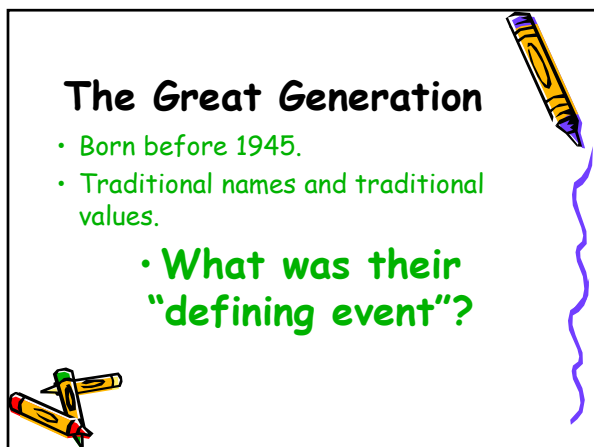


The Dance of the Generations

Nursing Leadership Conference
Austin, Texas
Bob Scott -
University of Texas Medical
Branch



The Great Generation

- Born before 1945.
- Traditional names and traditional values.
- **What was their "defining event"?**



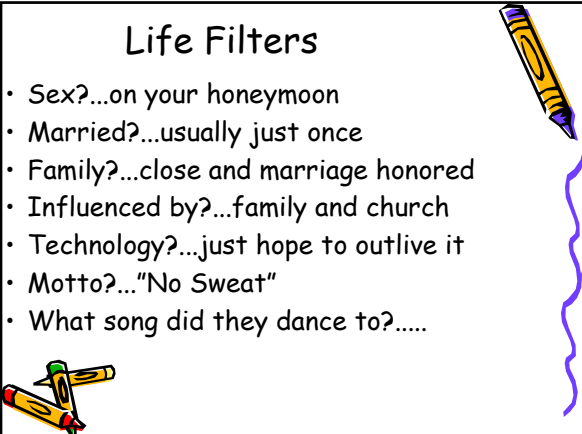
TV Shows

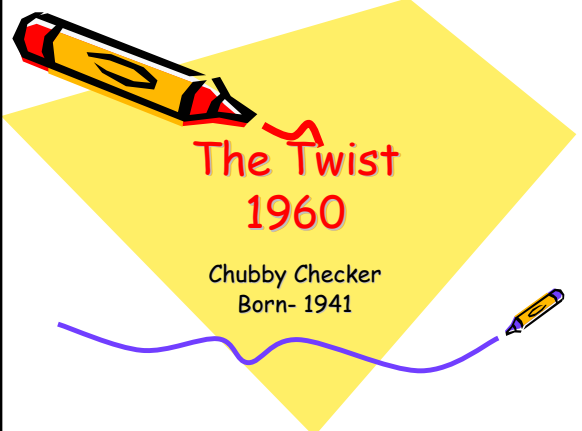
- Father Knows Best
- Leave it to Beaver
- Andy Griffith
- Peyton Place
- This is Your Life
- American Bandstand



Life Filters

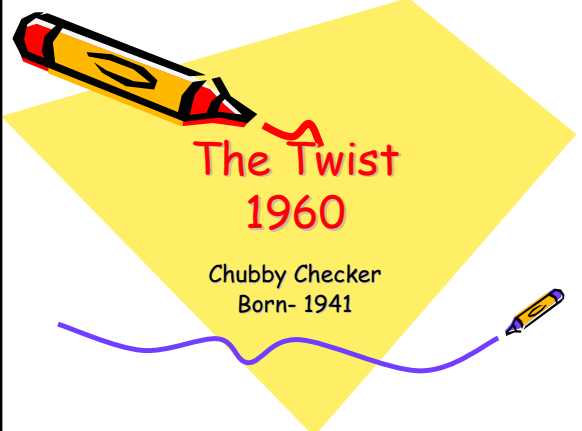
- Sex?...on your honeymoon
- Married?...usually just once
- Family?...close and marriage honored
- Influenced by?...family and church
- Technology?...just hope to outlive it
- Motto?...“No Sweat”
- What song did they dance to?.....






The Twist 1960

Chubby Checker
Born- 1941



Work is... an inevitable obligation

<p>Assets:</p> <ul style="list-style-type: none"> • Detail oriented • Thorough • Loyal • Hard working 	<p>Coaching Points:</p> <ul style="list-style-type: none"> • Hate ambiguity • Reluctant to buck the system • Uncomfortable with conflict • Stubborn when they disagree
--	---



The Great Generation

- Influenced by patriotism, loyalty, working through hardships to build society
- Have seen much change and faced many challenges, thus providing insight and wisdom
- The past has provided them new views for the future
- Provide outstanding mentorship
- Have come to realize the necessity of flexibility in changing circumstances
- **Busy celebrating life, sharing experience, and increasing friendships, humor, and leisure**



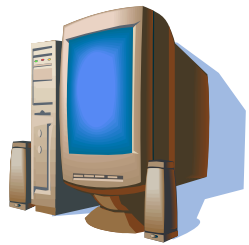
Baby Boomers

- Between the ages of 44 and 63.
- The largest generation in the history of the world—every 60 seconds someone is turning 50!
- Their names are Bob, Jim, Tom, David, John, Jr., Kathy, Linda, Mary, Jr. or Nancy.
- **What was their defining event?**



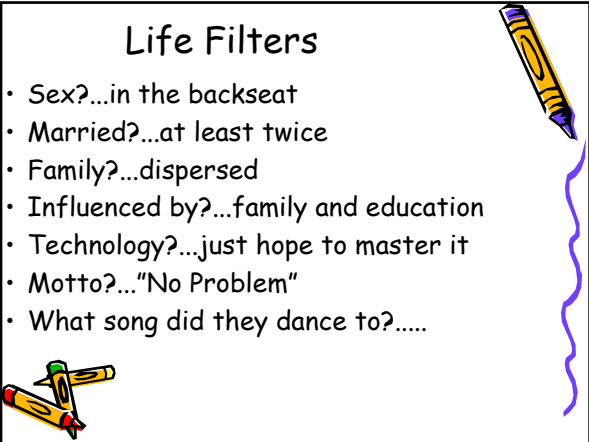
TV Shows


- Miami Vice
- Cheers
- MASH
- A-Team
- Nightrider
- Dallas/Dynasty/
Falcon Crest/Knot's
Landing



Life Filters

- Sex?...in the backseat
- Married?...at least twice
- Family?...dispersed
- Influenced by?...family and education
- Technology?...just hope to master it
- Motto?...“No Problem”
- What song did they dance to?.....





The Rolling Stones

Mick Jagger
Born 1946

Work is... an exciting adventure

<p>Assets:</p> <ul style="list-style-type: none"> • Service oriented • Driven • Strong people skills • Want to please • Good team players 	<p>Coaching Points:</p> <ul style="list-style-type: none"> • May put process ahead of result • Overly sensitive to feedback • Judgmental • Self-centered
---	---



Baby Boomers (1946-1964)

- Influenced by music, events, and social changes
- Brought up to fight for causes and to make statements
- More serious and focused on doing everything it takes to get the job done
- The generation that pushed the divorce rate up to 50%
- In peak earning years, \$\$'s drive economy
- Busy solidifying careers and family but beginning to simplify and think about their human imprint



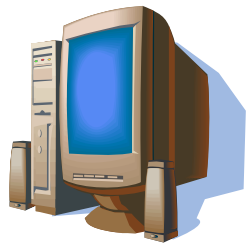
Generation X'ers

- Between the ages of 29 and 43 - the first generation to be smaller than its preceding generation.
- Their names are Josh, Brian, Jeff, Ashley, Melissa, Jennifer and Amy.
- Where is the dictionary to talk to these folks?
- **What was their defining event?**



TV Shows

- Brady Bunch
- Cosby Show
- 90210
- Seinfeld
- Melrose Place
- ER
- Friends



Life Filters

- Sex?...on the internet
- Married?...maybe
- Family?...blended, extended, "latch key children"
- Influenced by?...the media
- Technology?...enjoy it
- Motto?... "No Fear"
- What song did they dance to?.....



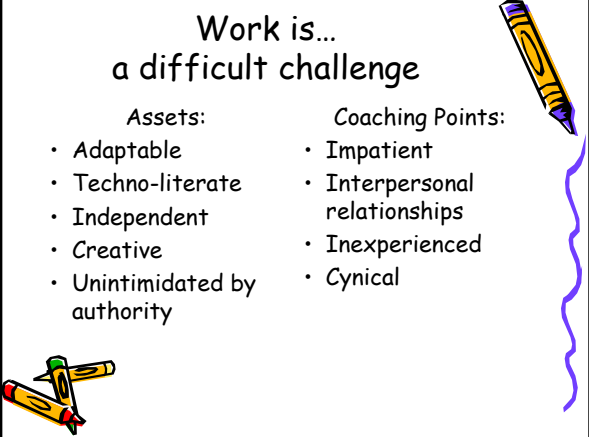


THRILLER

Michael Jackson
Born 1965

Work is... a difficult challenge

<p>Assets:</p> <ul style="list-style-type: none"> • Adaptable • Techno-literate • Independent • Creative • Unintimidated by authority 	<p>Coaching Points:</p> <ul style="list-style-type: none"> • Impatient • Interpersonal relationships • Inexperienced • Cynical
---	---



Generation Xers (1965-1979)

- Brought up on television, Atari's, Nintendo's, VCR's
- Have high levels of energy and creativity
- Private, but bring a sense of play
- Fearless in terms of technology and newness
- Much to their surprise and dismay, it is the Return of the Yuppie - conspicuous consumption, status brands, career aspirations.
- Highly educated and may be underemployed
- **Busy staking themselves out, building relationships and careers**



Generation Y'ers (aka Nexters)

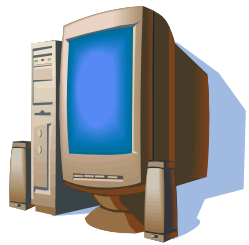
- These folks are 28 and younger.
- Their names are Lexi, Tausha, Shawna, Nicole, Amber, Adam, Dustin, Jake and Sean.
- Generation even smaller than their preceding generation.
- Just give me a sign!

What was their defining event?



TV Shows

- Reality "Anything"
- Dawson Creek
- Buffy the Vampire Slayer
- Who Wants to be a Millionaire
- Dark Angel



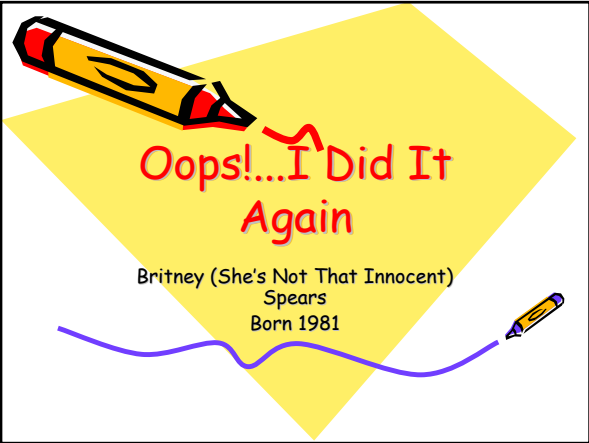
Life Filters

- Sex?...OK, as long as it's safe
- Married?...why bother
- Family?...alternative, but respected
- Influenced by?...their friends
- Technology?...employ it
- Motto?...“Whatever”
- What song did they dance to?.....



Oops!...I Did It Again

Britney (She's Not That Innocent)
Spears
Born 1981



W T H?



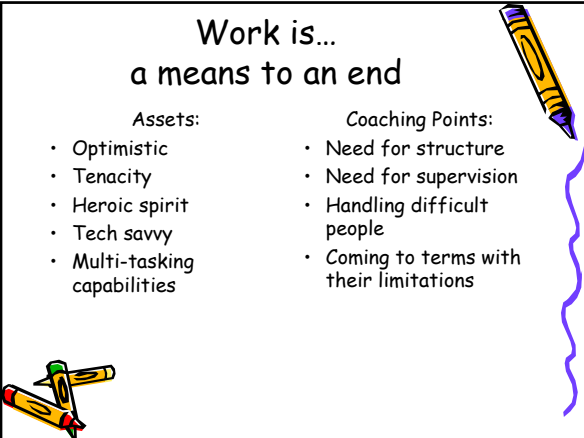
Work is... a means to an end

Assets:

- Optimistic
- Tenacity
- Heroic spirit
- Tech savvy
- Multi-tasking capabilities

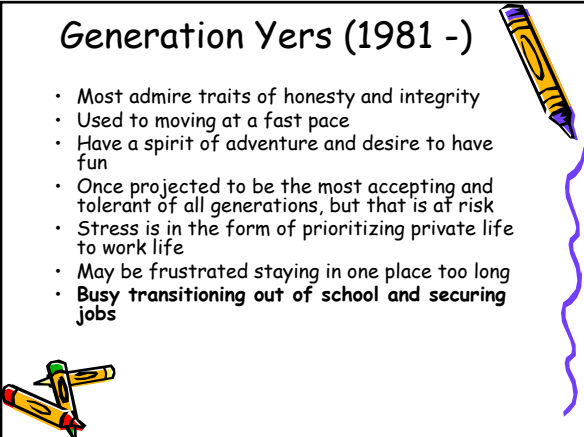
Coaching Points:

- Need for structure
- Need for supervision
- Handling difficult people
- Coming to terms with their limitations



Generation Yers (1981 -)

- Most admire traits of honesty and integrity
- Used to moving at a fast pace
- Have a spirit of adventure and desire to have fun
- Once projected to be the most accepting and tolerant of all generations, but that is at risk
- Stress is in the form of prioritizing private life to work life
- May be frustrated staying in one place too long
- **Busy transitioning out of school and securing jobs**



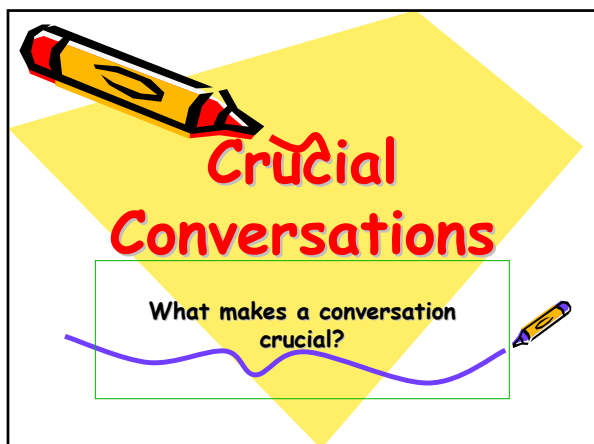


THANK YOU!

Questions or Comments?





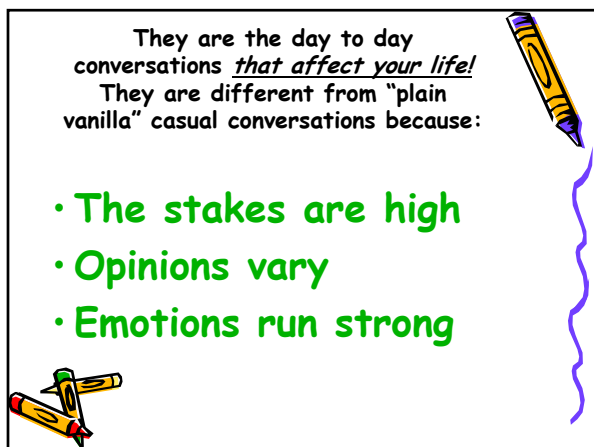


Crucial Conversations

What makes a conversation crucial?

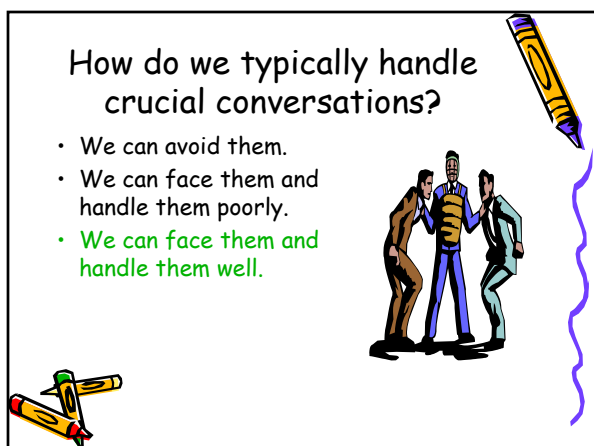
They are the day to day conversations *that affect your life!*
They are different from "plain vanilla" casual conversations because:

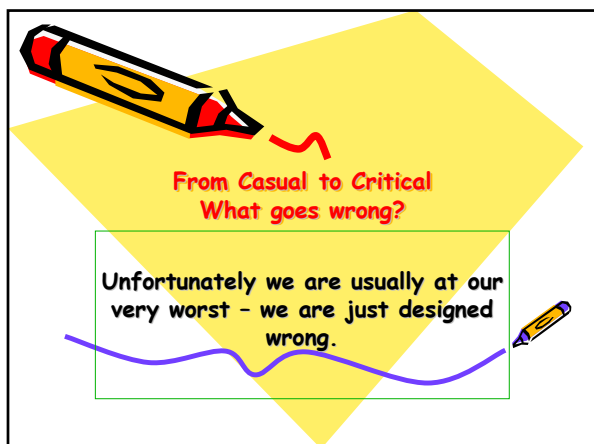
- The stakes are high
- Opinions vary
- Emotions run strong



How do we typically handle crucial conversations?

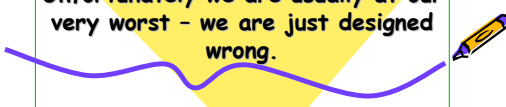
- We can avoid them.
- We can face them and handle them poorly.
- We can face them and handle them well.







**From Casual to Critical
What goes wrong?**

Unfortunately we are usually at our very worst - we are just designed wrong.





The Limbic System

- THALAMUS - the clearinghouse in our brain. Everything we see, smell, hear, feel.
- AMYGDALA - where our emotional memory is stored. Also responsible for our fight-or-flight response.
- EMOTIONAL HIJACK - by constantly scanning the Thalamus, the Amygdala prepares us to deal with saber-tooth tigers.

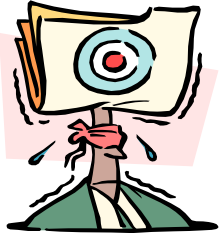

WAYS TO INCREASE YOUR IMPULSE CONTROL

- Beware the HALT state.
- Follow the ABC's of Impulse Control.
- Learn to move from "hot" to "cool" feelings.

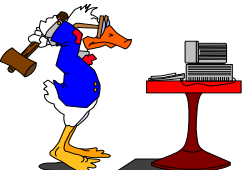

Recognize the HALT State

- H - hungry (or hot)
- A - angry
- L - lonely
- T - tired


The ABC's of Impulse Control

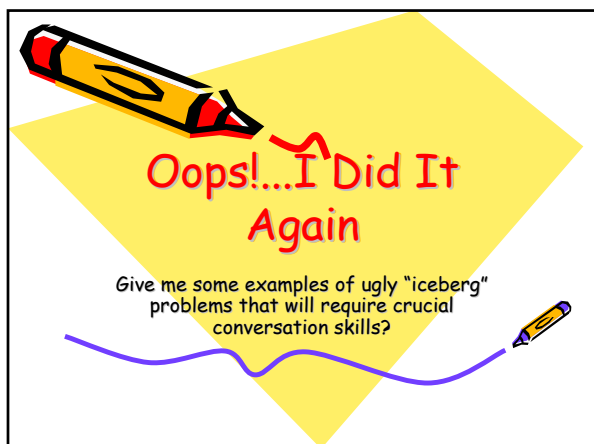
- AWARENESS
- BREATHING
- CHOOSE A RESPONSE, NOT A REACTION

Move From "Hot" to "Cool" Feelings

<p><u>HOT Feelings</u></p> <ul style="list-style-type: none"> • Rage, fury, anger. • Despondency, despair, depression & pessimism. • Guilt and remorse. • Worthlessness. • Anxiety, fear, panic. 	<p><u>COOL Feelings</u></p> <ul style="list-style-type: none"> • Annoyance, irritation. • Sadness. • Regret. • Self-disappointment. • Concern
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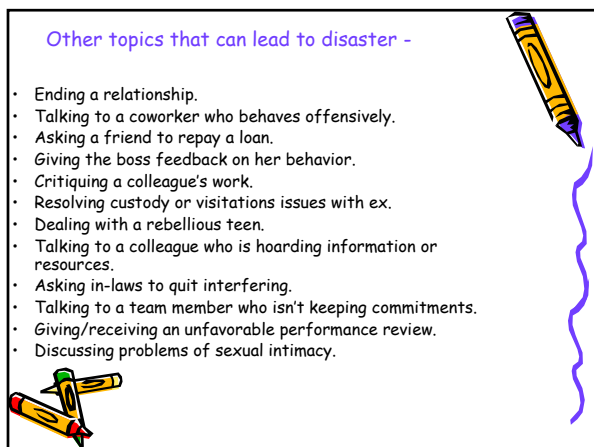


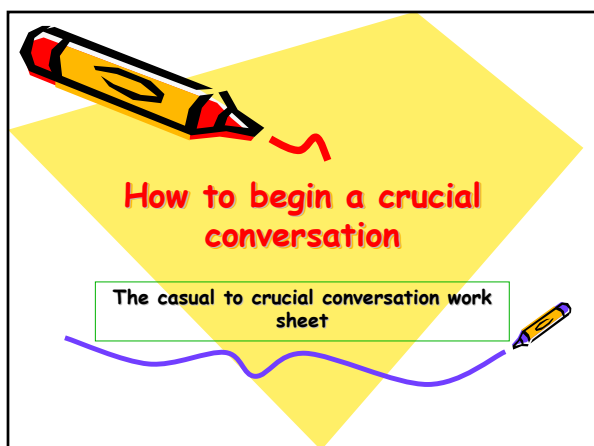
Oops!...I Did It Again

Give me some examples of ugly "iceberg" problems that will require crucial conversation skills?

Other topics that can lead to disaster -

- Ending a relationship.
- Talking to a coworker who behaves offensively.
- Asking a friend to repay a loan.
- Giving the boss feedback on her behavior.
- Critiquing a colleague's work.
- Resolving custody or visitations issues with ex.
- Dealing with a rebellious teen.
- Talking to a colleague who is hoarding information or resources.
- Asking in-laws to quit interfering.
- Talking to a team member who isn't keeping commitments.
- Giving/receiving an unfavorable performance review.
- Discussing problems of sexual intimacy.





How to begin a crucial conversation

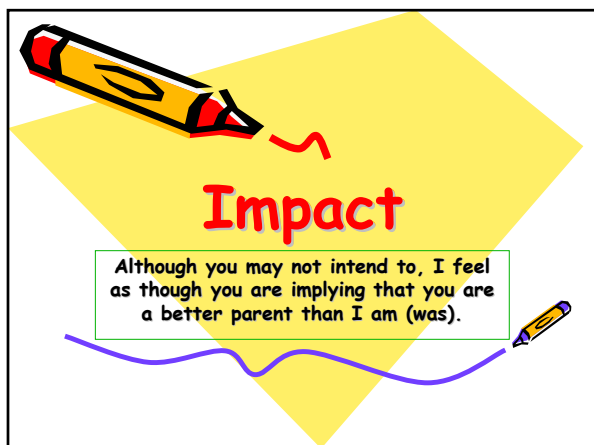
The casual to crucial conversation work sheet



Behavior-
be specific

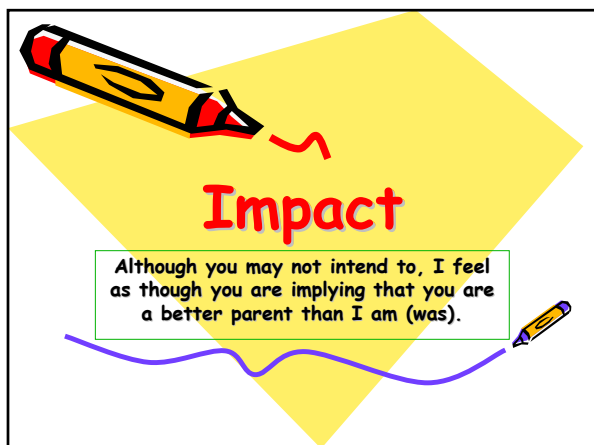
When we have a difference of opinion on work priorities and you say "My family comes first";

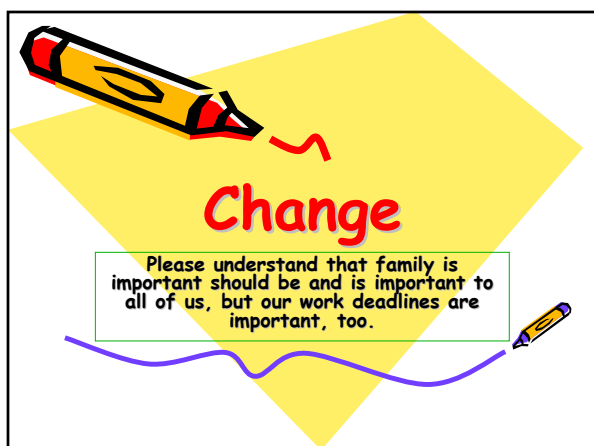




Impact

Although you may not intend to, I feel as though you are implying that you are a better parent than I am (was).





Change

Please understand that family is important should be and is important to all of us, but our work deadlines are important, too.

