

Generational Differences

- Objectives
 - Define 5 generation groups
 - Discuss strengths and challenges of each group
 - Discuss the importance of bridging the gap and staff retention



Generation

- Today's workplace is more diverse than ever in regards to generations. In many areas we now have 5 generations currently working together.

Generation Breakdown

- Traditionalists
 - Born before 1945
- Baby Boomers
 - Born 1946 - 1964
- Generation X
 - Born 1965 - 1980
- Millennial (Gen Y)
 - Born 1981 - 1999
- Generation Z
 - Born after 2000



Traditionalists

- Also may be known as “silent generation”
- Hardworking and dependable
- Last generation to likely spend an entire career at one company
- Rule follower and like teamwork
- Prefer personal touch, handwritten notes rather than email
- Very engaged and value opportunities to learn
- Expect experience to be respected

Baby Boomers

- Self worth may be tied to career..it is not just a job
- Value workplaces with flat hierarchies, democratic cultures, humane values, equal opportunities and warm and friendly environments
- Workaholics who may appear driven by material acquisitions, titles and personal success
- Optimistic outlook
- While they embrace technology they prefer person to person communication
- Team oriented

Generation X

- Include many of the first “latch-key kids”
- Independent and self-directed may be skeptical of authority
- Flexible
- Focused on results
- Tend to prefer working alone
- Technologically literate

Millennial Gen Y

- First generation to grow up using internet and information technology from a young age
- Typically confident and easily multitask
- Expect feedback in the workplace and may be considered idealistic
- Work to live not live to work
- Work/life balance is very important

Gen Z

- Creative especially with technology
- Job is a means to an end
- May prefer to work alone
- Value individual expression and avoid labels
- Believe in dialog to solve conflicts and improve the world
- Strong commitment to social responsibility

Bridging the Gap

- Key is to understanding and acceptance
 - Have open communication
 - Accept that there are differences
- Be open to where they are coming from
 - Relates to both co-workers and residents
- Take time to truly listen

Remember

- Our residents are typically older
- They do not understand our constant use of technology
- Take time and give them your full attention



Understanding Check

1. Traditionalists prefer handwritten notes rather than email.

1. True
2. False

2. Residents in long term care are mostly generation X.

1. True
2. False

3. Everyone should be treated in the same way.

1. True
2. False