

Generational Differences and Beyond: *Are we there yet?*

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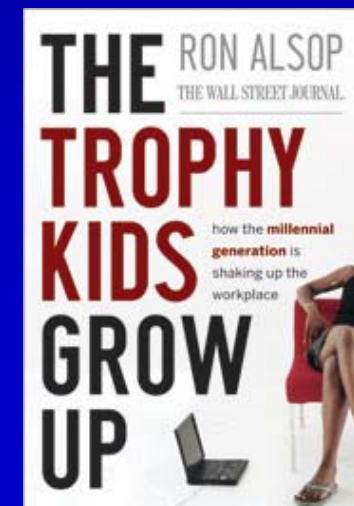
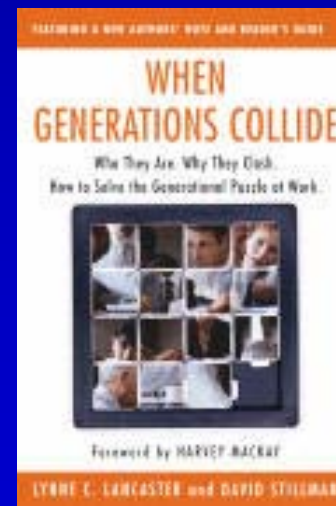
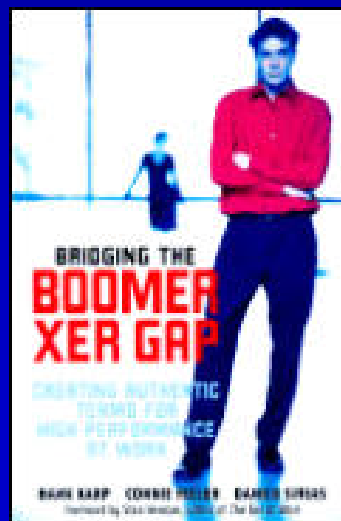
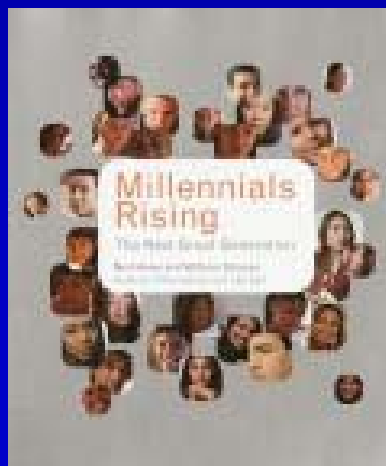
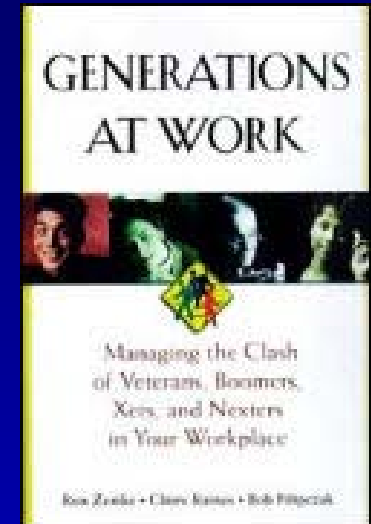
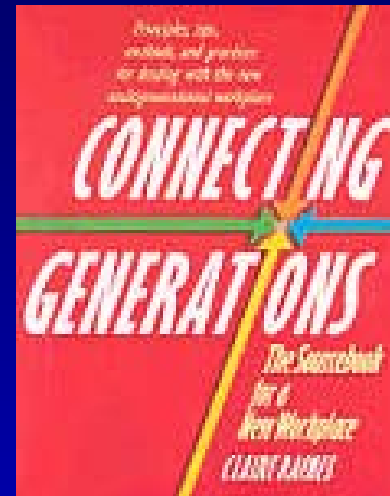
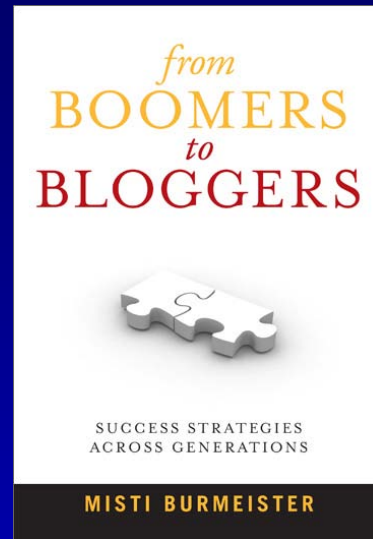
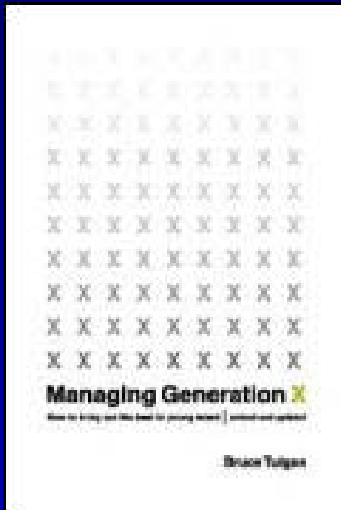
Objectives

- Describe generational differences and conflicting generational values.
- Understand the impact of generational differences on medical education.
- Create a generationally friendly educational environment to increase satisfaction and collaboration for all ages.

4 Generations in the Academic Medical Center

- Silents (Veterans) 1925-1945
- Boomers 1945-1962
- Generation X 1962-1982
- Millennials (Gen Y) 1982-2000

The Books



The Generations: *An Overview*

Silents 1925-1945

- “American Values”
- Respect authority
- Live to work
- Hold the majority of CEO positions in Fortune 500 companies
- Hold 75% of the US financial assets

What they say about Silents

- Boomers
 - Rigid and resistant to change
- Xers
 - “They’ve got all the money”
- Millennials
 - Brave and trustworthy

Boomers 1945- 1962

- Hippies to Yuppies
 - Didn't trust anyone over 30
 - Love to work...and make money
- Power, Control, Status
- Me Generation → We Generation
- Not budget oriented

What they say about Boomers

- Silents
 - They are self absorbed
- Xers
 - Workaholics: “Lighten up, its only a job”
- Millennials
 - They’re cool but they work too hard

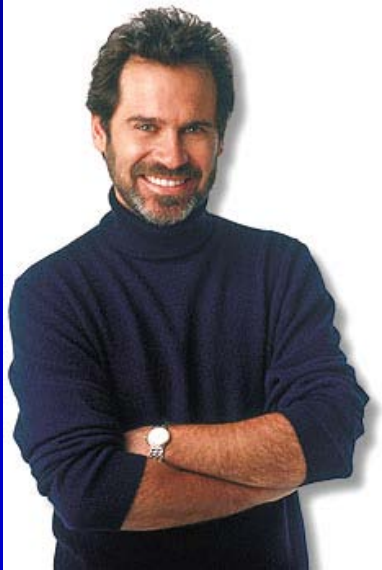
Generation X 1962- 1982

- “Latchkey Kids”
- Not intimidated by authority
- Dislike labels, like Generation X
- Work to live
- Like informality
- Creating family at work

What they say about Xers

- Silents
 - They aren't respectful
- Boomers
 - Slackers, won't wait their turn
- Millennials
 - "Cheer up"

**“They got to the cocktail party
20 minutes too late, and all
that’s left are those little wieners
and a half-empty bottle of Zima”**



Dennis Miller

Millennials 1982 - 2000

- Parents are cool
- Affinity for the Silents
- Team oriented
- Committed to Advocacy
- Using technology from birth
- Environmentally conscious

What they say about Millennials

- Silents
 - Well mannered, smart, but need to toughen up
- Boomers
 - Cute, but need too much attention
 - “Stop calling me at work!”
- Xers
 - “Here we go again...another self-absorbed generation of spoiled brats.”

Are Generational Differences Real?

- Shared life experiences create similar values
- We are not ignoring individuality

Values

Definition:

Principles, standards, or
qualities considered
worthwhile or desirable by the
person who holds them

“The development of a person does not happen in isolation; it occurs through exposure to the attitudes and habits of social groups to which they belong.”

Kurt Lewin

Field Theory in Social Science, 1951

The development of a generation's values is tied closely to the society, culture, and era in which they were raised.

Silent Generation Core Values

- Patriotism
- Sacrifice & hard work
- Adherence to rules
- Patience & delayed rewards

Boomer Core Values

- Career, status, and power
- Being liked by others
- Optimism
- Reaching consensus
- The Team
- Youthfulness



Generation X Core Values

- Life-work balance
- Themselves
- Fun at work
- Informality
- Practicality
- Independence
- Diversity

Millennial Core Values

- Life-work balance
- Global community
- Optimism
- Achievement
- Morality
- Technology

**Generational values
are creating conflict**

The Water Cooler

- They're just a bunch of slackers.
- If you are looking for loyalty, buy a dog.
- A hiring bonus!? At his age I was just grateful I had a job.
- I have a life, I don't attend meetings after 5.
- If I hear, 'We tried that in '87.', one more time I'll hurl.

Zemke R, Raines C, Filipczak B. Generations at Work. 2000.

2007 COMSEP /APPD Workshops: ***Common themes that create conflict***

1. I always hear: “Why do I have to learn that?”
2. Professionalism issues: Dress, music players, cell phones, taking time off when they want it
3. Too much reliance on technology, not thinking
4. Intergenerational faculty conflicts

“Today’s residents are brilliant and articulate. They have lives. They love [caring for patients], and they’re high-quality individuals. But they have different values.”

Claire Raines, Connecting Generations, 2003

Titanium Rule

“Do unto others keeping their preferences in mind”

Claire Raines

Knowing about others improves communication.

**Being aware and
respecting the values
of each generation is
critical to creating a
productive academic
environment**

Seasoned Professionals	Common Ground	Young Professionals
Paying your dues	Build credibility. Create a path	Wanting it all now
Making them just do the work	Create a learning relationship	What can the company do for me?
Make them appreciate what has come before them	Create and focus on a common vision	Bucking the system
Be at work when you are needed	Vision alignment. Accountability for results	Freedom and flexibility in my schedule
Adhere to the rules	Create a common strategy to reach the vision	I can do it faster and better with fresh ideas

M Burmeister. Boomers to Bloggers. 2008