



Leaping the Generational Gap

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Leaping the Generational Gap

- Learners must sign the attendance roster and fill out and turn in evaluations to successfully complete this program.
- There are no relevant financial relationships related to this presentation/program.
- There is no sponsorship/commercial support of this presentation/program
- The content being presented will be fair, well-balanced and evidence-based.

Objectives

- The learner will be able to identify and gain a better understanding of the different generational groups and their characteristics.
- The learner will improve communications and team work by understanding the differences among generations.
- The learner will learn how to leverage the benefits of generation gaps at work; provided tips and suggestions for overcoming generational differences.

Generations



Definition

A **generation gap** or **generational gap**, is a difference of opinions between one **generation** and another regarding beliefs, politics, or values.

In today's usage, "**generation gap**" often refers to a perceived **gap** between younger people and their parents and/or grandparents

Or Co-workers/colleagues

Generations

GI (1901-1921)

Traditionalist (1922-1942)

Baby Boomers (1943-1960)

Generation X (1961-1980)

Millennials (1981-2000)

Generation Z (2001-present)

Timelines

1920's: 95

1970's: 50

1930's: 90

1980's: 40

1940's: 80

1990's: 30

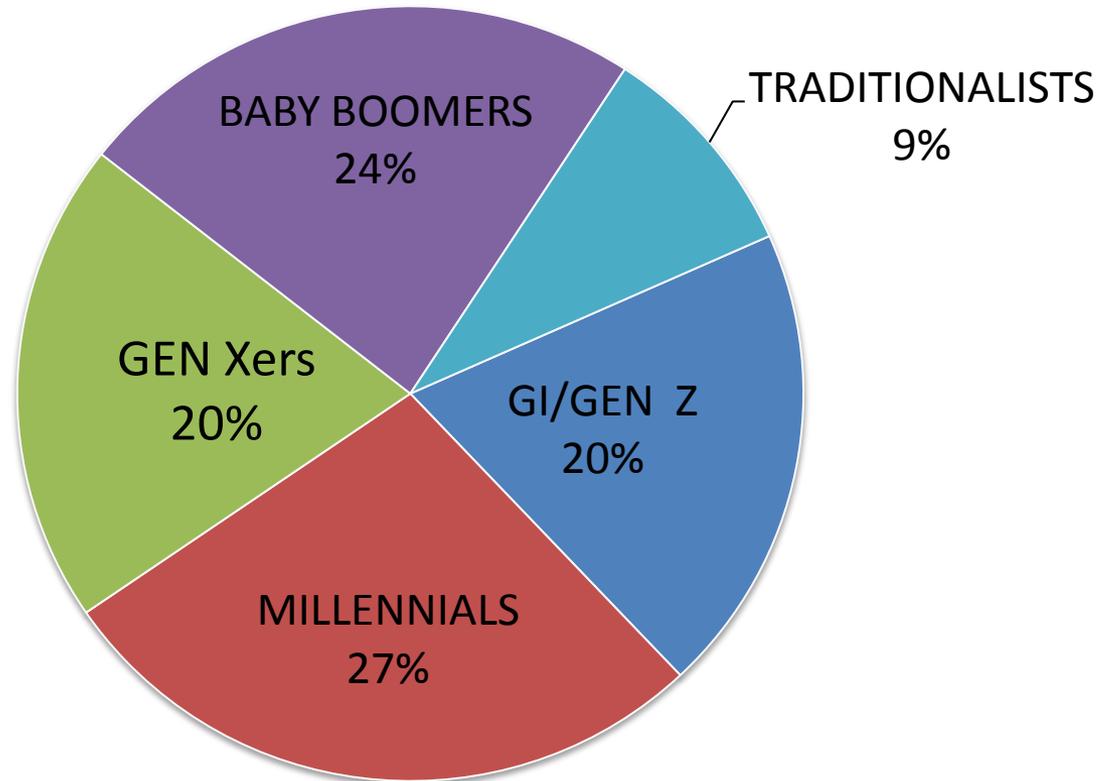
1950's: 70

2000's: 20

1960's: 60

2010's: 10

U.S. Population

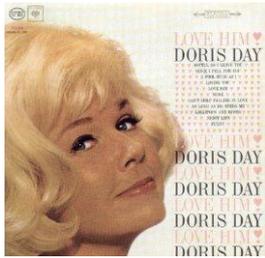


316,200,000 in 2013



GI Generation:

1901-1921



Education is.....Life lessons

Attitude toward authority: Patriotic & Loyal

Schedules: Hard workers

Career: No retirement, work till you die

Technology: Grew up without modern conveniences

Interactive Style: Team Player

Work is....strong loyalty, labor union spawning

Characteristics: Assertive and Energetic do-ers, Strong Community-minded

Message that motivates: "Use it up, Make it do, or do without"



Generation Z

2000 to present



Predictions:

Less Focused

Better Multitaskers

Full of Early Starters

More Entrepreneurial

High Expectations

Individuality

More Global

Generations in the Workplace



**What
makes one
generation
different
from
another?**

Shared Life
Experiences



Events and Experiences that Shaped Generations

Traditionalists

Attack on Pearl Harbor
D-day in Normandy
FDR & New Deal
Great Depression
Korean War
Radio
Stock market crash
Telephone
World War II

Baby Boomers

Assassinations
Civil rights
Credit cards
Feminism
Vietnam
Scientific advances
Space travel
Television
Woodstock

Events and Experiences that Shaped Generations

Generation X

- AIDS
- Challenger disaster
- Corporate downsizing
- Desert Storm
- Divorce-working mothers
- Energy crisis
- Fall of the Berlin Wall
- MTV
- Stock market crash
- Technology revolutions

Millennials

- 9/11
- Boston Marathon
- Child-focused world
- Continual feedback
- Enron/WorldCom
- Internet
- Iraq/Afghanistan
- School shootings
- Social networking

Video Games: 1967 to present

VIDEO GAME timeline

As the world of video games continue to evolve, we take a look back at popular consoles and video games that helped make Nintendo, Sony, and Microsoft the giants they are today



1972
The world's first home video game console, the Magnavox Odyssey, sold 330,000 units in 4.5 lifetime



1974
Pong is the first racing arcade game, it is released. It is the first arcade game to use ROM



1974
The Atari 2600 is released. Considered to be the earliest first person shooter.



1977
Nintendo releases Color TV Game 6, packing 6 variations of "light tennis" (pong)



1979
Notable Releases: Asteroids, Lunar Lander, Illusion GP Flight Simulator



1980
Notable Releases: Pac-Man, Missile Command, Defender, Centipede



1981
Notable Releases: Balloon Fight, Donkey Kong, Frogger



1983
Nintendo releases the Family Computer console in Japan and is later released in the United States as the Nintendo Entertainment System, 42 million units sold



1986
The Sega Mega Drive Sega Genesis in the US is released. Sega's most successful console sold 29 million units



1986
Notable Releases: Tetris, Balloon Fight, Gauntlet, 1942, Paperboy



1986
Notable Releases: The Legend of Zelda, Out Run, Bubble Bobble, Dragon Quest, Metroid



1989
Notable Releases: Ridge Racer, Star Fox, Virtua Fighter, Mortal Kombat



1990
Notable Releases: Super Mario Bros., 3 Power Pad



1990
Nintendo releases the Super Famicom (SNES). The best selling console of the 16-bit era sold 49 million units



1990
Other Releases: Neo Geo Game Gear, TurboDivers, Bon's Adventure, Super Mario World, F-Zero



1996
Nintendo releases the 64. The last significant cartridge based home console was released in colors, it sold 33 million units sold



1996
Other Releases: Resident Evil, Crash Bandicoot, Sega Super GT



2000
Sony releases the PS2, 138 million units sold and is the best selling console to date



2001
With their first venture into the video game console market, Microsoft releases the Xbox, 24 million units sold



2004
Sony releases the first handheld console to use an optical disc, the PlayStation Portable



2005
Microsoft releases its second console, the Xbox 360



2009
Nintendo releases the Nintendo DSi and Sony releases the PSP Go.



2009
Nintendo releases the Nintendo DSi and Sony releases the PSP Go.



2009
Nintendo releases the Nintendo DSi and Sony releases the PSP Go.



2009
Nintendo releases the Nintendo DSi and Sony releases the PSP Go.

1st Generation

1967, 1972, 1974, 1977, 1979

1967 German born television engineer Ralph Baer and his coworkers design the first video game console that works on a standard television and dial K, "Brown Box". They develop a chase game, allowing players to control two squares chasing each other on the screen. A modified Log gun is made and able to distinguish spots of light on the screen. 12 other games are made



1972 One of the earliest arcade video games, PONG, is a simple tennis game that became the first commercially successful video game

1974 Atari releases Breakout. The prototype was designed by Apple cofounders Steve Jobs and Steve Wozniak. Breakout's current variant is called Brick Breaker

1977 Atari releases the Video Game Computer System (Atari 2600 or UCS). It is the most successful video game console of its time



2nd Generation

1976, 1977, 1979, 1980, 1981

1976 Atari releases Space Invaders. Space Invaders Bee Gee

1977 Atari opens the first Pizza Time Theater. Later Chuck E Cheese's, a video arcade pizzaeria

1980 Mattel releases the Intellivision video console, releasing a total of 125 games during 4.5 lifetime



3rd Generation

1982, 1983, 1984, 1985, 1986, 1989

1982 Notable Releases: Q*bert, Iron Mole, Q*bert, Pole Position, Joust

1983 Sega Releases the SG-1000 To The Japanese market finding only minor success



4th Generation

1986, 1987, 1989, 1990, 1991, 1992, 1994, 1996

1986 Nintendo releases the NES in the US. Super Mario Bros. is released and sells 10 million copies before gear's end, eventually being the top selling video game until 2008 with 40 million copies sold

1987 Notable Releases: The Simpsons, Street Fighter, Metal Gear, Final Lap, Castles, Contra, Final Fantasy, Phantasy Star, The Simpsons

1989 Sega releases the Sega Master System as a competitor to the NES



5th Generation

1990, 1991, 1992, 1994, 1995, 1996, 1999

1990 Nintendo releases the Super Famicom (SNES). The best selling console of the 16-bit era sold 49 million units

1991 Notable Releases: Road Rash, Street Fighter II, Tecmo Super Bowl, Sonic the Hedgehog, Sega CD

1992 Notable Releases: Mortal Kombat, Virtua Racing, Herby's Dream Land, Mario Kart, Air Combat, Prince of Persia

1994 Sony releases the PlayStation Console and is heavily influences the end of the cartridge, 105 million units sold



6th Generation

1996, 1997, 1999, 2000, 2001, 2002, 2004, 2005

1996 Nintendo releases the 64. The last significant cartridge based home console was released in colors, it sold 33 million units sold

1997 Notable Releases: GoldenEye 007, Final Fantasy 7, Deus Ex, Grand Theft Auto, Gran Turismo

1999 Nintendo releases the Dreamcast. Considered to be ahead of its time and the pioneer of online gaming, the Dreamcast sold 10.6 million units



7th Generation

2000, 2001, 2002, 2004, 2005, 2006, 2009

2000 Sony releases the PS2, 138 million units sold and is the best selling console to date

2001 With their first venture into the video game console market, Microsoft releases the Xbox, 24 million units sold

2001 Nintendo releases the Gamecube. Nintendo's first console to use optical discs, 21 million units sold



8th Generation

2005, 2006, 2009

2005 Microsoft releases its second console, the Xbox 360

2006 The Sony Playstation 3 and the Nintendo Wii are released just 8 days apart from each other, both enter the 3 way console war

2009 Nintendo releases the Nintendo DSi sporting a touchscreen and stylus



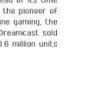
9th Generation

2011, 2013, 2017

2011 With their first venture into the video game console market, Microsoft releases the Xbox 360, 24 million units sold

2013 Nintendo releases the Wii U. The last console to use optical discs, 13 million units sold

2017 Nintendo releases the Switch. The first console to be both a home console and a handheld, 10 million units sold



10th Generation

2020, 2021, 2022

2020 Sony releases the PS5, 10 million units sold

2021 Microsoft releases the Xbox Series X, 10 million units sold

2022 Nintendo releases the Nintendo Switch 2, 10 million units sold



11th Generation

2023, 2024

2023 Nintendo releases the Nintendo Switch OLED, 10 million units sold

2024 Microsoft releases the Xbox Series S, 10 million units sold

2024 Sony releases the PS5 Pro, 10 million units sold



12th Generation

2025, 2026

2025 Nintendo releases the Nintendo Switch 3, 10 million units sold

2026 Microsoft releases the Xbox Series X2, 10 million units sold

2026 Sony releases the PS5 Pro 2, 10 million units sold



What This Means In Our Workplace

- When groups have the same values and attitudes, communication and other dynamics typically go smoother.
- When there are multiple groups and each group brings their own style, values, and attitudes, this could create tension and other issues if not paying attention.
- Generation gaps at work means more work is needed to cultivate an environment that respects each generation's perspective and way of life.
- This also means the manager has to be observant and knowledgeable of the various traits associated with each generation.

<http://www.vajaycee.org/training-resources.html>



Traditionalists: 1922 to 1942



Education is.....a dream
Attitude toward authority: Honor & Respect

Schedules: Mellow

Career: Means for living and for life

Technology: Hope to out-live it

Interactive Style: Team Player

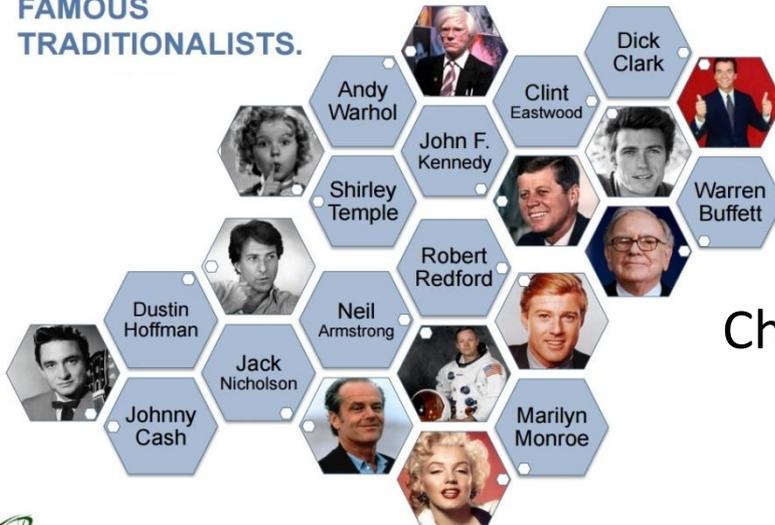
Work is....an obligation

Characteristics: Veterans, structured, loyal,
follows rules, individual

Message that motivates:

“Your experience is respected”

FAMOUS TRADITIONALISTS.



Also known as the Mature or Silent Generation

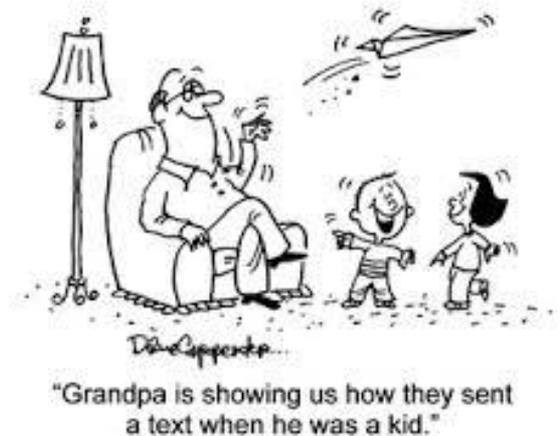
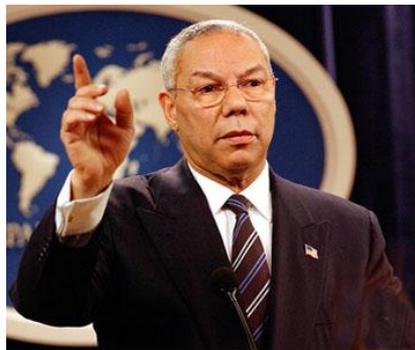
Enjoyed postwar happiness: Peace! Jobs! Suburbs!

Television! Rock 'n Roll! Cars!

Pre-feminism women; women stayed home generally to raise children, if they worked it was only certain jobs like teacher, nurse or secretary

The richest, most free-spending retirees in history

Disciplined, self-sacrificing, & cautious



"Grandpa is showing us how they sent a text when he was a kid."

Baby Boomers: 1943 to 1960

Education is.....a birthright

Attitude toward authority: Replace them, challenge them

Schedules: Frantic

Career: General focus

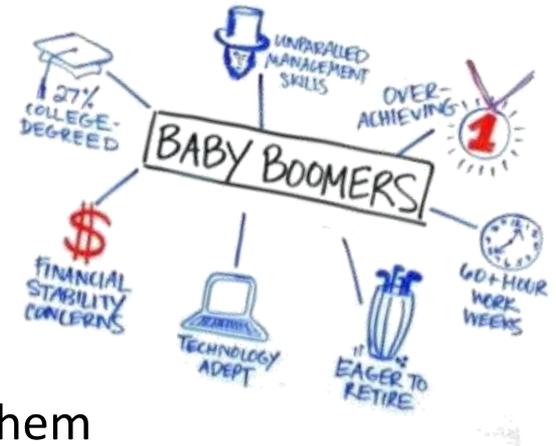
Technology: Master it

Interactive Style: Self-absorbed

Work is....an exciting adventure

Characteristics: Question authority, driven, optimistic, efficient, team player

Message that motivates: "You're important to our success"



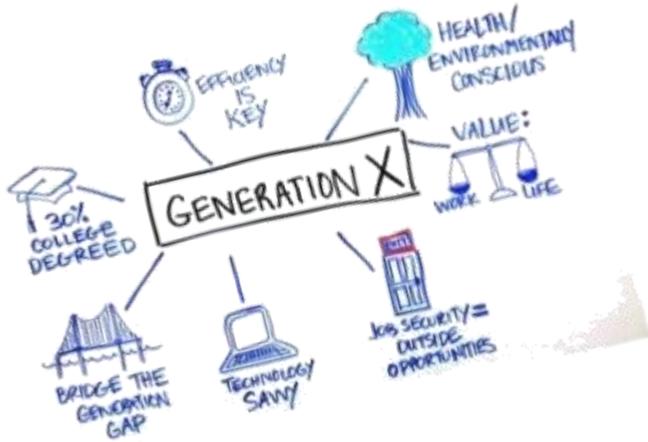


Two sub-sets:

1. The save-the-world revolutionaries of the 60's and 70's
2. The party-hardy career climbers (Yuppies) of the 70's and 80's

Even though their mothers were generally housewives, responsible for all child rearing, women of this generation began working outside the home in record numbers, thereby changing the entire nation as this was the first generation to have their own children raised in a two-income household where mom was not ubiquitous.

Generation Xers: 1961 to 1980



Education is.....a way to get there
Attitude toward authority: Ignore leaders

Schedules: Aimless

Career: Irritant

Technology: Enjoy it

Interactive Style: Entrepreneur

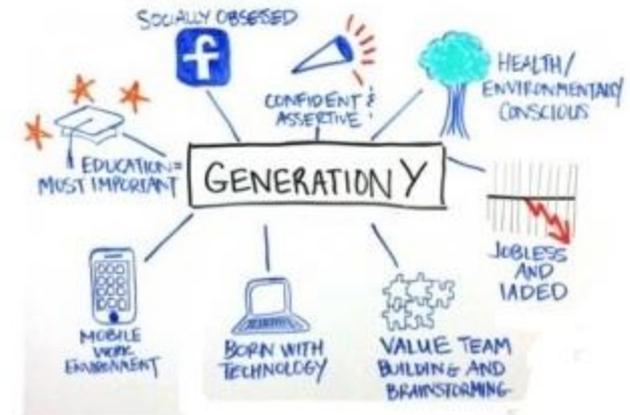
Work is....a difficult challenge

Characteristics: Latch-key kids, do it my way, survivors, self-reliant, independent

Message that motivates: "Do it your way"



Millennials: 1981 to 2000



Education is.....an incredible expense

Attitude toward authority: Leaders must respect you

Schedules: Volatile

Career: Always changing

Technology: Employ it

Interactive Style: Team Player

Work is....a means to an end

Characteristics: Asks why, structured, supportive, creative, team participant

Message that motivates: "You and your coworkers can turn this place around"



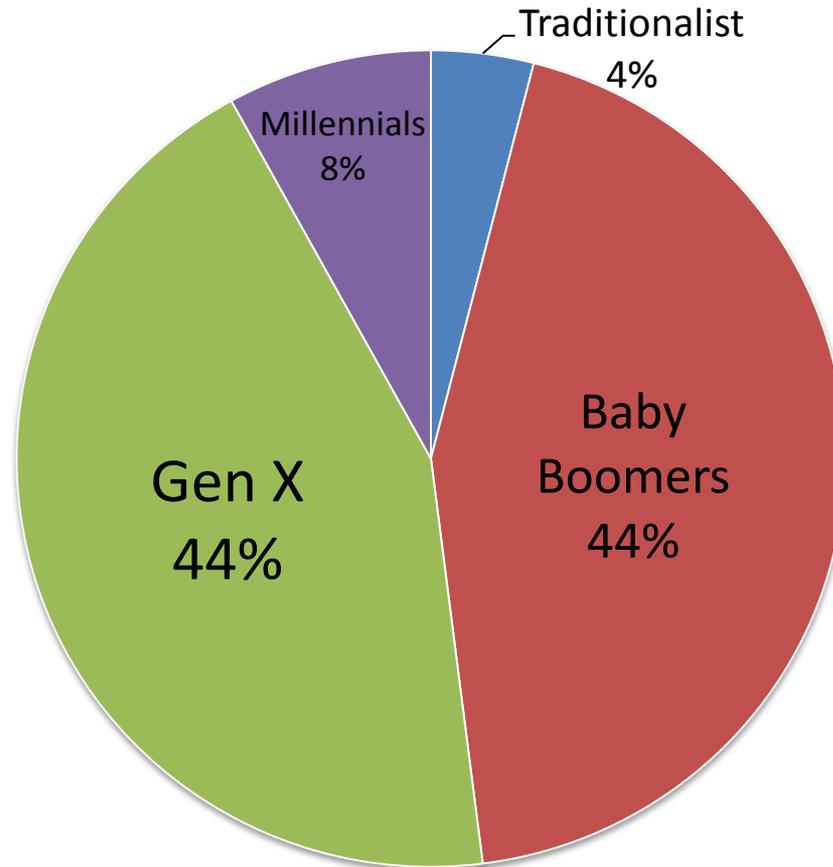
MILLENNIALS



FAMOUS MILLENNIALS.

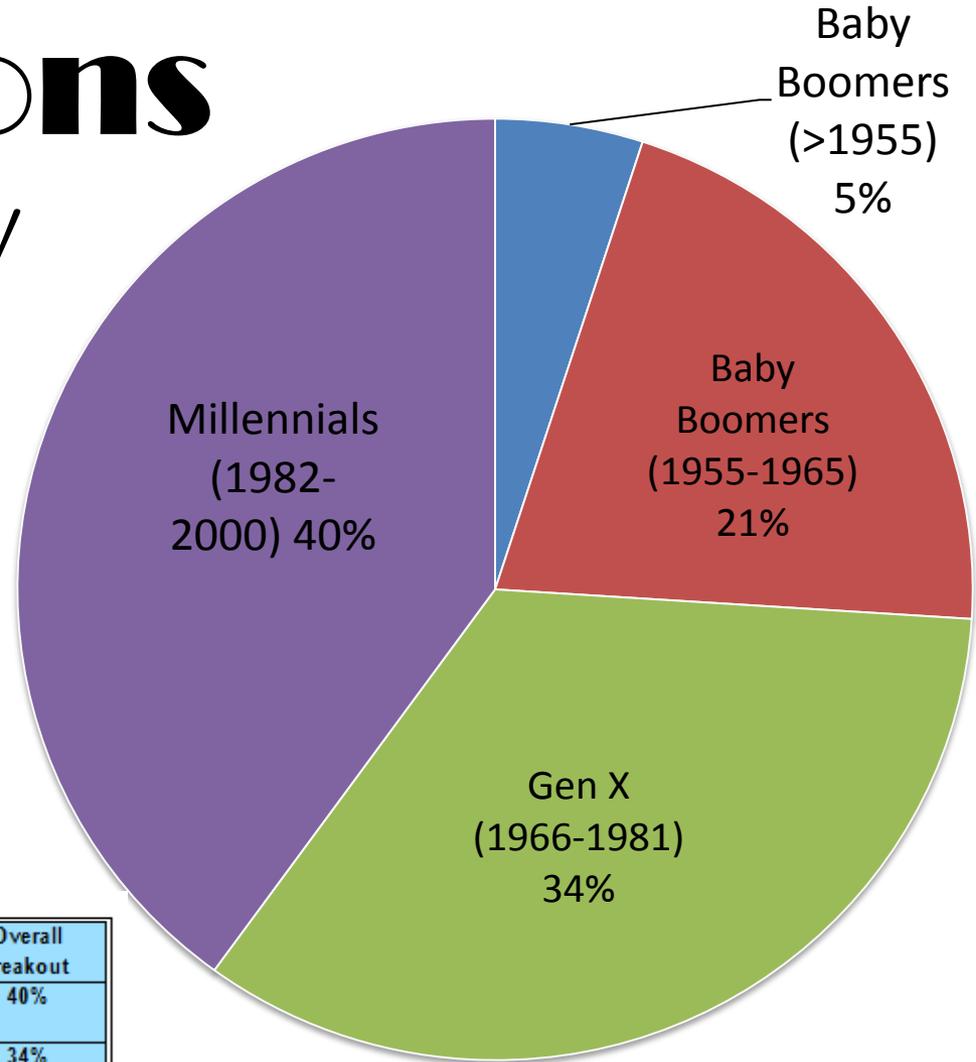


Generations in the Workplace



154,975,000 in 2013

Generations at CHW

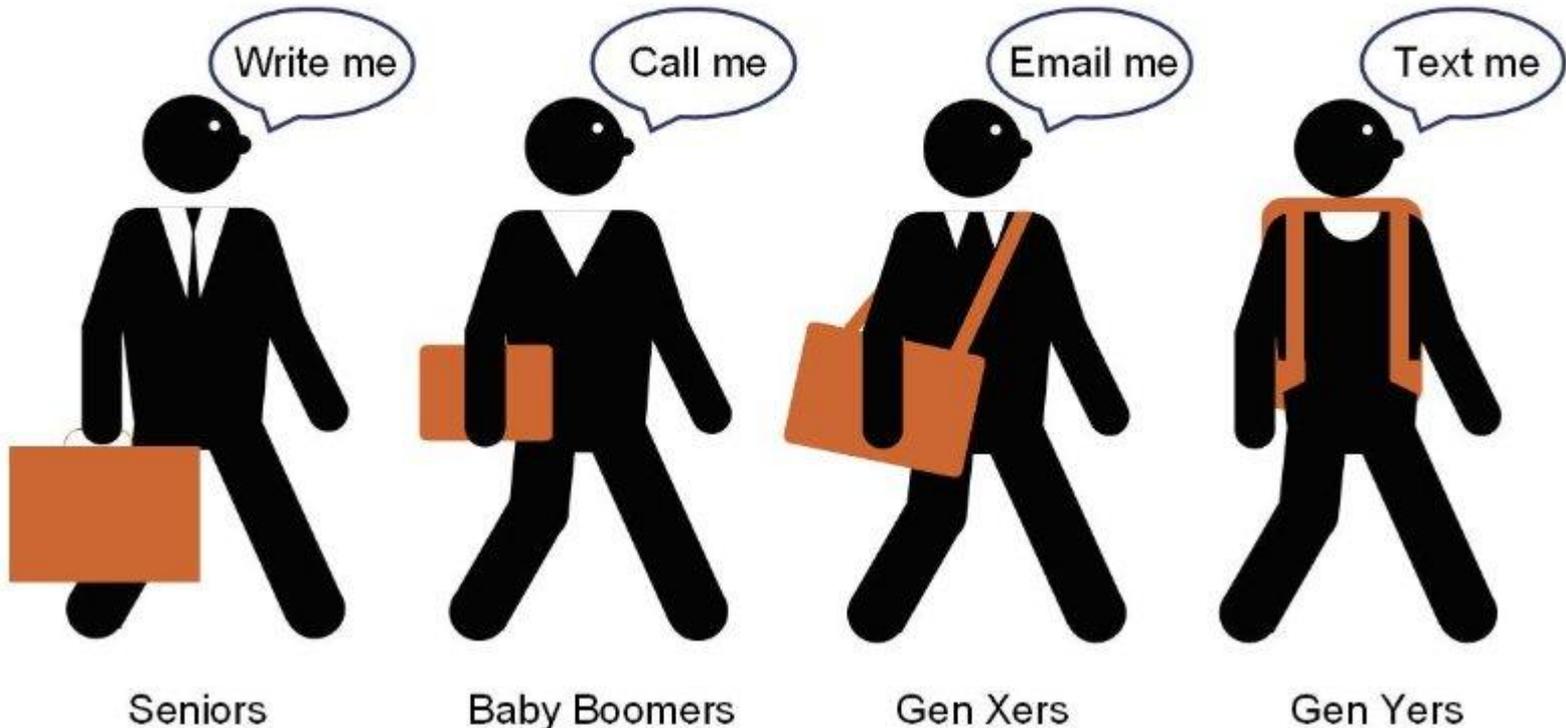


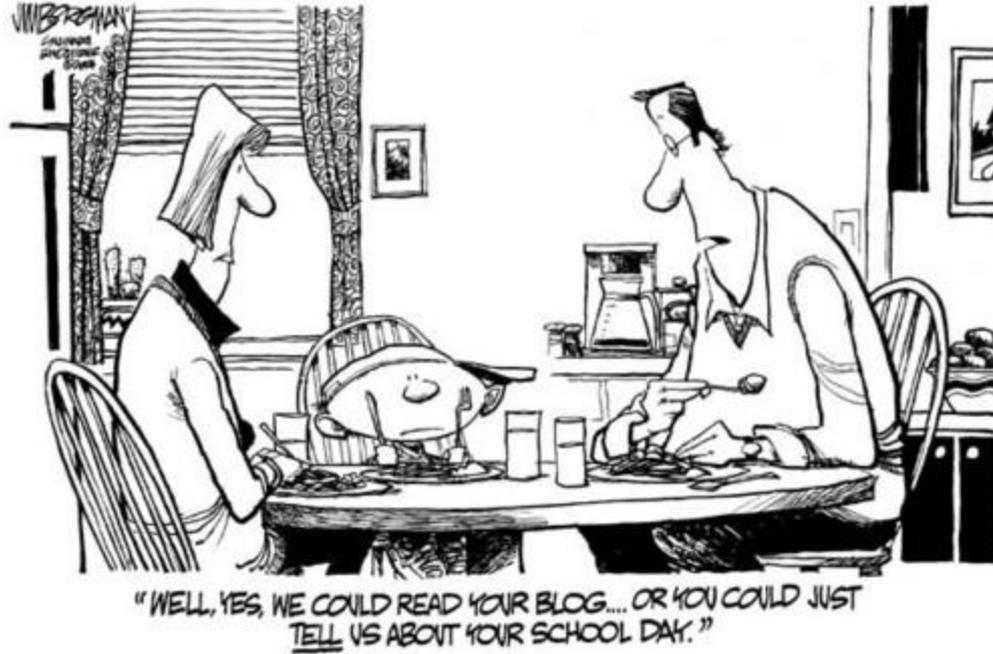
Generational by Workforce Level

Directors & Executives	Supervisors & Managers	Staff	Total	Generations	Overall Breakout
9	77	2,063	2,149	Millennials (1982-2000)	40%
53	167	1,621	1,841	Gen Xers (1966-1981)	34%
43	86	1,012	1,141	Baby Boomers (1955-1965)	21%
12	15	256	283	Baby Boomers (<1955)	5%
117	345	4,952	5,414	Totals	100%

Challenges

Our four generation workforce provides challenges





Effects on the Workplace Background

Fig.1
**BUSINESS MAGNATE
OF YESTERYEAR**

A bespoke suit demonstrates seriousness and good taste

A perfectly folded pocket square speaks of an attention to detail

Lee Iacocca

Both hands free for a firm handshake

Freshly shined shoes send a signal that you're not to be messed with

Fig.2
**BUSINESS MAGNATE
OF TODAY**

A CBGB T-shirt shows you weren't alive in the '70s

Mark Zuckerberg

"Mom jeans" suggest you rarely leave the house

Flip-flops send a signal that you're just messing around

Attitude

	Trads	Boomers	Xers	Millennial
Job Strength	Stable	Service Oriented/Team Players	Adaptable and Techno-Literate	Multitaskers and Techno-Savvy
Outlook	Practical	Optimistic	Skeptical	Hopeful
View of Authority	Respectful	Love/Hate	Unimpressed and Unintimidated	Polite
Leadership	By Hierarchy	By Consensus	By Competence	By Pulling Together
Relationships	Personal Sacrifice	Personal Gratification	Reluctant to Commit	Inclusive
Time on the job	Punched the clock	Visibility is key "Face Time"	As long as I get the job done, who cares	It's quitting time – I have a real life to live
Diversity	Ethnically segregated	Integration began	Integrated	No majority race
Feedback	No news is good news	Once a year with documentation	Interrupts and asks how they are doing	Wants feedback at the push of a button
Work/Life Balance	Needs help shifting	Balances everyone else and themselves	Wants balance now	Need flexibility to balance activities



Work Together?



To-the-Point: Make your communication brief and succinct

Adapt: Change the method of communication for your audience

Professional: When in doubt, communicate professionally

AFFINITY GROUPS



What are they saying??

	Traditionalist	Boomers	Gen X	Millennials
Traditionalist		<ul style="list-style-type: none"> • They are self-absorbed • They talk about things they ought to keep private...like intimate details of their personal lives 	<ul style="list-style-type: none"> • They don't respect experience • They don't follow procedures • They don't know what hard work is 	<ul style="list-style-type: none"> • They have good manners • They're smart little critters • They watch too much TV... with crude language and violence
Boomers	<ul style="list-style-type: none"> • Rigid and resistant to change • Technologically challenged • Narrow in their view • Dictatorial 		<ul style="list-style-type: none"> • They are slackers • They are rude and lack social skills • They are always doing things "their own way" • They spend too much time on the internet and emails • They won't wait their turn 	<ul style="list-style-type: none"> • They're cute • They can set the time on the DVD/VCR • They need to learn to entertain themselves; they need too much attention
Gen X	<ul style="list-style-type: none"> • Set in their ways • Need to learn how to use email • The ones with all the money 	<ul style="list-style-type: none"> • They are self-righteous • They are workaholics • They do a great job of taking the talk, but they don't walk the walk 		<ul style="list-style-type: none"> • Here we go again...another self-absorbed generation of spoiled brats. • What do you mean, "What's an album?"
Millennials	<ul style="list-style-type: none"> • Trustworthy • Good leaders • Brave 	<ul style="list-style-type: none"> • They're cool. • They are up to date on the music we like. • They work too much 	<ul style="list-style-type: none"> • Cheer up already! 	

Immense Information



Communication

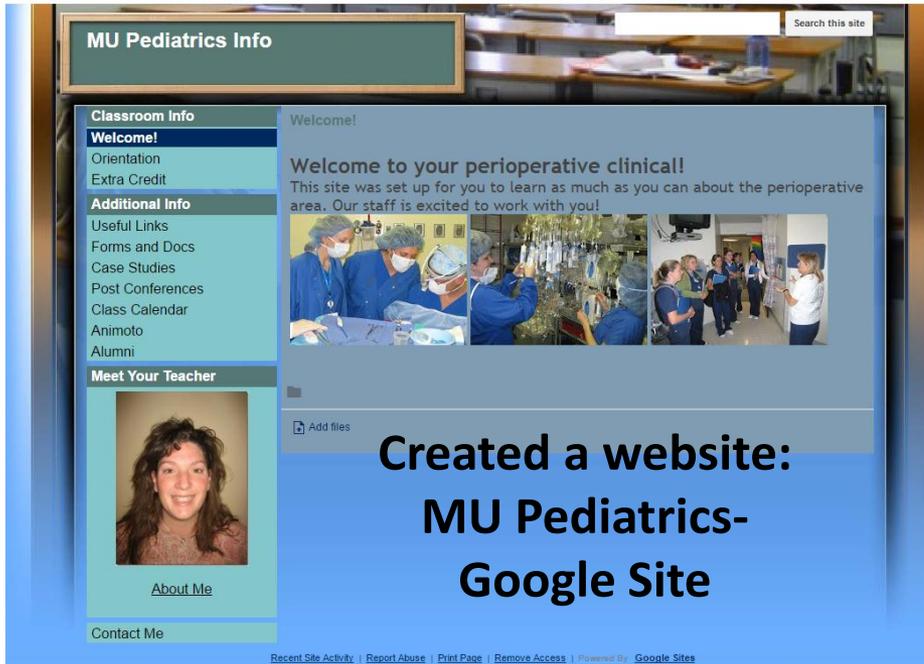
CARE stands for the following behaviors:

- **Collaborate.** Your team should be exposed to an environment where ideas are exchanged and at times challenged. Set ground rules in your meetings on how to handle disagreements. Encourage other points of view. Make sure all participants are involved. Be fair in your assessments and use objective means to determine the best ideas.
- **Acknowledge.** Teach your team to acknowledge each other's value. In addition, teach them how to deliver the feedback. Do not assume they know how to do this. Remember that feedback is behavior-based.
- **Respect.** Teach your team how to show respect to each other by using proper greetings and posture towards each other. Set the expectation that derogatory remarks about age are not tolerated by anyone.
- **Equal.** Teach your team that all members of the team are equal in value and contribution they bring. Age is not a factor.

Teaching Styles

Traditionalist	<p>Let the group dictate pace; don't rush them</p> <p>Avoid off-color language/humor</p> <p>Don't put them on the spot</p> <p>Bullet point summaries</p> <p>If you are providing computers for training, also provide personal interaction</p> <p>All printed material should be clear, easy to read, possibly large format</p>	<p>Be polite "please" and "thank you"</p> <p>They like interacting with people, not machines</p> <p>Show respect for age and experience</p> <p>Give them the big picture</p>
Boomers	<p>Show them that you care</p> <p>They want to be able to shine</p> <p>Give them a chance to talk</p> <p>Don't boss them around</p> <p>Treat them as "equals"</p> <p>Avoid "sir" and "ma'am"</p>	<p>Fairness is important</p> <p>Know their names</p> <p>Respect their experience</p> <p>Be nice and democratic</p> <p>Treat them as if they are young</p>
Gen X	<p>Humor is important</p> <p>Talk with, not at them</p> <p>Be on top of your game</p> <p>Education should be a way to get ahead</p> <p>Never confuse having a career with having a life</p> <p>Provide a fun and relaxed place to learn</p> <p>Coach, don't direct</p> <p>You can't push the image without the substance</p> <p>Provide clear statements of what is expected to be successful</p> <p>They want information that will improve their situation in some way</p>	<p>Give it to them straight</p> <p>Be visual and dynamic</p> <p>Be direct and youthful</p> <p>Don't pull rank</p> <p>Gear into specific and practical outcomes</p> <p>Use headlines, bullets and graphics</p> <p>Incorporate technology</p>
Millennials	<p>Incorporate teamwork</p> <p>Expect teachers to know more than they do</p> <p>Active and interactive</p> <p>Provide multiple focal points</p> <p>Millennials are readers</p> <p>Use bells and whistles</p> <p>Give training in money skills and ways to make money</p> <p>Give skills and information that will make their working lives less stressful and increase their marketability</p>	<p>Technology is expected</p> <p>Want more attention from authority figures</p> <p>Visually similar to Xers</p> <p>Provide supervision and structure</p> <p>Give frequent and instantaneous feedback</p> <p>They can multitask</p>

My Own Experiences



Retention

About a Nurse



"You all came down with the flu at the same time. Do you, by chance, all work together?"

About a Nurse



"Frank just up and exploded. I hope I never get that burned out."

Greatness in Gaps

About a Nurse

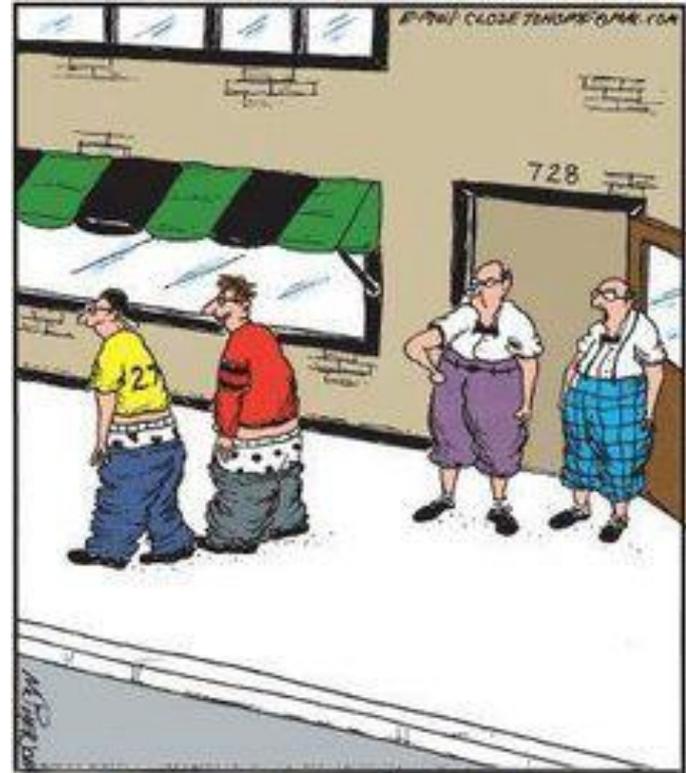


*"I must be getting old, because
all these new nurses look like
babies to me."*



Leaping the Generational Gap

Questions?



**Kids today....they really look like idiots
....the way they wear their pants!!**

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- www.scouting.org/filestore/marketing/ppt/GenerationalDiversityintheWorkplace.ppt



**Thanks for coming & learning!
The NEXT generation thanks you!**