

# **Creating a Positive Work Environment**

- Generational Differences
- Communication
- Break
- Emotional Intelligence
- Break
- Positive Work Environment
- Resilience

## Agenda

- Describe the generations currently in the workforce.
- Examine how a multigenerational workplace can exist in harmony.
- List communication techniques for each generation.
- Identify characteristics of Emotional Intelligence.

## **Objectives**

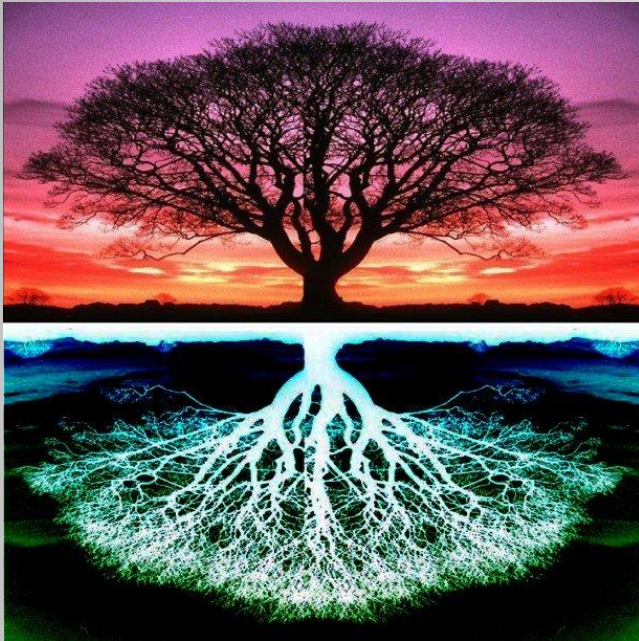
- A cohort of individuals who have shared similar experiences and therefore relate to the same things.



**What is a generation?**

*"Our death is not an end if we can live on in our children and the younger generation. For they are us, our bodies are only wilted leaves on the tree of life."*

*- Albert Einstein*



*Each generation imagines itself to be more intelligent than the one that went before it, and wiser than the one that comes after it.*

*George Orwell*



*“Each generation goes further than the generation preceding it because it stands on the shoulders of that generation. You will have opportunities beyond anything we’ve ever known.”*

*-----Ronald Reagan*



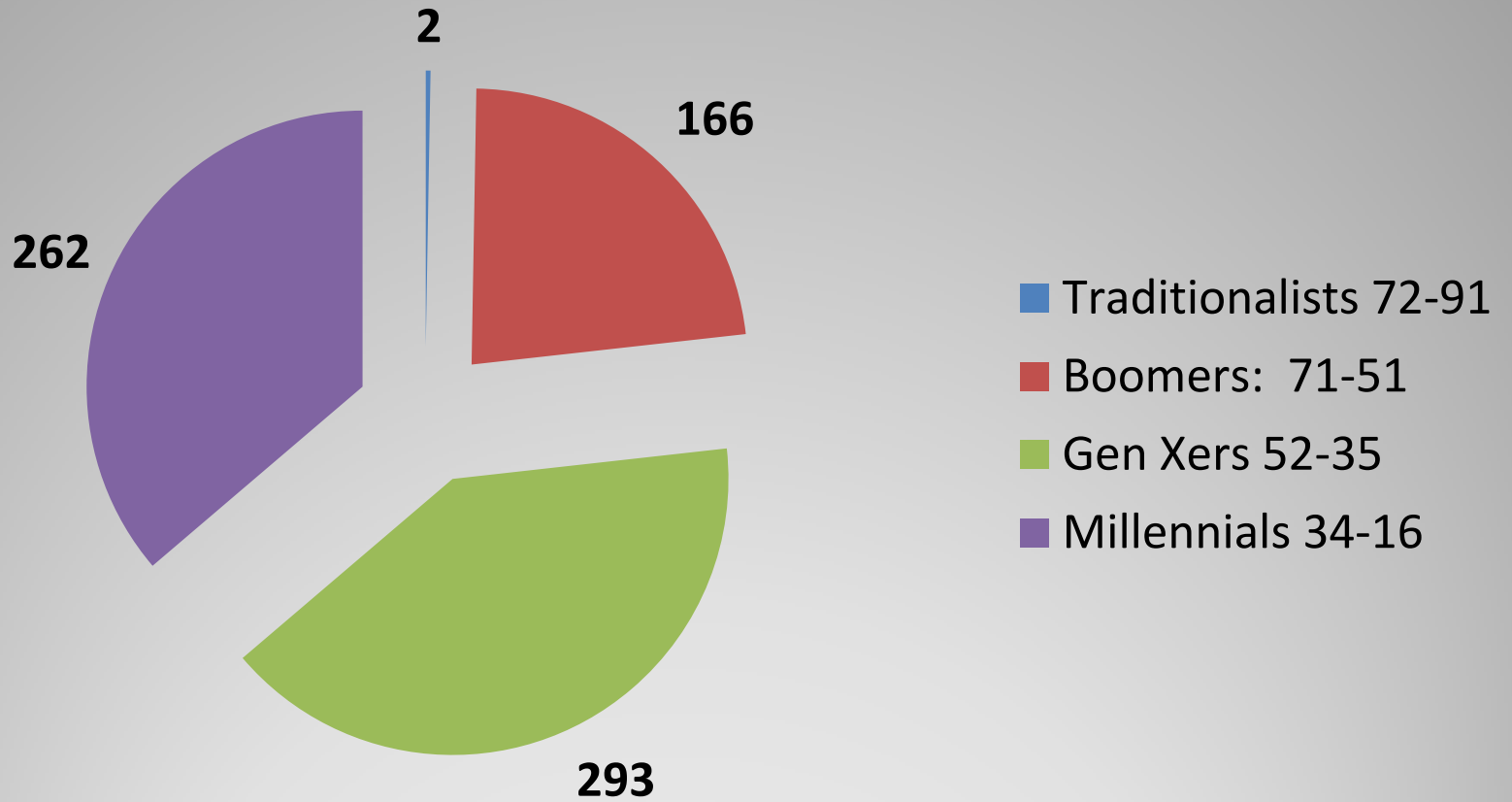
Traditionalist: 1925-1945

Baby Boomers: 1946-1965

Generation X: 1966-1980

Millennials: 1981-2000

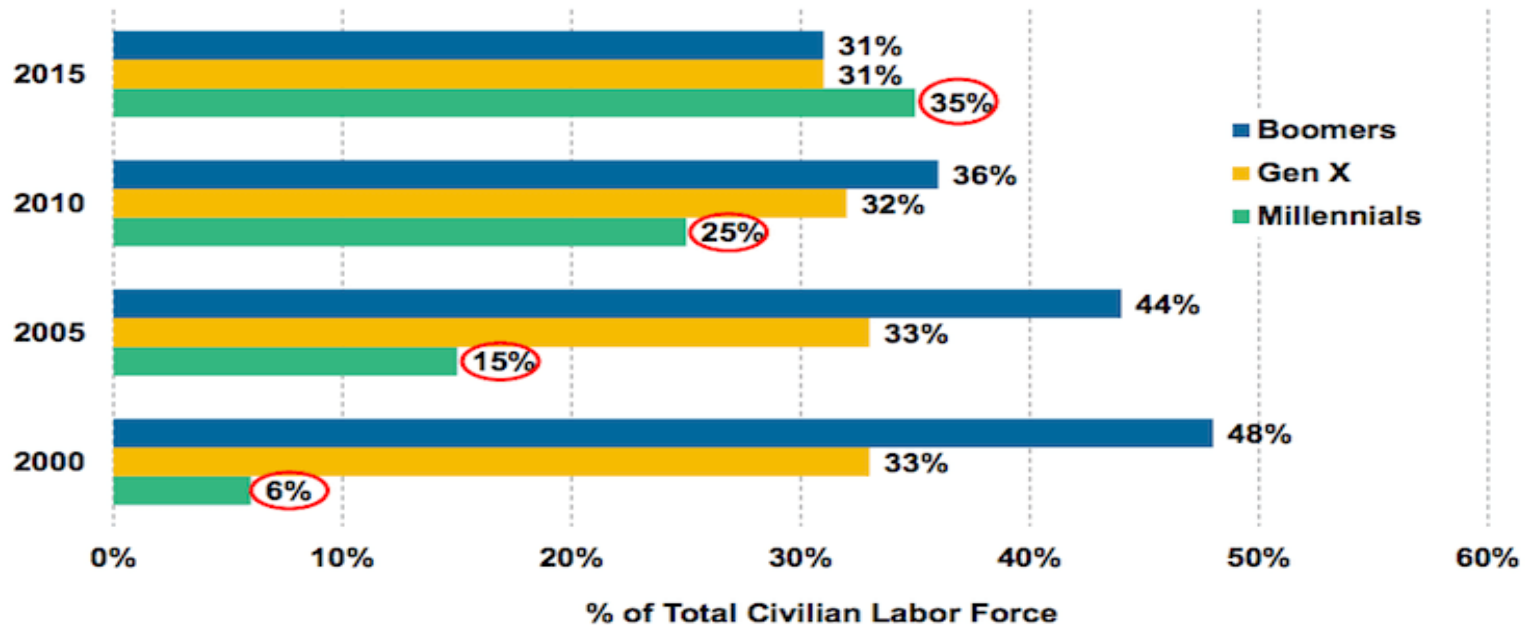




**RN Age Demographic for \*\*\*\***

# Millennials (Age 15-35) = Largest Generation in Workforce This Year

## Civilian Labor Force by Generation, USA, 2000 – 2015



- Have impacted the workplace by setting an expectation
- Loyal, strong work ethic
- Willing to work towards common goal
- Look to their leaders for direction and guidance
- Uncomfortable with change in workplace

## **Traditionalists**

- Hard workers, sacrificed to get where they are.
- Optimistic and value being members of a cohesive group.
- Value recognition, prefer personal communication (face to face).
- Enjoy teamwork, willing to work through processes to achieve positive outcomes.

## **Baby Boomers**

- Self-reliant.
- Desire nice things, but prefer “fun” to the workaholic lifestyles of the previous generations.
- Lacks academic scores and experience but wanting to advance without having spent time on each step of the nursing career ladder.
- Neither a team player or a risk taker.
- Want as much as possible as fast as possible.
- Informal in relationships and want to have fun on the job.
- Loyal to career goals but not the organization or the job.
- Skeptical of Boomers and Traditionalists, yet eager for the opportunity to have their jobs.

## Generation X

- Newest generation to enter the workforce.
- Heavily programmed with multiple at school and after school activities.
- Highly collaborative and optimistic.
- Want a voice in the workplace as they have become accustomed to have influence on family decisions and teams.
- Technology-dependent.
- Want work-life balance.

## Millenials

- 25% population > Boomers/Mills
- Independent
- Money oriented/pragmatic regarding money
- Loyal, compassionate, thoughtful, open-minded
- Responsible, determined
- <Substance abuse
- <Teen pregnancy
- College bound
- Independent learners but will participate in group.

**Gen Z**

	Thoughts of authority	Leadership Preferences	Turnoffs	Loyalty To	Outlook	Relationships in the workplace
Boomers	Love/Hate	Consensus	Politically correct	My need to succeed	Optimistic	Get along and fit in
Xers	Not Impressed	Competent	Hype, lies	Individuals who help me with my career	Skeptical	Autonomous
Millennials	Polite	Pull team together	Promiscuity	My need for meaningful work	Hopeful	Seek mentors, large social network



## Preferred Communication Style

Baby boomers	Open, direct, less formal dialogue	Prefers face to face group meetings and phone calls.
Xers	Email, direct get to the point communication. Summaries, bullet points and metrics.	Want to know "what's the bottom line?", Open channels of communication.
Millennials	Prefer fragmented, abbreviated, and frequent communication.	Perceived to be rude, direct, and blunt.

- <https://youtu.be/M4IjTUxZORE>

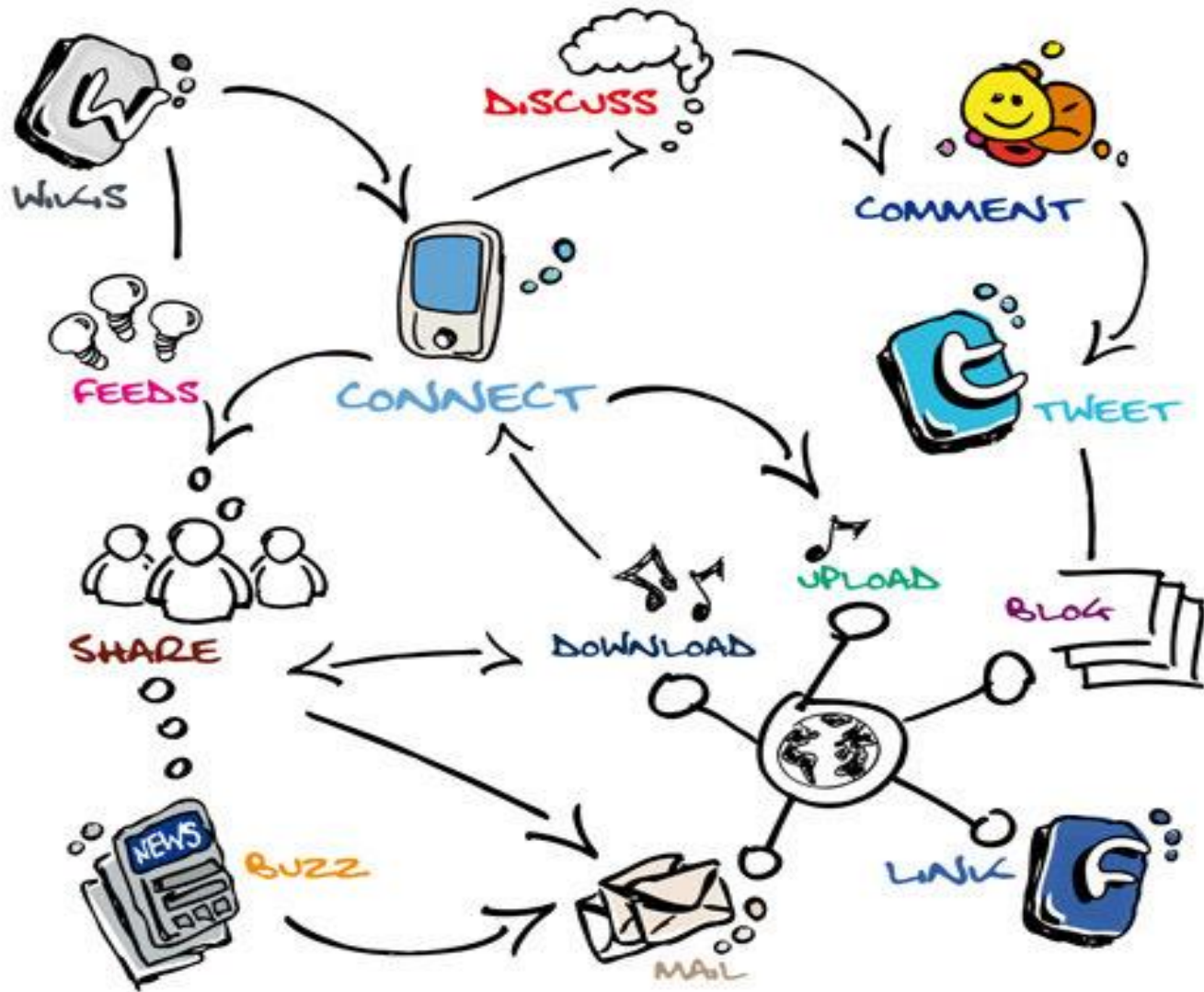
**Generational Differences**

- 1<sup>st</sup> nurse says "Call me back if you can't find anyone else."
- The 2<sup>nd</sup> nurse says "How much will you pay me?"
- The 3<sup>rd</sup> nurse says "What time do you need me?"
- The 4<sup>th</sup> nurse says "Sorry, I have plans. Maybe next time."

**Generations**

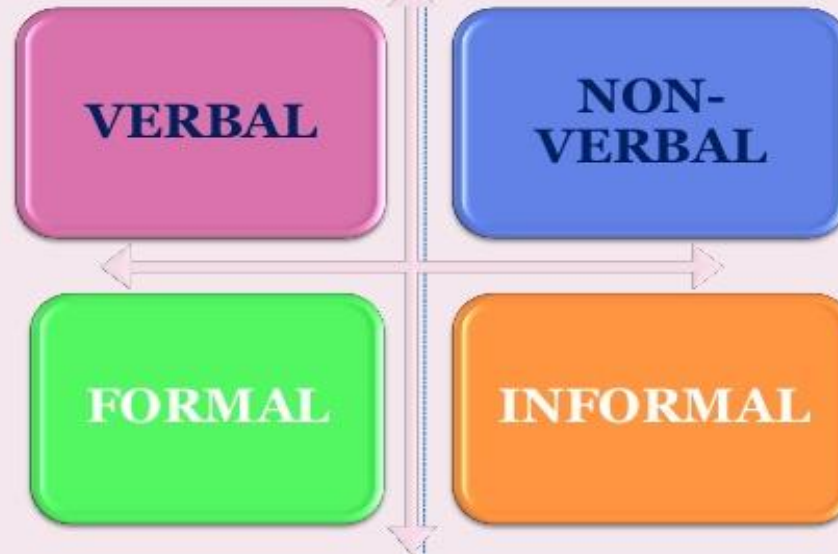
How do we communicate?

**Communication Techniques**



# Types of Communication

17



Verbal Communication is the use of sounds and language to relay a message. It serves as a vehicle of expressing desires, ideas and concepts and is vital to the processes of learning and teaching.

**Verbal Communication**

The effectiveness of verbal communication depends on:

- Tone of speaker
- Clarity of speech
- Volume
- Speed
- Body language
- Quality of words used in conversation.

**Verbal Communication**



Success of verbal communication depends not only on the speaking ability of the individual but also on the listening skills. How effectively an individual listens to the subject matter decides the effectiveness of the communication.

**Verbal Communication**

Communication without words. Includes:

- Facial expressions
- Eyes
- Touching
- Tone of voice
- Dress
- Posture
- Spatial distance between two or more people

**Non Verbal Communication**

Allows people to:

- Reinforce or modify what is said in words. For example, people may nod their heads when saying “yes” to emphasize that they agree.
- Convey information about their emotional state.
- Define or reinforce the relationship between people.
- Provide feedback to the other person.
- Regulate the flow of communication, for example by signaling to others that they have finished speaking or wish to say something.

## **Nonverbal Communication**

A type of verbal communication in which the interchange of information is done through the predefined channels.

- Official Communication
- More reliable
- Slow to spread
- Time consuming
- Effective due to timely and systematic flow of information
- Could be distorted due to long chain of communication

## Formal Communication

Verbal communication in which the interchange of information does not follow any channels, stretches in all directions.

- Grapevine communication
- Comparatively less reliable
- Very fast to spread
- Efficient because employees can discuss work related problems, this saves time and cost of the organization.
- Spread of rumors.

## **Informal Communication**

## Traditionalists/Boomers

We're invincible as a team

Highly value participation & consensus

Value what others think

I want, I think, I'd like...

Softened communication style

Recognition is important

## Xers / Millennials

I work best alone

Do not need to participate, attend meetings, or hear others' opinions

Care very little about what others think

I need....

Short, abrupt, and casual speech

Recognition isn't important; I know what kind of job I'm doing

# Cross-Generational Communication

- Take constructive criticism very personal and work to improve. Do in private. Likes group recognition.

Boomers

- Takes feedback as very personal and critical. Sandwiching the info is a good option. Want to be thanked for their contribution no matter how small.

Xers

- Have hard time receiving constructive feedback. They are used to being told whatever they were doing was good. Like to receive often and in small pieces.

Millenineals

# Providing Feedback

## Boomers

- Emphasize goals & challenges.
- Show them opportunities.

## Xers

- Show Technology
- Allow time for exploring.
- Tell them who's who and how to locate resources.
- Repeat the work-life balance message over & over.
- Deemphasize workplace politics.

## Millennials

- Be clear about expectations.
- Show opportunities
- Emphasize quality
- Offer a lot of support

# Orientation Tips





# Emotional Intelligence



Self-awareness



Self-regulation



Motivation



Empathy



Social Skill

# Emotional Intelligence

<https://youtu.be/5mNxBB6uKXc>



**Self-Awareness**

<https://youtu.be/fyuCrsGCvaA>



**Self-Regulation**

<https://youtu.be/H2DKmAV2o5s>



**Motivation**

<https://youtu.be/7hFAv8z8xmw>



**Empathy**

<https://youtu.be/bbWguEIrmJE>



# Social Skills

- Mutual trust among members
- A sense of group identity- feeling they belong to the group
- Sense of group efficacy (belief that the team can perform well and team works better together than apart)

**Positive Work Environments**



- Build strong, powerful teams
- Re-ignite your passion!
- Move from reactive to proactive coping
- Program your brain with positive thoughts
- Pay attention to what you pay attention to
- Have a strong social support – at work
- Have confidence

## **Mindfulness & Resilience**

As charge nurse, you are heading up your team for the day/night.

- Be inclusive- do not alienate anyone on your team.
- Be Proactive-Recognize the problem and figure out how to fix it, own it, gather info.
- Change the way you talk.
- Find a BFAW.
- Maintain a sense of self-worth and contribution.

**Mindfulness & Resilience**