.² While mobile notifications may reinforce the message, these generations already show strong enthusiasm for benefits.

Whatever you do, don't assume that younger generations want digital communication only: 74% of millennials want to work with a benefits advisor, as do 75% of Gen Zers.⁴ That may mean a surprising amount of face time, given that Gen Z's reputation for being phone-averse is well earned, with 75% of the youngest working generation reporting anxiety about speaking on the phone.⁵

Multigenerational benefits tip No. 4: Lean into technology

True to stereotype, there are some generational differences in tech preference: Gen Zers are more likely to say they would prefer to engage with their benefits using an app over a mobile-friendly website. But that doesn't mean the inverse is true: 27% of boomers had no engagement preference between an app and a mobile-friendly website, and 23% say they would prefer an app.¹

Across the board, though, employees agreed that technology can successfully guide benefits education. Consider how to balance this pro-tech attitude with the desire among Gen Zers and millennials to work with an advisor — they want you to be a presence in their choices.

One way to balance these interests is to deploy tools that make it easy for people to actually use their benefits. Take auto-enrollment retirement programs: The ease of enrollment and automatic savings have left millennials better prepared for retirement than boomers were.⁶ Look for similar opportunities to use low-touch engagement tools, such as passive enrollment.

Multigenerational benefits tip No. 5: Encourage clients to leverage the tools at their disposal

As a part of showcasing the diversity of benefits within broad categories, try highlighting aspects of your clients' current benefits plans that may be underused. For instance, employees may not fully use preventive care benefits found in supplemental coverage plans, like the health screening benefit in Aflac's critical illness insurance.

Thinking creatively within categories can help clients spot opportunities to offer low-cost benefits or to frame existing perks appropriately. If your clients know that their workforce is interested in professional benefits, in addition to a formal career development program, you could advise granting employees access to learning management systems or engaging in cross-department training — something employees say they value.⁷

Tending to a multigenerational workforce doesn't have to be a burden. By avoiding stereotypes, paying attention to what specific clients need, and tapping into appropriate technology, you can help your clients deepen their employees' loyalty — and help employees get the care they need.

Contact your Aflac benefits representative to find more ways to make your portfolio speak to your clients' needs.

¹ LIMRA. "Harnessing Growth and Seizing Opportunity: 2023 Workforce Benefits Study." Published 8.17.23. [Accessed 2.13.26.](#)

² LIMRA. "Harnessing Growth in Workforce Benefits: The Next Horizon." Published 7.22.25. [Accessed 2.13.26.](#)

³ CNBC. "\$104,755 and counting: How much debt Americans owe at every age." Published 12.26.25. [Accessed 2.13.26.](#)

⁴ Aflac. Workplace benefits trends: Executive Summary 2025-2026." Published October 2025. [Accessed 2.13.26.](#)

⁵ Times Now. "Gen Z Is Struggling With Phone Calls—Now They're Taking Classes To Overcome 'Telephobia'." Published 4.8.25. [Accessed 2.13.26.](#)

⁶ Vanguard. "Vanguard Retirement Outlook Shows Positive Momentum Nationally." Published 10.14.25. [Accessed 2.13.26.](#)

⁷ Litmos. "New Report Reveals More Than 30% of Employees Prioritize Career Advancement Over Monetary Incentives To Embrace On-The-Job Training." Published 6.2.25. [Accessed 2.13.26.](#)

Individual coverage is underwritten by American Family Life Assurance Company of Columbus. In New York, coverage is underwritten by American Family Life Assurance Company of New York.

Group supplemental insurance coverage is underwritten by Continental American Insurance Company (CAIC), a wholly owned subsidiary of Aflac Incorporated. CAIC is not licensed to solicit business in New York, Guam, Puerto Rico or the Virgin Islands. For groups situated in California, insurance coverage is underwritten by Continental American Life Insurance Company. For groups situated in New York, insurance coverage is underwritten by American Family Life Assurance Company of New York.

This is a brief product overview only. Coverage may not be available in all states, including but not limited to ID, NJ, NM, NY or VA. Benefits/premium rates may vary based on plan selected. Optional riders may be available at an additional cost.

For individual supplemental plans, refer to the specified policy/rider form(s) for complete details, benefits, limitations and exclusions. Policies/riders have limitations and exclusions that may affect benefits payable. For availability and costs, please contact your local Aflac agent.

Confidential – For Informational and Training Purposes Only. These materials contain proprietary information and material that is owned by Aflac and/or its licensors, and is protected by applicable intellectual property and other laws, including but not limited to copyright. By accessing these materials, you agree that you will not use such proprietary information or materials in any way whatsoever except for informative and training purposes only. You further agree not to modify, loan, sell, distribute or create derivative works based on these materials. Any use not specifically permitted herein shall be considered to be a material breach of your contract with Aflac and is strictly prohibited. Any use not specifically permitted herein is strictly prohibited and may subject you to civil and criminal penalties.

Aflac WWHQ | 1932 Wynnton Road | Columbus, GA 31999

Aflac New York | 22 Corporate Woods Boulevard, Suite 2 | Albany, New York 12211

Continental American Insurance Company | Columbia, SC