

OCTOBER 16-18, 2014
THE SENTINEL HOTEL, PORTLAND, OR

SESSION DETAILS

Session #: 201

Title: From Gen Z to Veterans: Bridging Generational Gaps - The times They Are A-Changin'

Speaker: April D. Lewis, MS and Carol French, MA

Date: Friday, October 17

Time: 9:35-10:50 a.m.

CE Contact Hours: 1.25

Pharmacology Hours: 0

SESSION DESCRIPTION

US demographics are changing at a dizzying pace, sometimes leading to a wild scramble to understand and bridge differences in order to provide excellent customer service. Five generations are now struggling to live and work side by side with people who are as young as their children and as old as their parents ... or even their grandparents. Generational differences have never been more pronounced nor had more impact on workplace morale, productivity, and service delivery. The members of each generational cohort are committed to their values, their beliefs, and their views of "how things should be." This fun and interactive session provides an opportunity to develop strategies for improving inclusion, harmony and synergy in a multigenerational environment.

LEARNING OBJECTIVES

Upon completion of this session, the learner will be able to:

1. Identify differences in perspectives, work ethics, work-life balance, and values among the five generations: Gen Z through Veterans
2. Compare and contrast the strengths and challenges of the values of each cohort;
3. Review workplace strategies to build cultural bridges across generational gaps.

DISCLOSURES

Conflict of Interest for Planners & Presenter:

- The planners of this CNE activity declare no conflicts of interest in the development and implementation of this educational activity.
- This presenter declares no conflict of interest. As faculty/presenter for this activity, presenter attests that they will provide the best available evidence for this content and present information fairly and without bias.