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Diverse Educational Strategies Enhance Multigenerational Learning in the Classroom and Workplace

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Disclosures

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Learning Objectives

- Discuss similarities and differences among generations in educational and work settings
- Identify educational strategies for intergenerational, multicultural cohorts to enhance understanding of and learning from each other





What is a generation?

- Generation-Group of people who share birth years, history, and a collective personality as a result of their defining experiences. (Kramer, 2010 as quoted in Gallo, 2011)
- “...refers to those facets of social identities that are connected to age, belonging to a demographic cohort,...experience of historical events, and concurrent processes of socialization, implying that these aspects influence the thinking, feeling, wanting, acting of individual and collective actors.” (Luscher, 2013 as quoted in Sanchez & Kaplan, 2014)



Generations in nursing education and practice

- At least 3 generations currently involved in nursing education-
Baby Boomers, Generation X, & Millennials (Generation Y). In the workplace, Silent Generation (Traditionalists) may also be part of staff and are certainly part of patient population. (Chung, 2016)
- Generation Z is now also entering the workforce. (Beal, 2016)



Who is in these generations?

- **Silent generation**-born between 1925 and 1946. Now 71-92 years old. Defining historical events for this generation were Great Depression, World War II, Korean War.
- **Baby Boomers**-born between 1947-1964. Now 53-70 years old. Defining events for this generation are Civil Rights Movement, Women's Liberation, the Space Program, the Cold War, and the Vietnam War. (Gallo, 2011)



Who is in these generations?

- **Generation X**-born between 1965-1980. Now 37-52 years old. Defining events-HIV/AIDS, Persian Gulf War, MTV, both parents worked.
- **Millennials (Generation Y)**-born between 1980-2001. Now 16-37 years old. Defining events-Violence in multiple settings including home, school, public places, terrorism, 9/11, intimate partner violence, child abuse, sexual abuse became part of conversation, drug use. (Gallo, 2011)



Who is in these generations?

- **Generation Z (Globals, iGens)**- born in later 1990s-2000s. Now age 20 and under. Defining events- Do not know a world without the Internet, global recession of 2008, watched natural disasters in real time such as Hurricane Katrina & earthquake in Haiti as well as acts of terrorism, diversity (multiracial, gay & transgender families growing acceptance) (Shatto & Erwin, 2017; Smith-Trudeau, 2016)



What are their characteristics and learning preferences?

- **Silent generation**

- Hard work ethic, loyalty, responsibility to organization.
- Respect authority
- Hard work should be rewarded
- Change is challenging
- May be reluctant to use technology.
- Preferred communication is face to face or written.

(Gallo, 2011)



What are their characteristics and learning preferences?

- **Baby Boomers**

- Optimistic, idealistic, egocentric, dedicated and hard-working
- Defined by career. Likely to place organization's needs above their own or their family's needs.
- Value teamwork and membership in a cohesive group.
- Change is an opportunity for problem solving and to experience personal growth.
- Value public recognition and reward for hard work.
- Active learners who prefer direct, personal, face to face communication and group participation.
- Will use computers for professional development. (Gallo, 2011)



What are their characteristics and learning preferences?

Generation X

- Self-reliant, realistic, want work-family-leisure balance.
- Comfortable with technology, advances in technology were part of their formative years.
- Value knowledge and continuous learning, but are more focused on outcomes than process.
- Multitaskers
- Accept change
- Learning with videos, computers, problem solving after brief presentation of materials.
- Fast paced program with the ability to do independent problem solving. (Gallo, 2011)



What are their characteristics and learning preferences?

Millennials

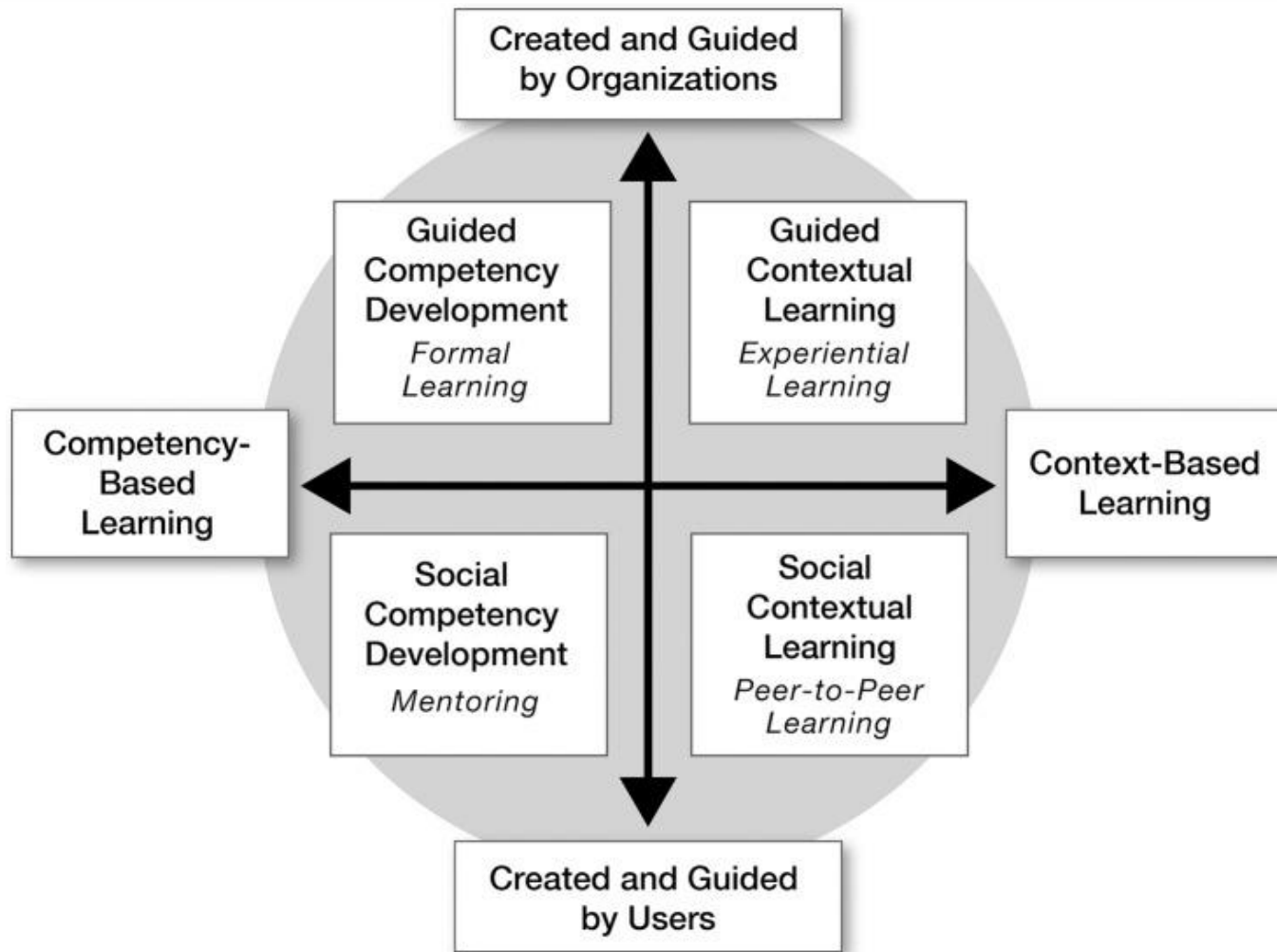
- Idealistic, dynamic, confident, optimistic, goal-oriented, operational pragmatists.
- Close to family
- Want work-life balance
- Respond well to change
- Value life long learning
- Highly collaborative, team oriented.
- Thrive using advanced technology
- Want clear structure in education
- Like mentoring, coaching, internships
- Like case studies, simulations, immediate feedback, learning by doing. (Gallo, 2011)



What are their characteristics and learning preferences?

Generation Z

- Digital integrators
- Entrepreneurial
- Close to family
- Confident and open to change
- Value honesty
- More diversity
- Want immediate feedback
- Prefer in-person communication with educators/managers (Smith-Trudeau, 2016)



The social learning ecosystem (adapted with permission from Meister and Willyerd, *The 2020 Workplace: How Innovative Companies Attract, Develop and Keep Tomorrow's Employees Today* from Boysen et al , 2016).



Educational Strategies for Multigenerational, Multicultural Groups

- Personal generational identity awareness
- Promote reciprocal exchange of knowledge among participants
- Promote student/co-worker generational self-awareness
 - Enhance intergenerational communication, respect, learning, decision-making, and conflict management
- Learn together
- Learn from each other
- Set-up the class or work setting/assignments for successful outcomes
- Multiple teaching techniques may be employed in a session



Educational Strategies

- Establish reasonable goals/objectives
- Start content/exercises simple and build in complexity
- Design activities for cognitive, affective, and psychomotor domain growth
- Problem-based strategies to help translate knowledge into practice & achieve competency
- Student/participant-centered strategies (Distler, 2015)



Multiple teaching techniques are needed for successful intergenerational learning

- Traditional
- Active
- Cooperative
- Collaborative



Traditional Techniques

- Lectures
- Assigned Reading
 - Textbooks
 - Articles
 - Podcasts/webcasts
 - Audio books, e-books
- Meetings
- Demonstration – Return Demonstration
- Skills Checklists



Active Techniques

- Flipped Classroom
- Low stakes self-reflection and sharing
- Student/worker-led individual case studies, discussions, written assignments, or presentations
- Audience response systems or software
- Simulation or virtual activities
- Role Play
- Games
- Design/create product (e.g. infographic, app)
- Wikis



Cooperative Techniques

- Small group activities
- Student/worker-led group case studies, discussions, written assignments, or presentations
- Group simulation or virtual activities



Collaborative Techniques

- Interprofessional simulation
- Group or interprofessional rounds or projects
- Peer, faculty, and patient feedback



Examples from our Experience

- Student role play cases and discussion board
- Oral case study presentations
- Family theory assignment using a cloud-based media player with added features for online sharing, commenting, etc.
- “Scripting” patient education discussions and creating/selecting materials in written cases
- Fast cases
- OSCE (Objective Structured Clinical Exams) with standardized patients, video, peer feedback and documentation in EMR learning platform
- Interactive learning platforms for in class activities & certification review questions



Implications for Practice

- Intergenerational differences in learning & work styles in all settings
- Understanding/appreciating the attitudes and skills that various generations and professions bring to the relationships can increase student, faculty, manager, and co-worker confidence and self-efficacy
- Value individuality and cultural diversity
- Avoid using generational stereotypes in practice
- Learning new skills from each other enhances outcomes for all



Summary

- All generations have similar values
- Everyone wants respect
- Leaders must be trustworthy
- In general, Nobody likes change
- Loyalty depends on context
- Everyone wants to learn
- Everyone likes feedback

[Deal, J. (2007). *Retiring the Generation Gap: How Employees Young & Old Can Find Common Ground*. (Wiley)]



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Questions?

