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Generational Learning Differences

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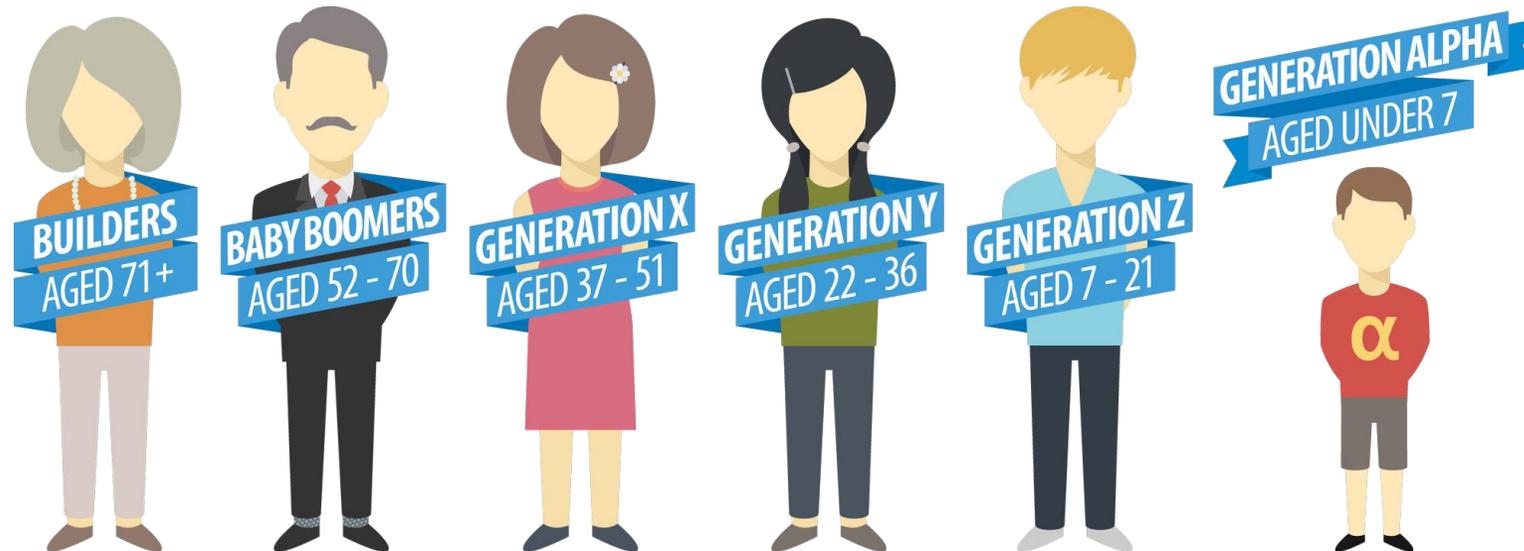
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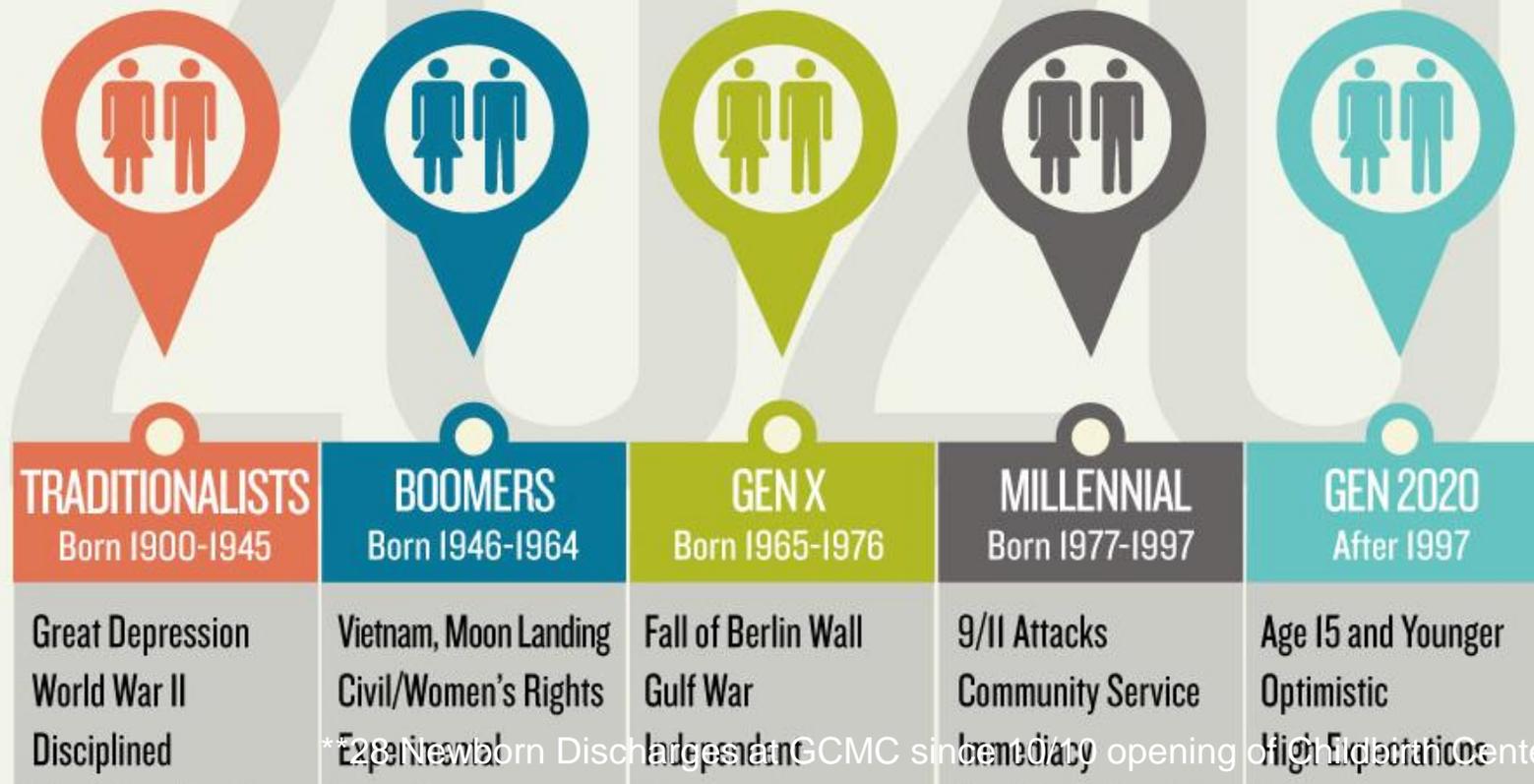
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Diversity and the Workplace

- Generational diversity focuses on differences based on the generation which an employee grew up
- There are four generations in today's workforce

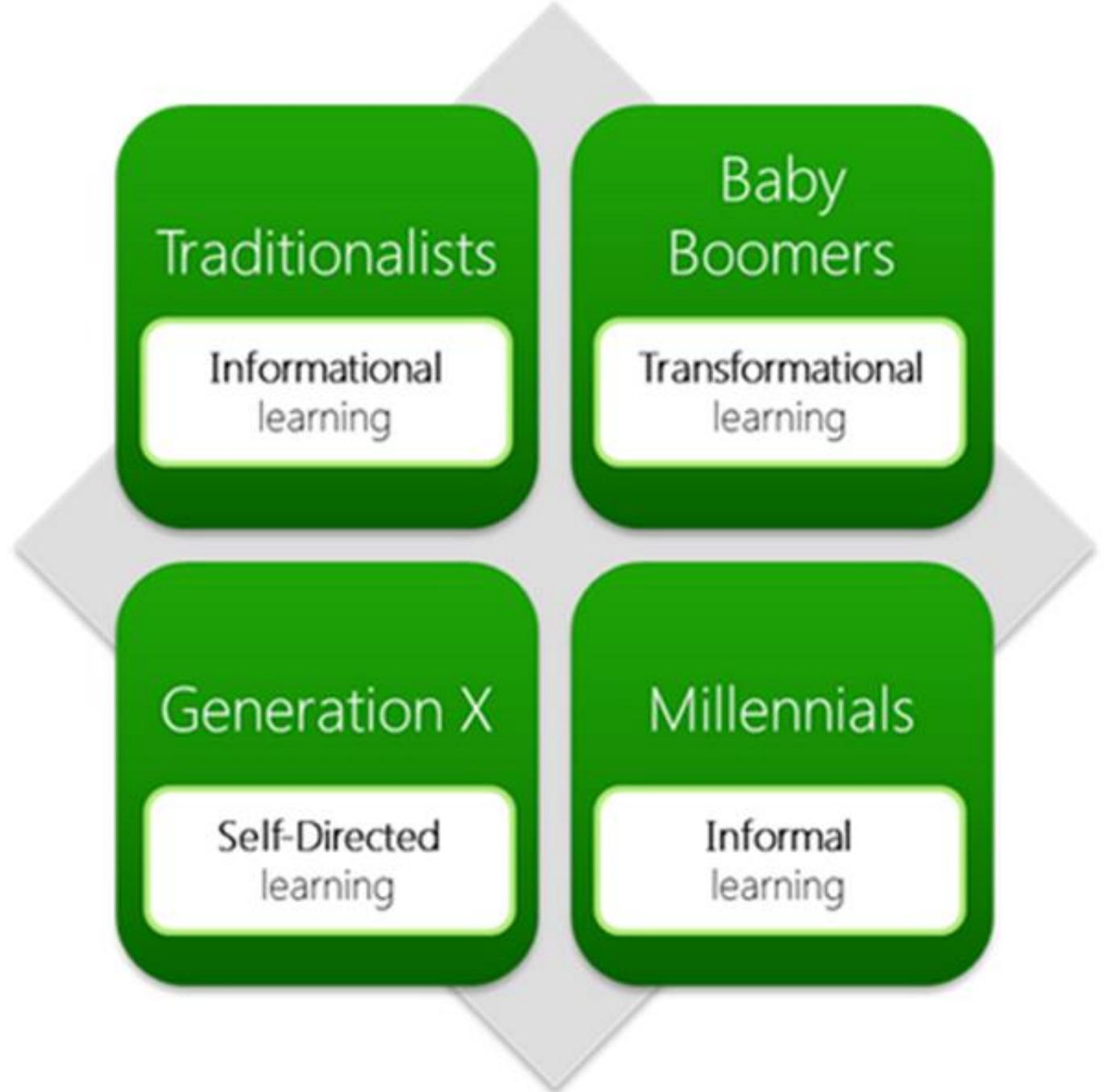


Five Generations Working Side by Side in 2020



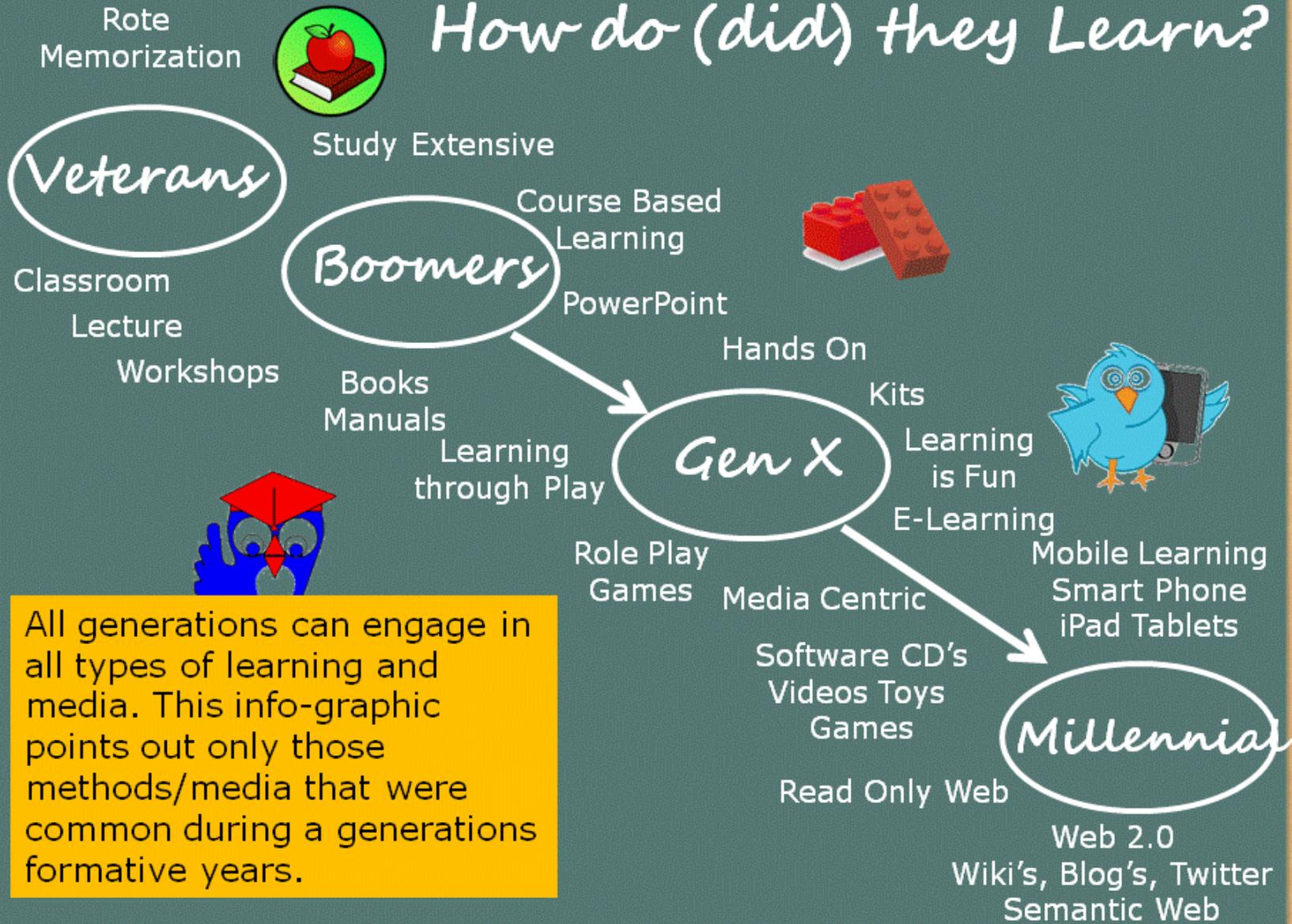
*28 Newborn Discharges at GCMC since 2010 opening of Childbirth Center

Preference of Learning



Source: United Nations, "Overcoming Generational Gap in the Workplace"

How do (did) they Learn?



All generations can engage in all types of learning and media. This info-graphic points out only those methods/media that were common during a generations formative years.

Baby Boomers



Learning Motivators

- Public and Peer Recognition
- Training relevant to career goals
- Training by invitation as a perk

Delivery Methods

Classroom/Facilitated

- Accustomed to lecture and/or workshops
- Small group exercises
- Discussion may elicit “safe” rather than honest answers
- PowerPoint
- Case studies
- Struggle with simulation
- Accept objectives
- Sharing of experiences

Feedback

- Prefer well-documented feedback all at once

Generation X

Learning Motivators

- Training relevant to personal goals
- Recognition from instructor
- Mentoring opportunities

Delivery Methods

Blended/Independent

- Accustomed to eLearning
- Experiential learning, such as role play activities
- On-the-job training and self-study, allowing them to multi-task
- Expect interactivity
- Focused Learning
- Sharing of best practices
- Want to test out of something they know
- Want Choices
- Want to learn what's needed now

Feedback

- Prefer regular feedback



Generation Y/Millennials

Learning Motivators

- Training as a fast track to success
- Structured assignments with tight deadlines
- Networking opportunities

Delivery Methods

Phones/Tablets/Collaborative & networked

- Accustomed to eLearning leveraging blogs, podcasts, mobile apps
- Hands-on learning and collaboration leveraging technology
- Want to take a test and figure out what they don't know and focus on that
- Want to choose path of navigation
- Independent yet learn through social interactions
- Assertive information seekers
- Likes discussion/Question & Answer
- Gaming
- Simulation
- Short Sessions (1-4 hour)

Feedback

- Prefer frequent, on-demand feedback

