

BOOMERS, GEN XERS, AND MILLENNIALS

CHALLENGES AND OPPORTUNITIES IN
MEDICAL EDUCATION

DISCLOSURE

- No off label of investigational uses or product or services, trade names, and I have no commercial supporters.

OBJECTIVES

- Identify characteristics of Millennials that may affect learning style
- Identify characteristics of other generations that may affect teaching style
- Recognize Millennial student learning needs and expectations
- Learn strategies to engage Millennial learning through mentoring and feedback, teaching and technology, and professionalism

TURNING 40...

Nothing Says Over 40 Like Two Spaces after a Period!

Posted on August 12, 2014 by Jennifer Gonzalez

FOR THE LOVE OF ALL THAT IS
GOOD AND HOLY IN THIS WORLD...

We had dinner. It was good.

STOP DOING THIS!

I'm almost 40
but I still feel
like I'm 20...

Until I hang out with
some 20 year olds.
Then I'm like no, never
mind, I'm 40.

someecards



HOW MILLENNIAL ARE YOU?

- google: pew millennial quiz
- <http://www.pewresearch.org/quiz/how-millennial-are-you/>



The screenshot shows the Pew Research Center website. At the top, the logo 'PewResearchCenter' is visible. Below it is a navigation bar with links for 'HOME', 'ABOUT', 'METHODS', 'CONTACT', 'FAQ', 'DONATE', and 'SUPPORT'. A secondary navigation bar contains 'PUBLICATIONS', 'TOPICS', 'DATA', 'METHODS', 'INTERVIEWS', 'FACT FINDER', and 'EXPERTS'. The main content area features the title 'How Millennial Are You?' and a sub-header 'SOCIAL TRENDS | FEB. 24, 2010'. The text describes a 14-item quiz that rates users on a scale from 0 to 100 based on their answers compared to a nationwide survey. A prominent orange button labeled 'Begin Quiz →' is present. Below the button, there are links to 'Read the report: The Millennials: Confident, Connected, Open to Change.' and 'Visit the project: Millennials: A Portrait of Generation Next.'

A word cloud featuring various adjectives and terms associated with modern technology and digital culture. The words are arranged in a roughly rectangular shape, with some larger than others. The colors used include blue, green, yellow, orange, and red. The background is white, and the entire word cloud is set against a grey rectangular backdrop.

Freedom
Passionate Active
Agile Ubiquitous Thoughtful Forward Conscientious
Hyperconnected Enterprising Trend-Setters
Social Innovative Curious Empowered
Blessed Ambitious Diverse Revolutionary
Mobile Multitasking Learning Driven Connected
Exuberant Tech-smart Reliable Persistent Fast-n-Furious Impatient
Global Inspired YOLO Balanced
Swift



entitled

spoiled

lazy

disrespectful

young

future

youth

selfish lucky
TechSavvy

dreamers

time new
generation

unemployment

children

self-absorbed kids

ok

learning

GENERATIONS

- William Strauss and Neil Howe
- Born over a span of about 20 years (phase of life)
- Members share an age location in history
 - Key historical events
- Members share certain characteristics and behaviors
- Members share a perceived membership in the generation

• https://en.wikipedia.org/wiki/Strauss%E2%80%93Howe_generational_theory

The Generations Defined

The Millennial Generation*

Born: 1981 to 1997

Age of adults in 2015: 18 to 34

Generation X

Born: 1965 to 1980

Age in 2015: 35 to 50

The Baby Boom Generation

Born: 1946 to 1964

Age in 2015: 51 to 69

The Silent Generation

Born: 1928 to 1945

Age in 2015: 70 to 87

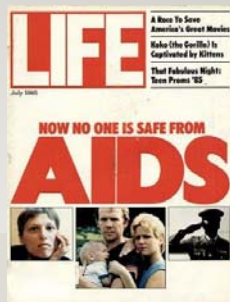
The Greatest Generation

Born: before 1928

Age in 2015: 88 to 100

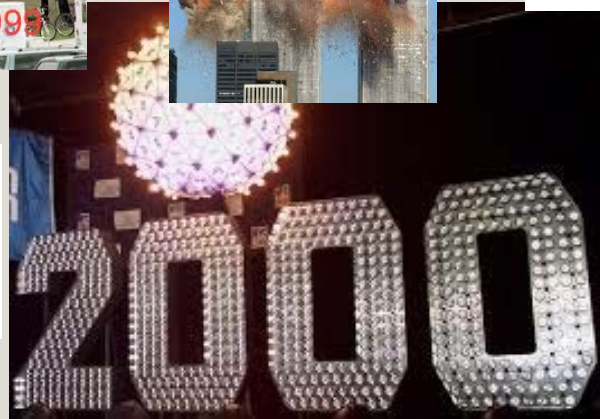
* The youngest Millennials are in their teens. No chronological end point has been set for this group. For the purpose of following a cleanly defined group, Millennials are defined as those age 18 to 34 in 2015.

PEW RESEARCH CENTER



MILLENNIALS

- born 1982-2000



HELICOPTER PARENTS SHELTERED



Millennials Now Bringing Their *Parents* Along On Job Interviews

09/11/2013 01:21 pm ET | Updated Sep 13, 2013

2.1K [f](#) [t](#) [p](#) [in](#) [e](#) [m](#)

Jillian Ebenhart
Associate Business Editor, The Huffington Post

Life is easier when things just work.

Better matters. **verizon** Find out why.

FOLLOW HUFFPOST

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Pro-tip to millennials: You might want to leave your parents at home when you show up for a job interview.

SPECIAL | PRESSURED

One day you'll find out that not everyone gets a trophy and why the words winner and loser are in the dictionary.



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user card

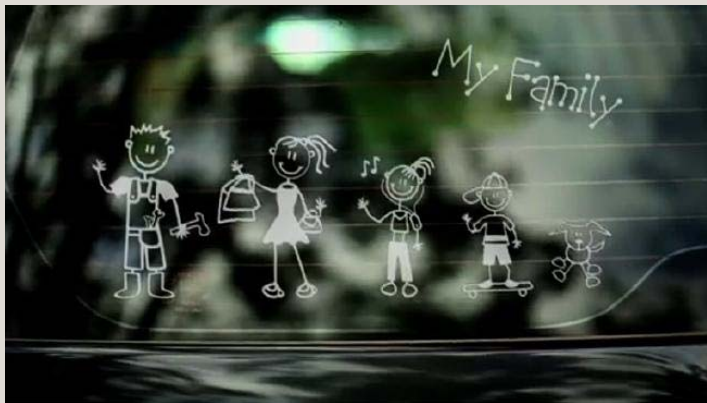


"I can't wait until I grow up, and all I have to do is go to work."

CONFIDENT (NARCISSIST?)

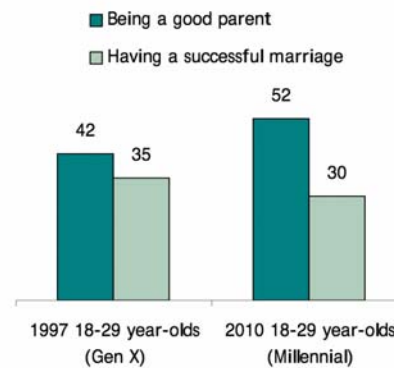


CONVENTIONAL VALUES FAMILY, CLOSE RELATIONSHIPS, WORK-LIFE



Millennials vs. Gen X When They Were Young

% saying each is one of the most important things in their life



Source: Data from 1997 are from the Washington Post/Henry J. Kaiser Family Foundation/Harvard University Gender Survey, conducted August 14-27, 1997.

PewResearchCenter

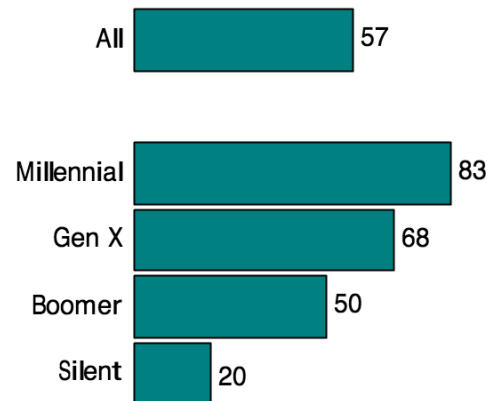
TEAMWORK AND COMMUNITY



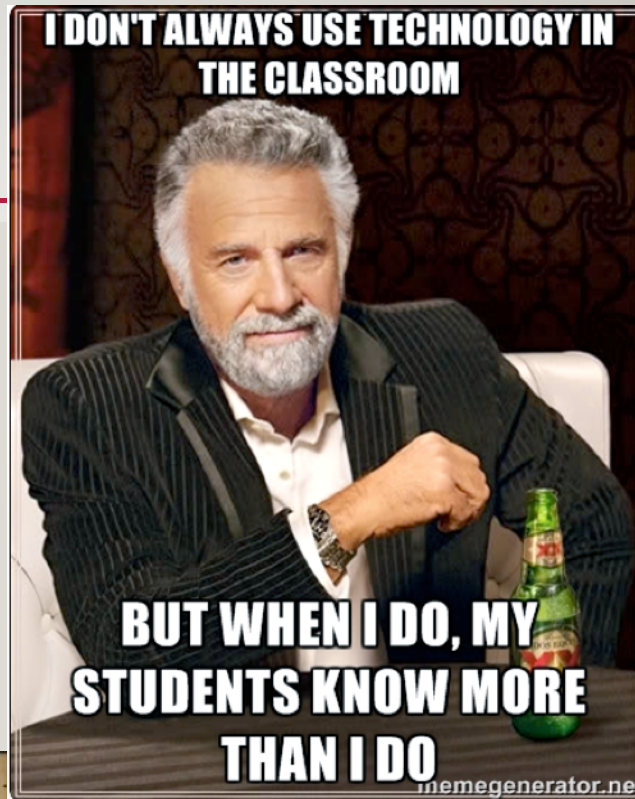
TECHNOLOGY

Do You Sleep with Your Cell Phone?

% who have ever placed their cell phone on or right next to their bed while sleeping



PewResearchCenter



MILLENNIALS THE "NEXT GREATEST GENERATION"

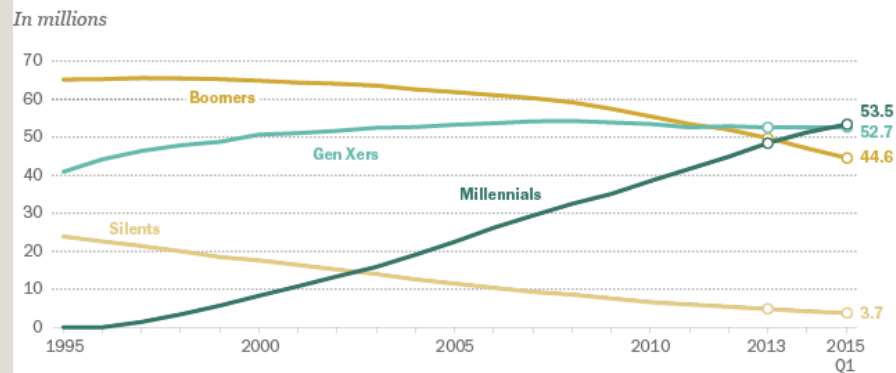
- Positive outlook on family, career, politics
- Technologically savvy
- Smart
- Team players

They want to make the
world a better place

SO WHY IS UNDERSTANDING THIS GENERATION SO IMPORTANT?

- Largest living generation
 - >75 million
- 1/3 of American work force
- Business world understands
- They are HERE
 - Work force
 - Med students, residents
 - Nurses
 - Patients/Consumers

U.S. Labor Force by Generation, 1995-2015



Note: Annual averages plotted 1995-2014. For 2015 the first quarter average of 2015 is shown. Due to data limitations, Silent generation is overestimated from 2008-2015.
Source: Pew Research Center tabulations of monthly 1995-2015 Current Population Surveys, Integrated Public Use Microdata Series (IPUMS)

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How Boomers can Play Nice with Millennials at Work

-Forbes: Sept 16, 2014

Millennials Cleaning up another Baby Boomer Mess: this Time Healthcare

-Forbes: Nov 3, 2015

Who's more Entitled: Baby Boomers or Millennials?

-Forbes: March 19, 2016

How Millennials should deal with Baby Boomers at Work

-LA TIMES, March 25, 2016

GENERATIONS IN MEDICINE

- Greatest Generation and Silent (the Traditionalists)
 - All Work and No Play Doctors
 - Senior faculty, wise, strong work ethic, loyal, formal, lack technology expertise
- Baby Boomers
 - All Work and No Play Doctors
 - “Workaholics,” ambitious, competitive, careers define their identity
- Gen Xers
 - Cynics who Work and Want to Play
 - More diverse
 - Technology
 - Believe there is more to life than work

Evolution of the Millennial Resident

Old School Resident

- No such thing as work hour restrictions
- Routinely stayed 48+ hours straight at the hospital, thus being called "Residents"
- Rest between shifts? Lucky to go home at all
- Masters of the SOAP note
- Lived "The House of God" on a daily basis
- Overnight call with no attendings in house
- Scrubbed in for hours to see how a procedure was performed
- Unable to use computers or smartphones, only books
- No outside the hospital friends and a divorce rate of 86%

Millennial Resident

- Work hours capped at 80 hours/week
- Longest shift 30 hours max
- Mandatory 10 hours of rest between shifts
- Mandatory Naptime at 1300 for 1 hour
- Can copy and paste 15 notes in 10 minutes
- Residency team building retreats away from work for 2-3 days
- Vacation days, research days, golden weekends
- Watches YouTube to see how procedures are done
- Can access information, text message, and carry on a conversation all at the same time
- Able to have friends and see family outside of work

Work life balance

Technologically savvy

Team not hierarchy

gomerblog.com

INTERGENERATIONAL TENSION

- Understand there is value shifts (especially work:family balance)
- Tips:
 - Avoid the "glory days" attitude
 - Avoid references to prior learning environments or requirements
 - Avoid assumptions about learner motivation
 - Understand that the expectation of a life outside of work is a generational values shift

MENTORING CONNECTION

- Value connectedness
- Hierarchy
- Tips:
 - Think of yourself as a coach
 - Give examples of how you balance work, home, interests
 - Do not take offense to hierarchy issue

MENTORING | FEEDBACK

Forbes / CMO Network

NOV 4, 2013 @ 10:00 AM 29,316 VIEWS

Millennials In The Workplace: They Don't Need Trophies But They Want Reinforcement

- Praise junkies
- May or may not be able to accept negative feedback, interpret as failure
- Tips:
 - Traditionalist style "no news is good news" is not helpful
 - Gen-X style of blunt undiplomatic feedback does not work well
 - Coaching/Parenting style works well
 - Praise when deserved, positive reinforcement works
 - Feedback should be timely, behavior based and specific
 - Negative feedback: specific, soften (?)

TEACHING AND LEARNING STYLES STRUCTURE

- They love/need structure
- Scheduled
- Tips
 - Clear objectives/expectations
 - Clear objectives/expectations
 - Clear objectives/expectations

TEACHING AND LEARNING STYLE

- Less accepting of traditional lectures
- Visual communicators
- Tips:
 - Less/shorter lectures
 - Use graphics, videos
 - Online modules
 - Educational material that can be delivered to their device

TEACHING AND LEARNING STYLES

- Technology enhances your teaching, does not replace
- Anyone can Google anything
- They need help with tasks that require reasoning, interpretation, and application.
- Tips:
 - Remind to focus on the why, how, what context
 - Encourage learners apply knowledge through critical thinking, not answers that can be easily Googled.

PROFESSIONALISM

- Technology, EMR
- Multitasking
- Social media
- Tips:
 - Model effective communication with patients
 - Be mindful of your own multi-tasking
 - Discuss how to use social media professionally
 - Remember: what's rude in one cohort might not be considered rude in another! CLEAR OBJECTIVES

29 PROFESSIONALISM: CLEAR OBJECTIVES!

“If we don’t tell them about cellphone use, dress code, showing up on time, they don’t know.”

- Jim Larson, director of finance and human resources, Fargo Park District.

Fargo Forum: Robin Huebner Reports: Millennial generation brings changes to the workplace. Feb 3, 2015.

TEACHING THE GENERATION THAT WILL SAVE US

- Understand there is intergenerational tension
- Connect
- Coach
- Clear objectives
- Enhance teaching with technology
- Critical thinking and clinical reasoning
- Be a professionalism model

HOW MILLENNIAL ARE YOU?

How Millennial Are You? Results

SOCIAL TRENDS | FEB. 24, 2010

How your score compares with other Americans who took the test in our national telephone survey:

QUESTION BY QUESTION

Your Millennial score is **88**





- Aaron M, Levenberg P. 2014. The Millennials in Medicine: Tips for Teaching the Next Generation of Physicians. J Academic Ophthalmology 7:e17-e20.
- Roberts D, Newman L, Schwartzstein R. 2012. Twelve tips for facilitating Millennials' learning. Med Teach 34(4):274-8.
- Eckleberry-Hunt J, Tucciarone, J. 2011. The Challenges and Opportunities of Teaching "Generation Y." J Grad Med Ed 3(4):458-61.
- Tables: pewresearch.org
- Images: google.com | forbes.com | huffingtonpost.com | latimes.com | gomerblog.com | cartoonstock.com | cultofpedagogy.com | inforum.com | dell.com
- Music: iTunes- Taylor Swift's "New Romantics" from the album 1989.