Managing Generational Differences in the Workplace

CARDINAL
DEVELOPMENT GROUP

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Our Time Today…

Discuss the importance of understanding and managing a multigenerational workforce

Understanding generational differences: Improves communication, teamwork, and workplace satisfaction

Different age groups working together bring unique strengths and challenges.

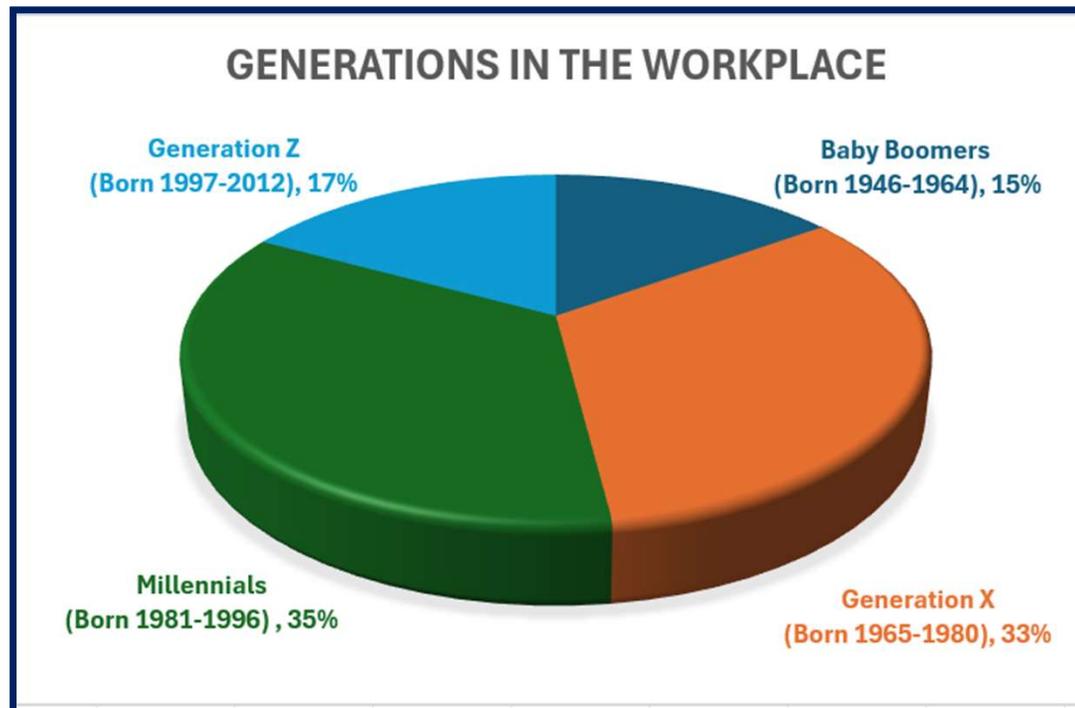Group Activity

What are you hoping to learn today?

Generations in the Workplace

Disclaimer: Labels are for cans…

Generations in the Workplace (Statistics)

GENERATIONS IN THE WORKPLACE

Generation Z (Born 1997-2012), 17%

Baby Boomers (Born 1946-1964), 15%

Millennials (Born 1981-1996), 35%

Generation X (Born 1965-1980), 33%

Source: U.S. Bureau of Labor Statistics (2024)

Generations in the Workplace

Baby Boomers (Born 1946-1964): ~15% – Experienced, prefer structured environments, and often hold leadership roles.

Generation X (Born 1965-1980): ~33% – Independent thinkers, adaptable, and emphasize work-life balance.

Millennials (Born 1981-1996): ~35% – Highly collaborative, purpose-driven, and technologically fluent.

Generation Z (Born 1997-2012): ~17% – Digital natives, innovative, and prioritize inclusion.

Generations in the Pediatric Practice (Statistics)

GENERATIONS IN THE PEDIATRIC PRACTICE

Generation Z
(Born 1997-2012), 20%

Baby Boomers
(Born 1946-1964), 10%

Generation X
(Born 1965-1980), 30%

Millennials
(Born 1981-1996), 40%
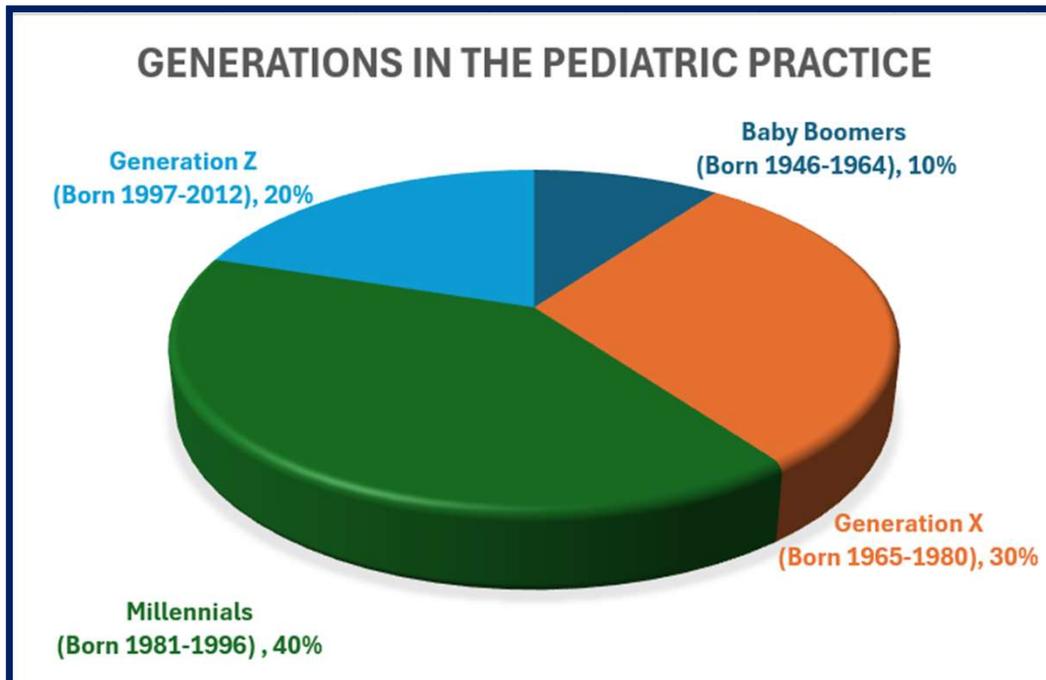
Source: Children's Hospital Association (2023)

Generations in the Pediatric Practice

Baby Boomers: ~10% – Often in leadership or advisory roles, providing mentorship.

Generation X: ~30% – Experienced professionals balancing efficiency and patient care.

Millennials: ~40% – Leading in technological adoption and patient-centered care.

Generation Z: ~20% – Bringing fresh perspectives and digital innovation.

How generational distribution affects team dynamics and patient care

- Different communication styles and expectations can lead to misunderstandings or efficiency gains.

- Training approaches must accommodate varying learning preferences.

- Patient interactions may differ based on generational perspectives on healthcare and service.

Workplace Challenges & Opportunities

Communication preferences:

- Baby Boomers prefer phone calls and in-person meetings.

- Gen X balances emails and direct discussions.

- Millennials favor messaging apps and video calls.

- Gen Z prefers quick, digital-first communication.

Work expectations:

- Boomers value job security and steady career growth.

- Gen X emphasizes work-life balance and career flexibility.

- Millennials and Gen Z prioritize work environments that align with their values and well-being.

Feedback styles:

- Boomers expect formal performance reviews.

- Gen X appreciates constructive criticism with autonomy.

- Millennials and Gen Z prefer real-time, ongoing feedback.

Technology Adoption:

- Boomers may struggle with rapid technological changes.

- Gen X and Millennials adapt well but expect user-friendly tools.

- Gen Z thrives in fully digital environments.

Impact on Medical Practices

Patient care expectations across generations :

- Older generations expect traditional, authoritative healthcare guidance.

- Younger patients prefer collaborative, tech-driven interactions.

Team collaboration and conflict resolution:

- Leaders must recognize different work styles and communication methods.

- Encourage team-building exercises that embrace differences.

Leadership approaches to bridge generational gaps:

- Develop mentorship programs pairing senior staff with younger employees.

- Provide flexible work arrangements to accommodate all needs.

Impact on employee retention & job satisfaction:

- A supportive, adaptable work environment fosters loyalty.

- Address generational concerns through continuous feedback and growth opportunities

Practice

Group Activity 1 – Communication Styles

•**Instructions:**

- Divide into groups based on your generation.

- Each group discusses their preferred communication methods and why they work best.

- Groups share insights and discuss how to bridge communication gaps.

Strategies for Effective Multigenerational Leadership

TRY THIS!

- **Encourage cross-generational mentorship programs:**
  - Senior employees provide guidance, while younger employees share technological insights.

- **Tailor communication styles to fit generational preferences:**
  - Use a mix of emails, face-to-face meetings, and digital collaboration tools.

- **Leverage technology for efficiency while maintaining personal connections:**
  - Implement hybrid communication strategies to balance modern and traditional methods.

- **Create an inclusive work environment that values all perspectives:**
  - Acknowledge generational strengths and build a culture of respect and adaptability.

Practice

•Present a common workplace challenge

•Each group discusses their generation's natural approach to solving the problem.

•Groups collaborate to develop a combined, cross-generational solution

1. Gen Z manager hired to oversee the billing team that is predominantly Gen X or Boomer

2. New Electronic Health record has been implemented in the office and your employee who is a Boomer refuses to use it.

Gen Alpha
~2010 -

Just the Facts

The term "Generation Alpha" defines the group as a first, according to social researcher Mark McCrindle, who created the label. Alpha is the first letter of the Greek alphabet, and members of this generation are the first to be born entirely in the 21st century.

5 Characteristics of Gen Alpha

| Global | Digital | Visual | Mobile | Social |

CALL TO ACTION

- **Understanding generational differences enhances teamwork:**
  - Recognizing and respecting different work styles leads to a more cohesive team.

- **Adaptable leadership is crucial in a multigenerational workplace:**
  - Leaders must adjust their strategies to maximize team strengths.

- **Bridging gaps improves patient care and workplace culture:**
  - Effective communication and collaboration lead to higher job satisfaction and better healthcare outcomes.

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THANK YOU!