



Nursing Preceptor PD Day

Generational Diversity: Challenges and Opportunities

Welcome!

Generational Diversity and Coping Strategies: a Foundation for Nursing Preceptors

Saturday | March 4, 2023 | 8:30 AM - 2:30 PM | In -Person or Zoom | 208 Garfield St. S
Tacoma, WA | Thomas Handlan, PhD, MA, BA, Vanessa Tucker Ph.D., BCBA-D, LBA, And
More | Register <https://www.plu.edu/ccnl/current-offerings> | Cost \$150.00 Virtual
\$125.00 | Contact Hours 5.25

Best practices for precepting nurses with challenging behaviors, including case scenarios. Better understand effective feedback techniques. Learn workflow management skills to apply while precepting. Practice coping skills for dealing with stressful situations. Acquire communication and behavioral strategies for precepting nurses from different generational groups.



All Rainer Olympic Nurses Association members
have a 50% discount off the registration.

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Agenda

What is
generational
diversity?

Why is it an
issue?

Behavioral
perspectives?

What are the
challenges?

What are the
potential
opportunities?

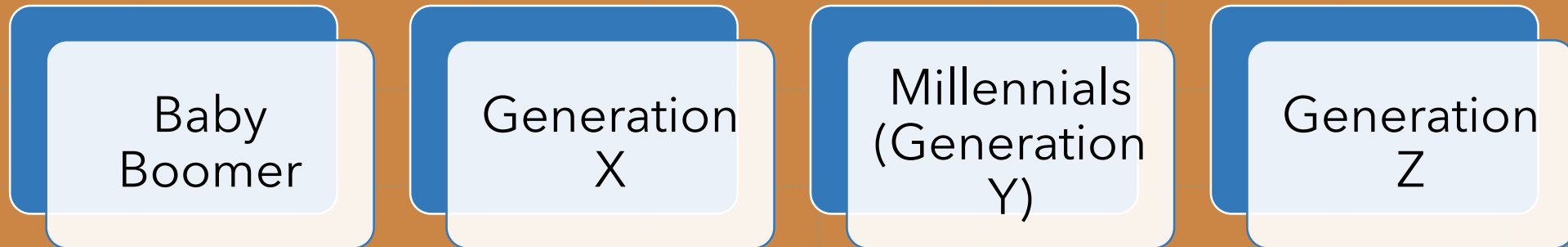
Communication
and Behavioral
Strategies

Embracing and valuing each generation for its strengths and recognizing generational diversities in the workplace will help create a dynamic, rich, engaging, and fulfilling work environment in which all nurses feel valued and supported by their team.



Generational Diversity

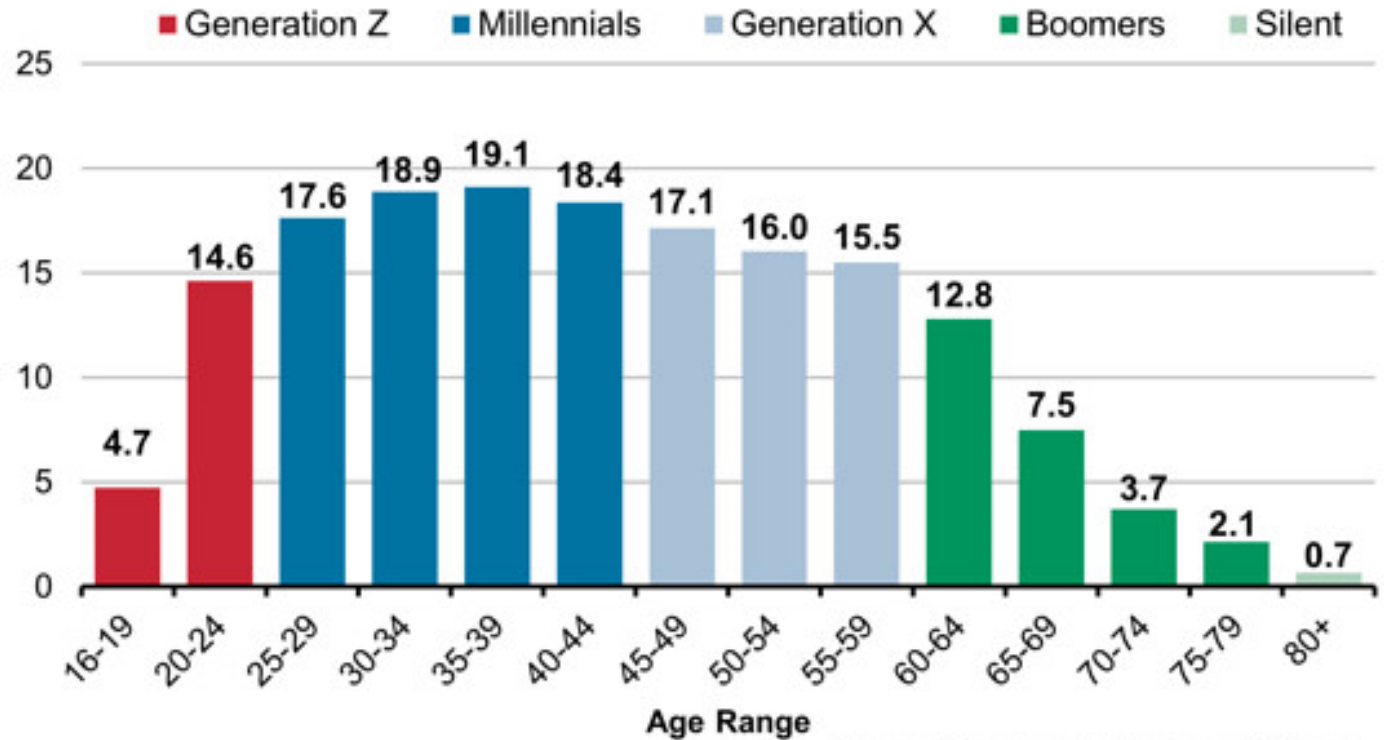
Nursing environments can have up to 4 generations of nurses working in one setting (very rarely, a 5th)



Visual Breakdown of the Workforce

The Workforce in 2025

Projected size of U.S. labor force (in millions) by age, for the year 2025



Source: Department of Labor | WSJ.com

What is Generational Diversity?

- The phenomena of different generations working together, and potentially:
 - Finding commonalities
 - Experiencing differences
 - Differences which “might” be generational
 - Within a culture that supports or does not support (reinforce) active collaboration, teamwork, fairness and problem solving





Four Main Areas:

- Workforce differences in:
- Attitudes
- Beliefs
- Work Habits
- Expectations

What are some classic differences?

Technology use and "digital natives"

Work ethic

Multi tasking

Questioning and rule following (Communication style)

Need for praise and feedback



WHEN NURSES EAT THEIR YOUNG

A GUIDE ON RESPONDING TO BULLYING IN NURSING

[HTTPS://NURSESLABS.COM/NURSES-EAT-YOUNG-RESPONDING-BULLYING-NURSING](https://nurseslabs.com/nurses-eat-young-responding-bullying-nursing)

Let's review a case study

Release

I will release the study copy into the chat
(please download)

Read

Read the case study to yourself

Follow

Follow the discussion prompts on the
next page

Follow

Breakout rooms will follow

After reading the case:

- What were the sources of conflict?
- What was preventable/avoidable?
- What “triggered” it all?
- Where do you see yourself in that case?



A Behavioral Perspective



Setting Events	Antecedents	Behaviors	Consequences	Feelings...
<p>Julie: New learner Studied up the night before On time arrival Excited for new opportunity</p>	<p>Sees Nancy and scrub nurse</p> <p>Other: Different goals, different communication style, different work ethic</p>	<p>Informs Nancy of her intentions. Tells Nancy she has worked with difficult surgeons, no big deal. Begins pre-op assessment, leaves setup to Nancy. Rearranges materials.</p>	<p>Ends up on the periphery, no clear plan</p>	<p>Resents Nancy for not trusting her and appreciating her contributions</p>
<p>Nancy: Senior RN Prompt/early arrival</p>	<p>Sees Julie-arriving at 715</p> <p>Other: Different goals, different communication style, different work ethic</p>	<p>Tells Julie that surgeon is difficult, that she should just watch/wait to help. Told Julie to help with count. When asked to go and get missing items, refuses.</p>	<p>Attempts to gain control of the situation as senior RN</p>	<p>Anger-feels that she's doing all of the work</p>

“Antecedent conditions, such as incompatible goals and differences in values and beliefs, can drive a situation toward conflict (p. 16).”

Interpersonal issues are often one of the biggest problems that employers face when dealing with generational diversity. When employees who are decades apart in age work closely together, they can sometimes have trouble getting along—not to mention that conflict reduces employee engagement and decreases productivity.

Positives First!

GENERATIONS: Best Work Traits

BABY BOOMERS



Optimistic
Enjoy mentoring
Strong work ethic

GENERATION X



Independent
Innovative
Strong communicators

MILLENNIALS



Tech-savvy
Collaborative
Focused on the greater good

GENERATION Z



Digitally fluent
Practical
Flourish in diverse workforces

Different Work Ethic Styles

Multi-generational working styles: a snapshot

Traditionalists

(Pre 1945)

Believe in hierarchical management style.

Strong work ethic and loyal to their company

Slow to adapt to new technology

Boomers

(1945-1960)

More reserved in communication style

Value traditional instructor-led courses or self-learning tools

Top qualities for a manager are being ethical, fair and consistent

Generation X

(1961-1980)

View change as a vehicle for opportunity

Embrace a hands-off management policy

Entrepreneurial spirit and results-oriented

Millennials

(1981-1995)

Looking to be coached or mentored

Prefer collaborative and technology-centric training

Aligning with company values is key

Generation Z

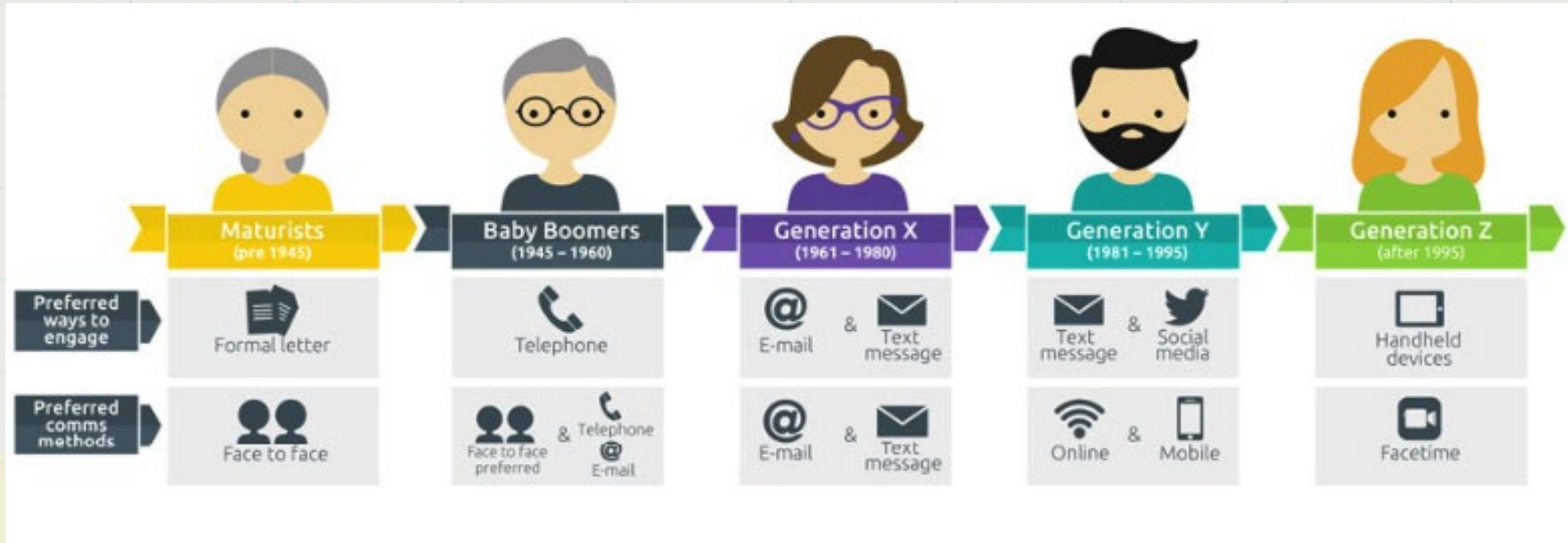
(Born after 1995)

Accustomed to change and expect it in the workplace

Value in-person interactions

Look for feedback on a frequent, ongoing basis

Different Communication Styles



Conflict Management: What's a Leader to Do?

- Avoid stereotyping different generations
- Appreciate unique contributions
- Encourage mutual respect for generational diversity
- Draw upon and leverage differences to enhance teamwork in any setting
- Provide for proactive mentorship



Managing Conflict

Let's go back to the case

How could the conflicts between these two nurses get resolved?

How is this influenced by leadership?

By workplace stress and dynamics?

Proactive Mentorship: A solution



▶ The 3 C's:

- Communication
- Commitment
- Compensation



Communication

- Self recognition: What are my communication preferences?
- Other recognition: How do others prefer to communicate?
- Interaction recognition: Could those be in conflict?
- Perceptions: Don't speak unless spoken to, vs. other styles...



Understand yourself...and others

Nancy and Julie both identified that they have **very different working styles, communication abilities, and approaches towards patient care** which has resulted in the on-going deterioration of their working relationship. They have learned that the misconceptions about their values and work ethics were a major source of friction between them on that particular day and possibly on many others. Nancy and Julie agreed that understanding and appreciating generational differences would be vital...(but it isn't the final answer!)

Benefits of Generational Diversity

Multigenerational nursing workforce can lead to innovations in problem solving

Greater understanding of populations (ability to relate to different age groups increases)

Potential for learning from each other (if prompted and reinforced)

Opportunity for mentoring!

- Thank you for what you do for patients every single day!
- You are appreciated, and know that we are grateful for your care.
- tuckerve@plu.edu

