

# NAVIGATING GENERATIONAL DIFFERENCES

Rosny Daniel, MD



**PATIENT CARE &  
COMMUNICATION  
SKILLS**



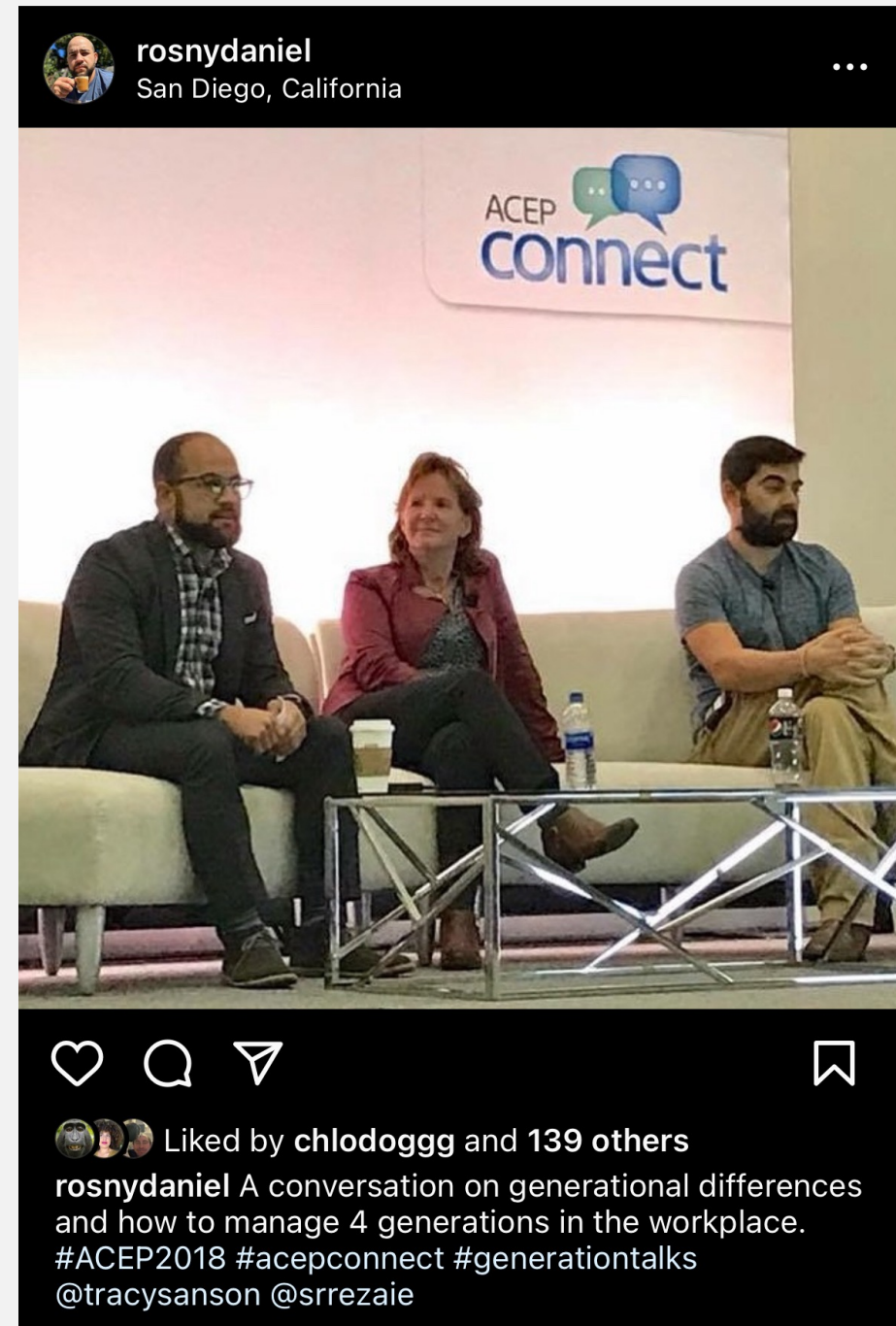
**TEAM  
MANAGEMENT**



**RECRUITMENT  
AND RETENTION**



**SUSTAINABILITY  
(CHANGE IS  
INEVITABLE)**



A 19 y/o presents with 1 day of abdominal pain and vomiting. When you inquire further, they report *“I had some chicken that was sus no cap. That meal wasn’t bussin and I think the opps might have been tryna flame my rizz on god FRFR. I’m down bad. Periodt.”*

A.) The chicken was overcooked

B.) The chicken dish was left without a cap on it and went bad

C.) Foes attempted to give them food poisoning

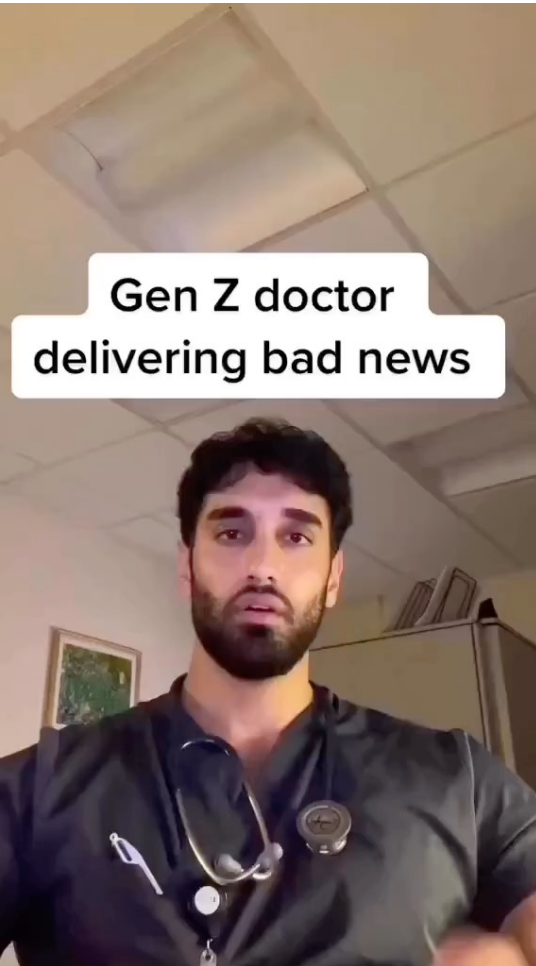
The Most Uniquely Popular

# GEN-Z SLANG WORD

in Every State

The 'zoomer' generation includes those who were born after grunge but before Gangnam Style. Now that they are becoming adults, their generational argot is entering the mainstream faster than millennials and Gen-Xers can learn it.


Some words have successfully made the jump (**cancel culture**, **twerk**). But **on fleek**? This made-up word was first improvised by Chicago-area teen Kayla Newman on the video-sharing network Vine in 2014. It is now Gen-Z parlance for looking "just right" and is the most common zoomer slang in **four states**.



@farhanthedoctor

# Emojis


For the chronically online generation, a picture — or in this case, emoji — speaks louder than 1,000 slang words.

 — slay

 — laughing to death

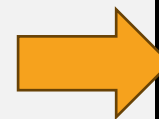
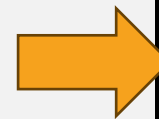
 — conveys passive-aggressive tone

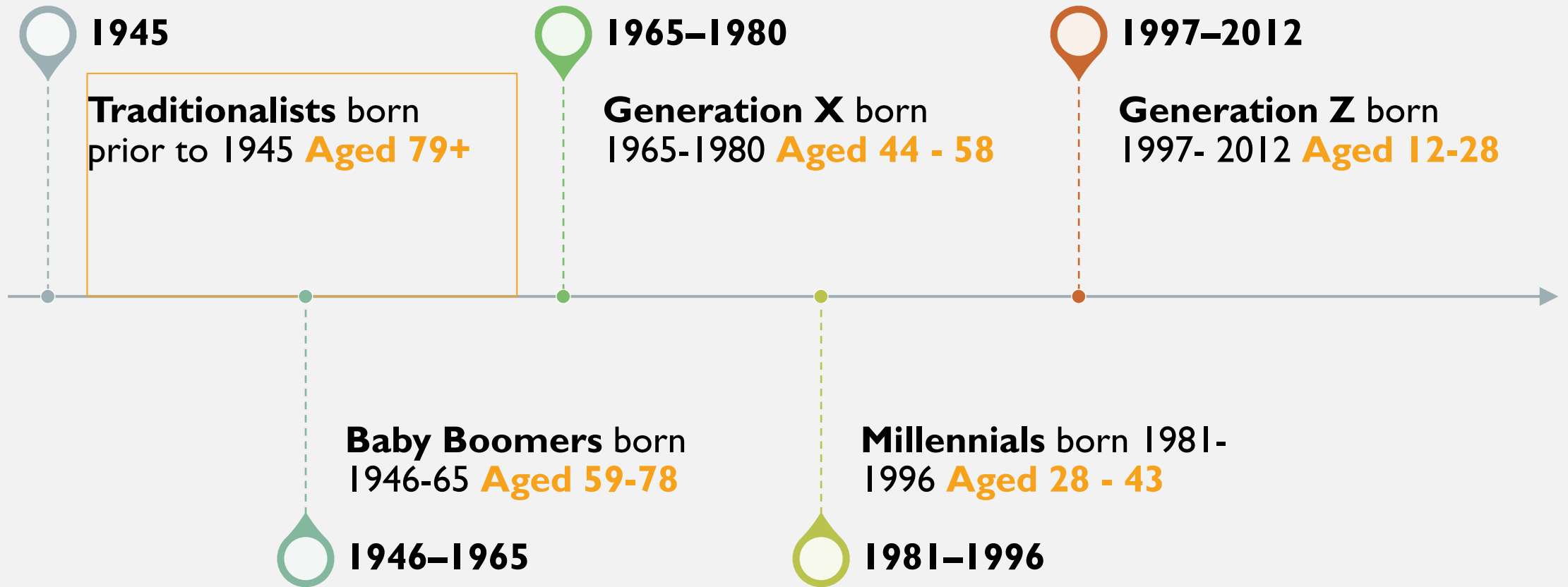
 — utter shock

 — smiling through the pain of a bad day

 — doing or saying something foolish











## Medical Students

- Average age of a medical student is about 24-27.
- **Gen Z**

## Trainees

- Average EM training 3-4 years 27-31.
- **Millennials. Gen Z.**

## Working Physicians

- Average EM career hard to say, but many retire in 50s-60s.
- **Millennials. Gen X. Boomers.**

Pre 1945

TRADITIONALISTS  
79 AND OLDER

The Great Depression

World War II

Lived on Farms

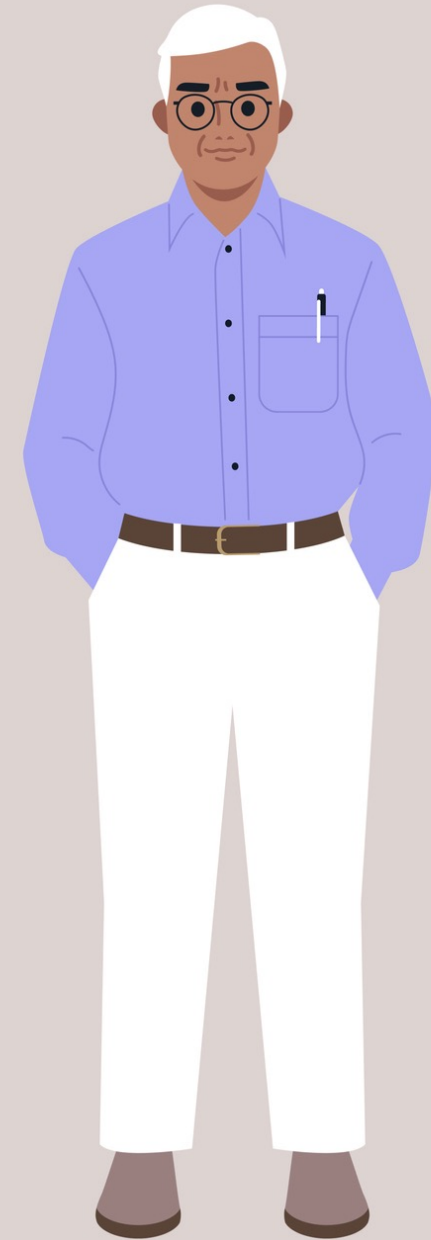
Radio Generation



1946 - 1965

BABY BOOMERS  
59 – 78 YEARS OLD

Baby Boom  
Affluence  
Television  
Generation Gaps



1967 - 1980

GENERATION X  
44 – 58 YEARS OLD

Smallest Generation

Divorce Common

Personal Debt

Computer/Internet



1981 - 1996

MILLENNIALS  
28 – 43 YEARS OLD

Parental Involvement

Fear of Low Self-Esteem

Consumer Age

Sept 11, 2001

Technology Everywhere



1997 - 2012

GEN Z  
12 – 28 YEARS OLD

Technology Natives

Social media

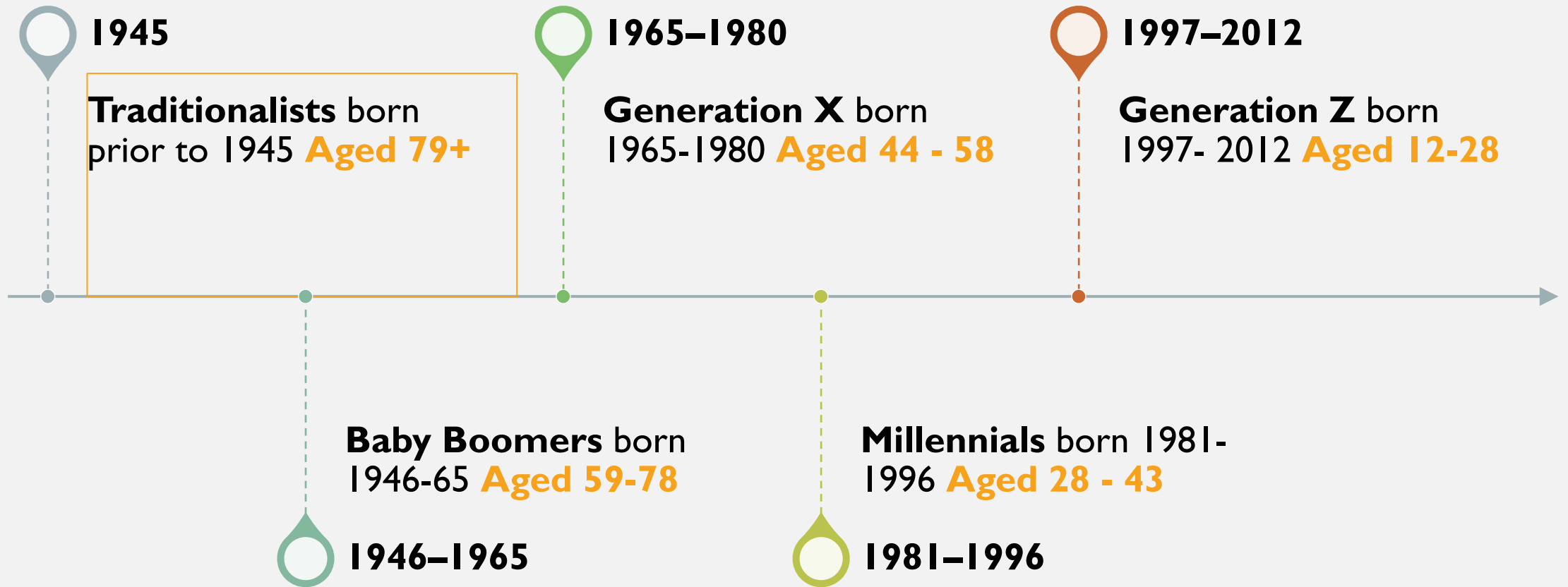
Delayed adulthood

Mission Driven

COVID 19

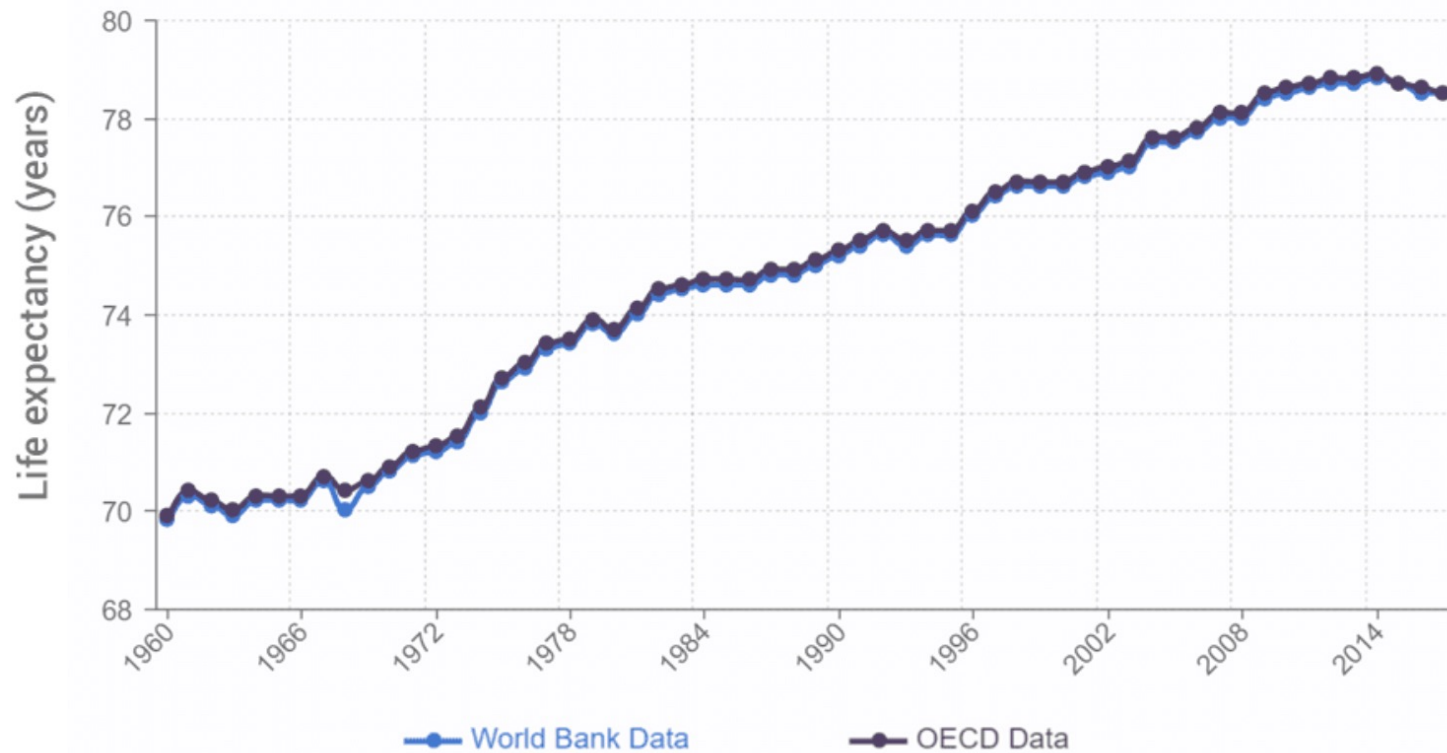






# United States life expectancy at birth

(1960-2017) Average age for male and female



**Figure 2: Percentage of adults who identify as transgender or nonbinary, by generation**

Boomers GenX Millennials GenZ

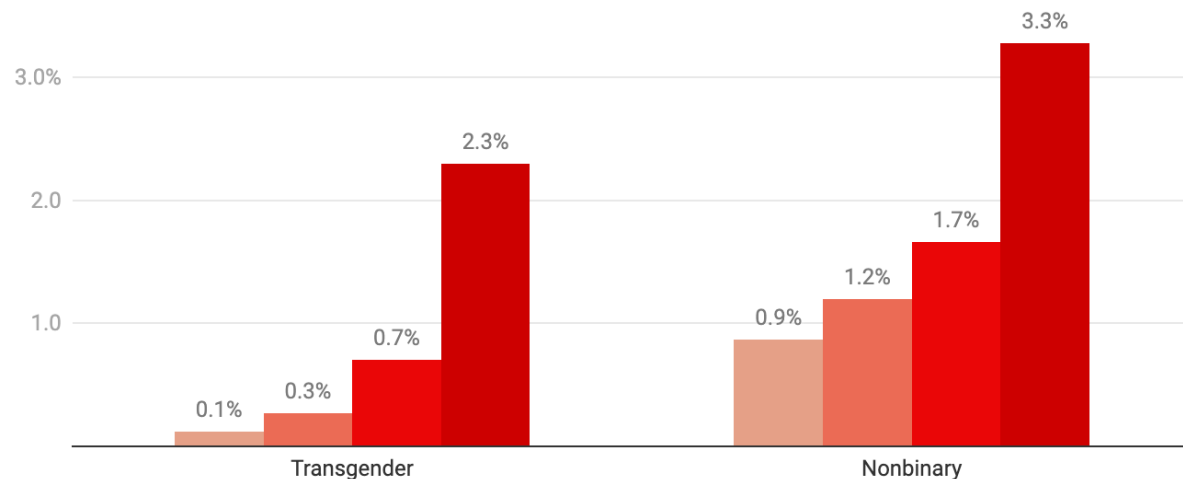


Chart: From "Generations" by Jean M. Twenge • Source: Household Pulse Survey, U.S. Census Bureau

TIME

*Notes: Data collected between July 21, 2021 and October 17, 2022. Based on 1,050,222 respondents*

**Figure 5: Percentage identifying as transgender by age group and year**

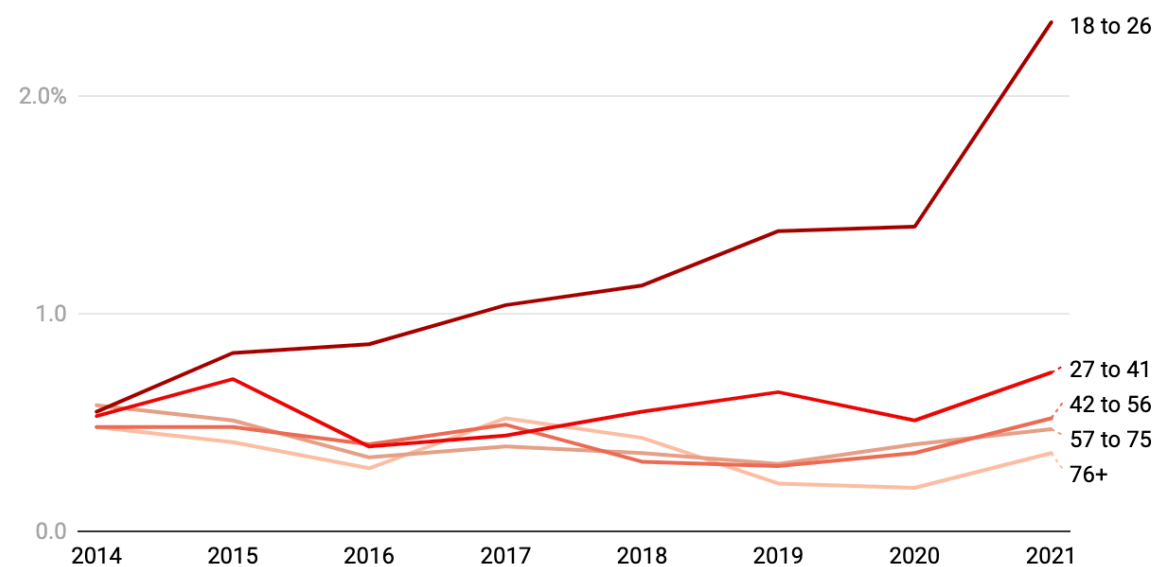
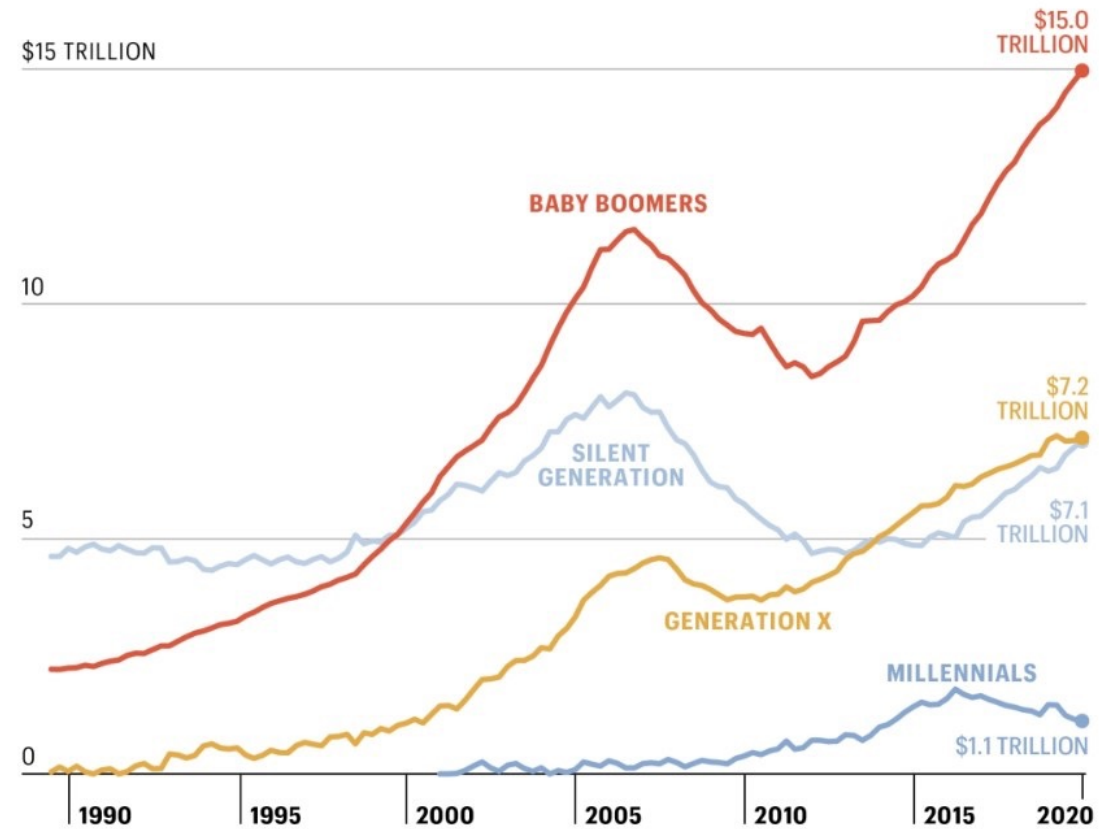


Chart: From "Generations" by Jean M. Twenge • Source: Behavioral Risk Factor Surveillance System, CDC

TIME

## REAL ESTATE WEALTH BY GENERATION



SOURCE: FEDERAL RESERVE BOARD

FORTUNE

## Boomer When Their House Is Worth 1 Mil ▾



For You

Following

Friends

 Explore **New**

LIVE

Profile

Log in to follow creators, like videos, and view comments.

**Log in**

Create TikTok effects, get a reward

[About](#) [Newsroom](#) [Contact](#) [Careers](#)[TikTok for Good](#) [Advertise](#)[TikTok LIVE](#) [Creator Networks](#)[Developers](#) [Transparency](#)[TikTok Rewards](#) [TikTok Embeds](#)[Help](#) [Safety](#) [Terms](#) [Privacy Policy](#)[Privacy Center](#) [Creator Portal](#)#fyp #foryou #dadsoftiktok  
#viral #boomers...

camerondonn... 2.3M

Any real estate questions  
yall have in mind?...

ojedrisellsmiami 27

While Millenials and Gen Z  
are crying on the inside....

goodgreekmovi... 226

#2023realestatemarket  
#trurth #realtorlife...

thereal.cesarher... 30



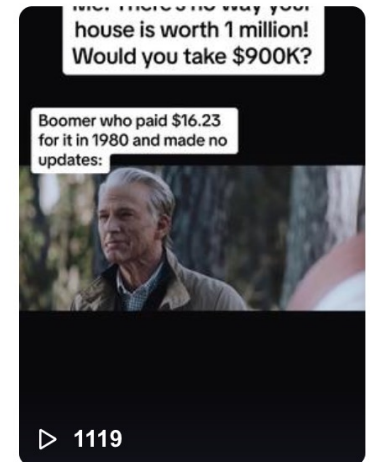
The best time to plant a



I need someone to invent a



#CapCut #realestatetiktok



#fyp #foryou #trending



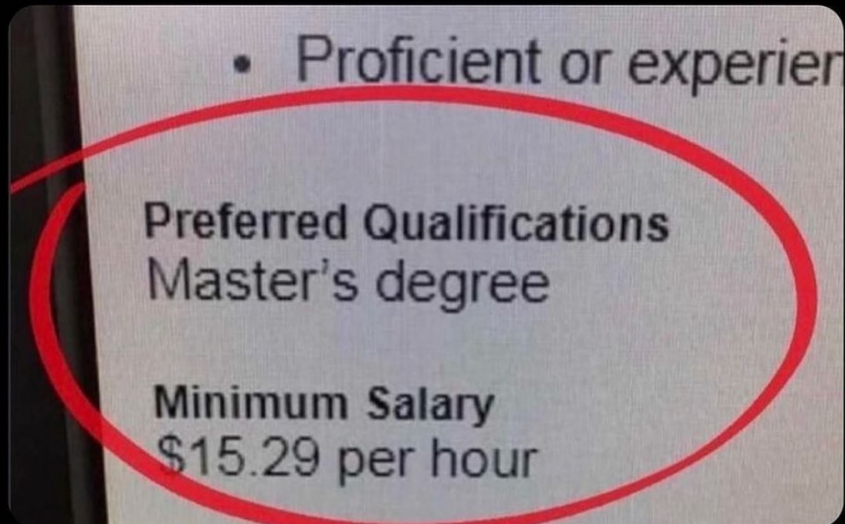


**StrictlyChristo**     
@StrictlyChristo


1/6

BOSSES: "People just don't want to work anymore."

THE JOBS:



**eighteesbabies80**

 Geek Music · Super Mario Bros Main Theme



**ME: Y'ALL KIDS TODAY SPEND  
TOO MUCH TIME ON DEVICES**



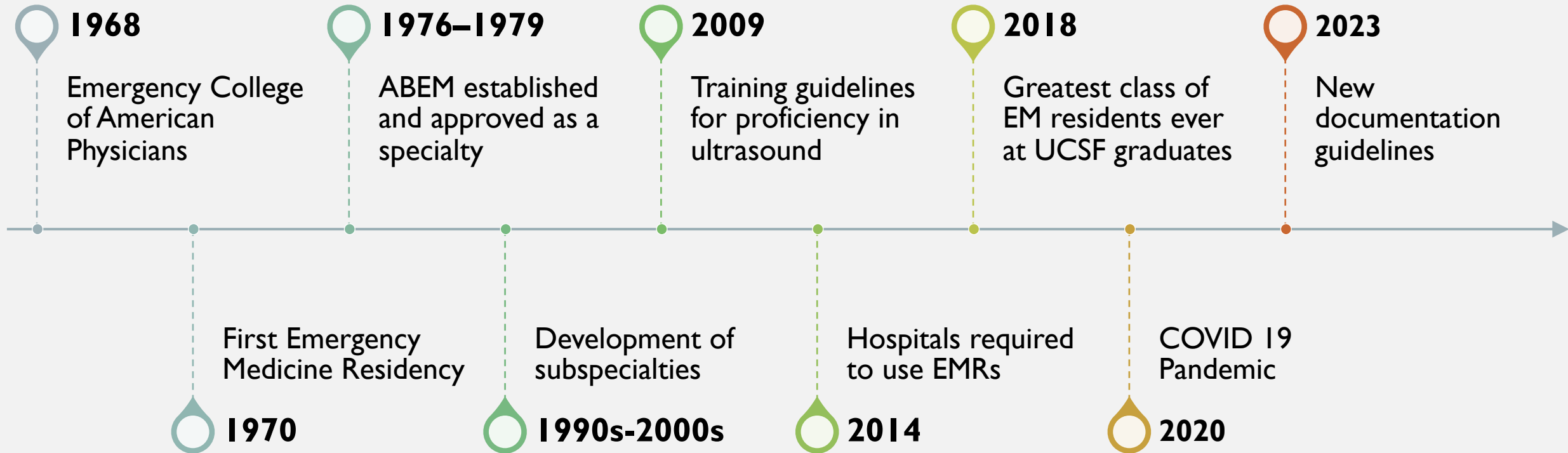
**ME IN 1987 SPENDING 3 DAYS  
TRYING TO MAKE THIS JUMP**



@eighteesbabies80



# CHANGES IN EMERGENCY MEDICINE





artificial intelligence



Search

[Advanced](#)

[Create alert](#)

[Create RSS](#)

[User Guide](#)

Save

Email

Send to

Sort by:

Best match



Display options

RESULTS BY YEAR

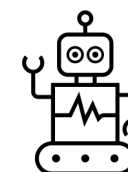
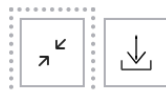
227,923 results



Page

1

of 22,793



1951

2024

37k

## PREDICTING THE FUTURE

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Boarding crisis

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Groups, contracts, hospital systems

---

Technology

---

Electronic Records

---

Documentation and reimbursement

---

Aging patient populations

---

New medications and treatments



### Baby Boomer

- Born 1946-1964
- Prefers face-to-face communication
- Starting to embrace modern digital technology
- Social Media Preferences: Facebook & LinkedIn



### Generation X

- Born 1965-1979
- Prefers email communication
- Comfortable with technology
- Social Media Preferences: Facebook & Twitter



### Millennial

- Born 1980-1994
- Prefers email or text
- First "digitally native" generation
- Social Media Preferences: Not loyal to any particular social media outlet

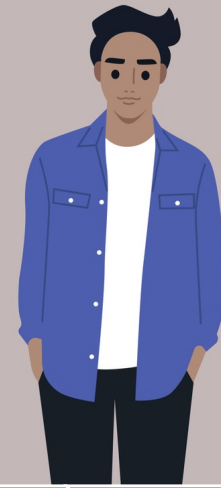


### Generation Z

- Born 1995-2012
- Likes written communication, but in-person meetings in the workplace
- Expects quick responses
- Social Media Preferences: Instagram & Snapchat

## “STICKING POINTS”

- Communication
- Decision Making
- Dress Code
- Feedback
- Fun at Work
- Knowledge Transfer
- Loyalty
- Meetings
- Policies
- Respect
- Training
- Work Ethic



1.Acknowledge

2.Appreciate

3.Flex

4.Leverage

5.Resolve





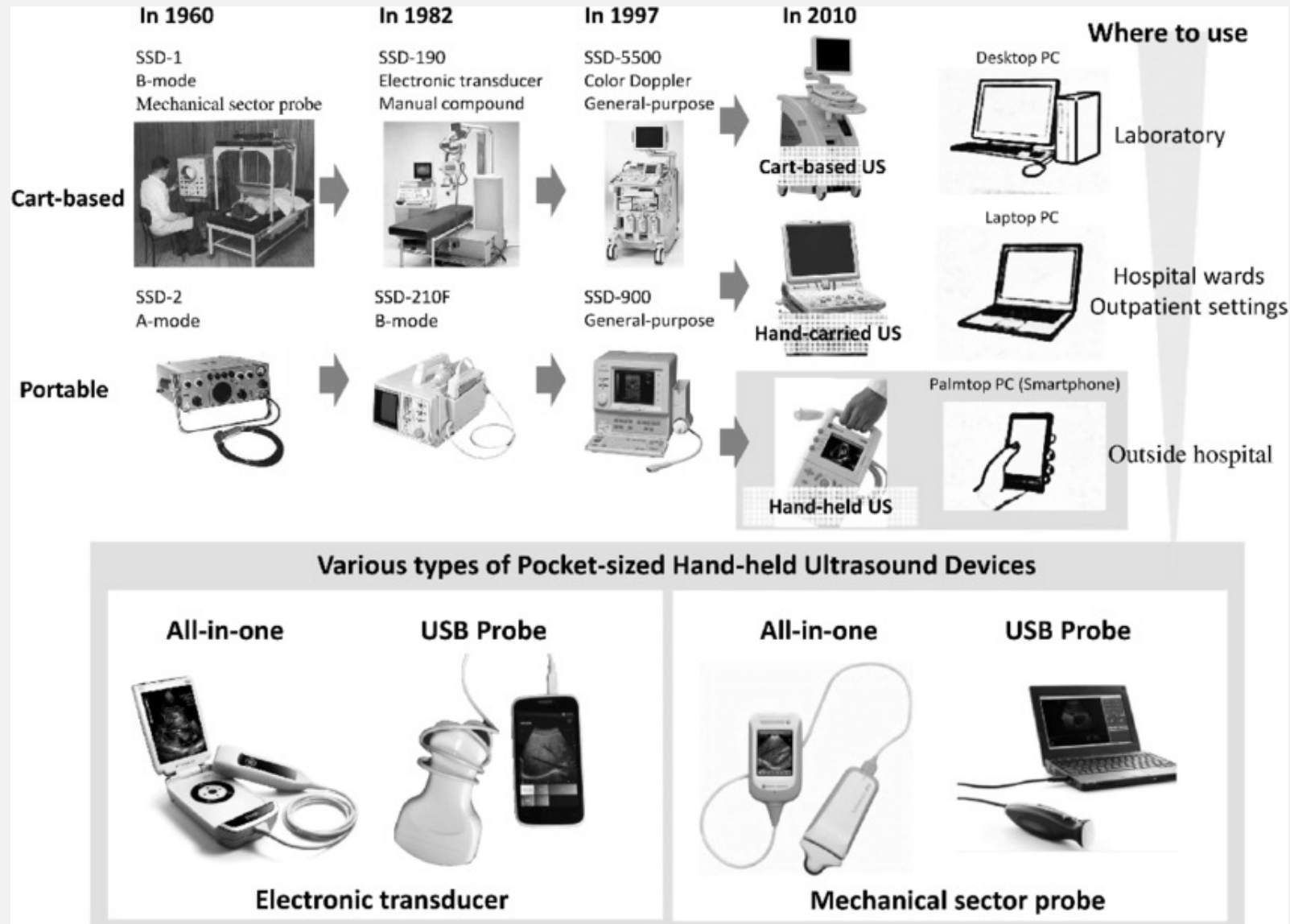
1.Acknowledge

2.Appreciate

3.Flex

4.Leverage

5.Resolve



## TECHNOLOGY

- Younger generation are “digital natives”
- More training and deeper knowledge
- Potential to make our jobs easier (or harder)
- Beware social media

1.Acknowledge

2.Appreciate

3.Flex

4.Leverage

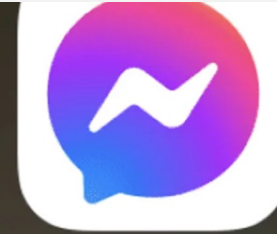
5.Resolve

## MEETINGS AND COMMUNICATION

- In person vs zoom
- Frequency and length
- Purpose and mentorship
- Flexibility



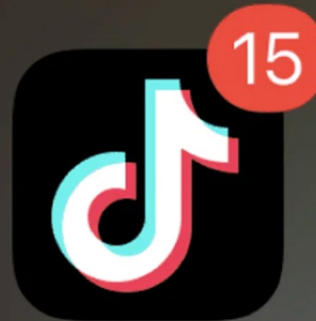
LinkedIn



Messenger



Pinterest



TikTok



Twitter



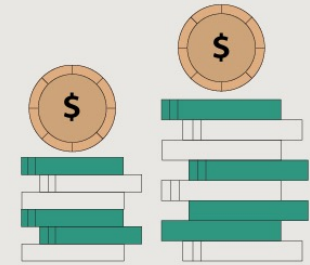
WhatsApp

## MOVE TOWARDS WORK LIFE BALANCE, FAMILY LEAVE

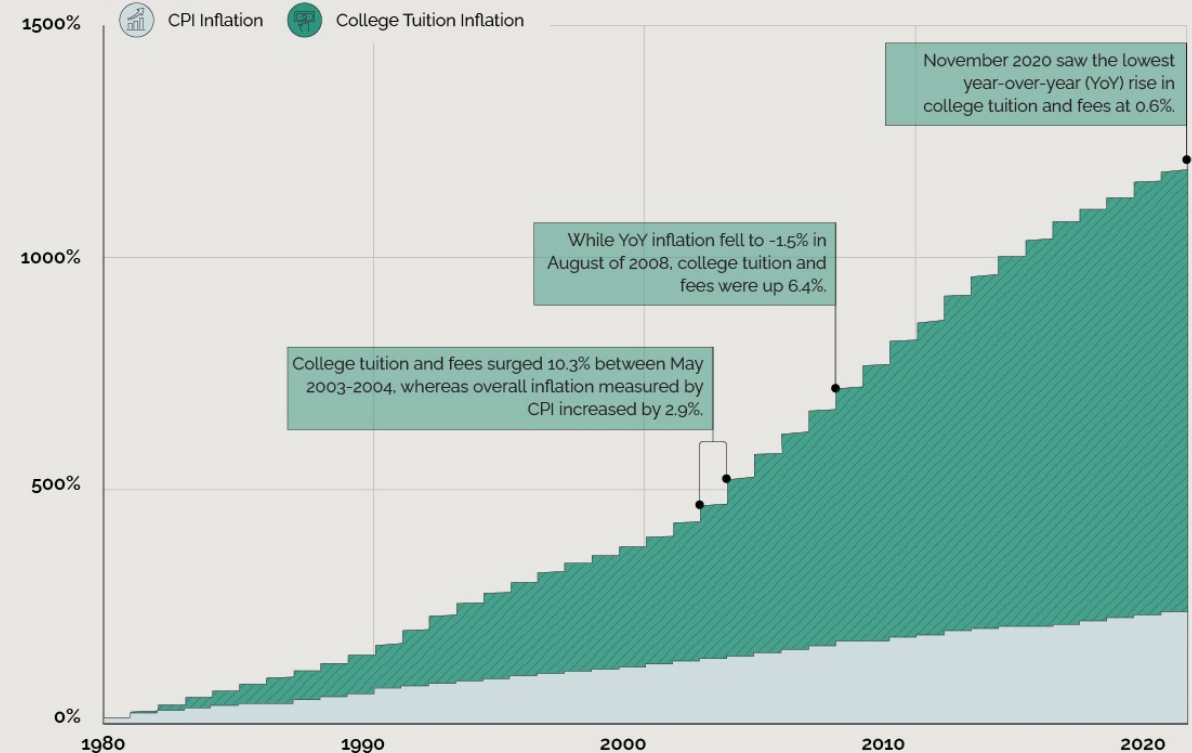
- Commitment to one job
- Commitment to family and friends
- Emphasis on coparenting
- 2021 Build Back Better & FML

## The Rising Cost of College in the U.S.

The costs of obtaining a college education in the U.S. have ballooned relative to overall inflation. Average college tuition and fees have increased by **1200%** since 1980, while inflation is up **236%**.



Percentage change

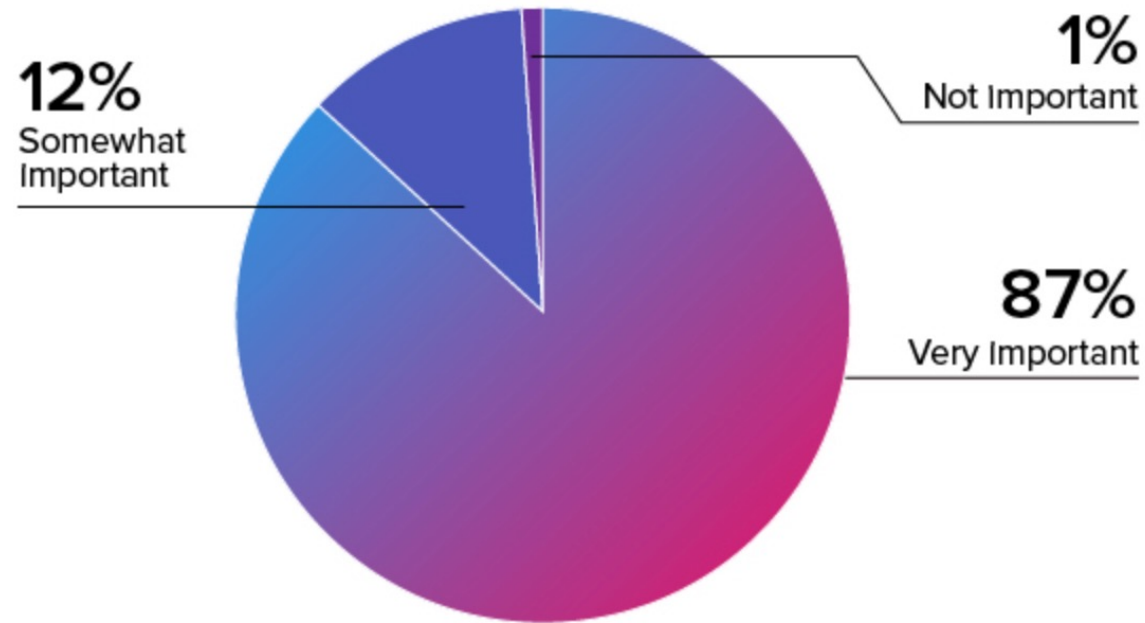


Based on seasonally adjusted CPI data. Index values based on 1982-84 = 100.

Source: U.S. Bureau of Labor Statistics - Consumer Price Index  
U.S. Bureau of Labor Statistics - Consumer Price Index for College Tuition & Fees



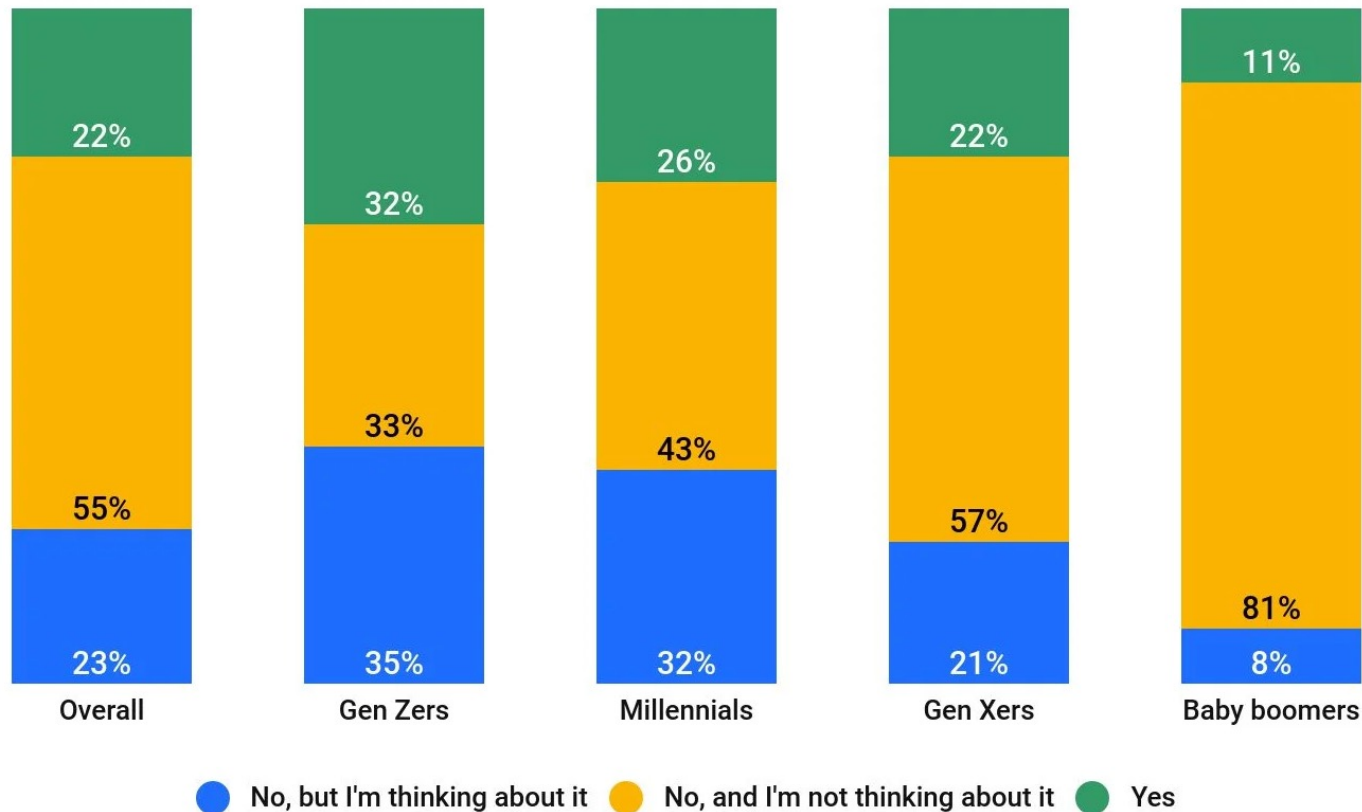
How important is diversity, equity and inclusion (DEI) to you in the workplace?



## RECRUITMENT RETENTION, PROMOTION

- Expectations around training and learning
- Job perks
- Space for upward mobility
- Mission driven
- Value of media and alternative professional currency

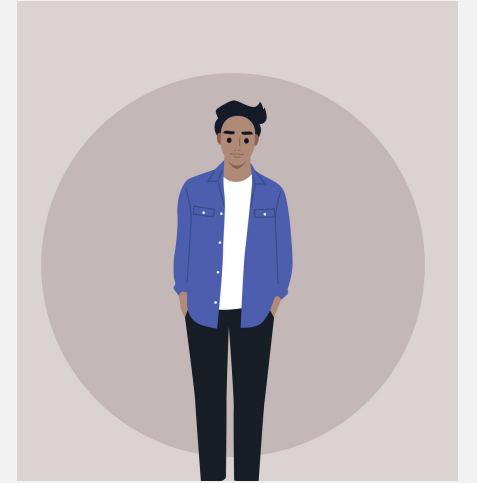
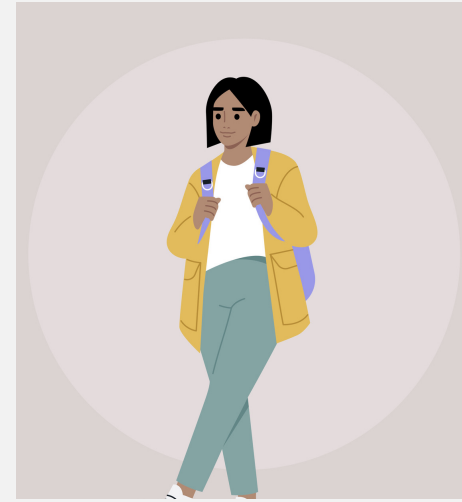
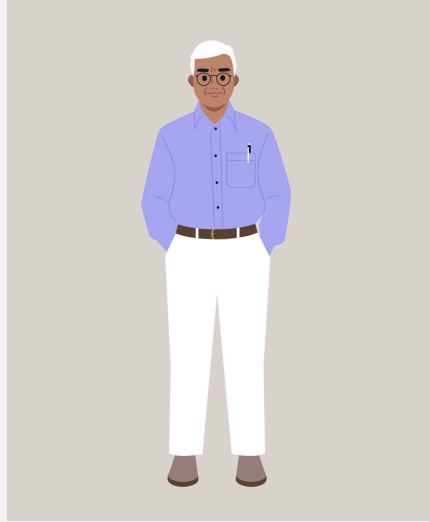
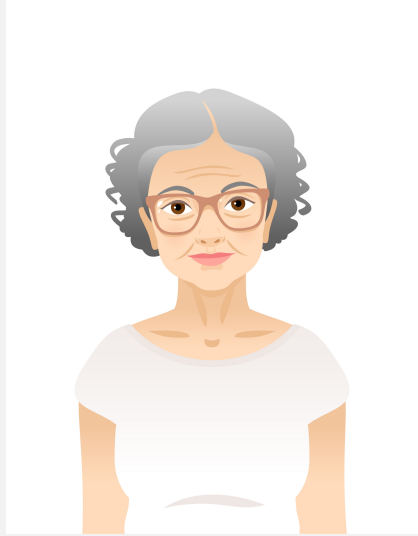
Have you seen a therapist since the coronavirus pandemic began in March 2020?



Source: ValuePenguin survey of 2,008 consumers, conducted in January 2023. Totals may not equal 100% due to rounding.

## FEEDBACK AND RESILIENCE

- Personal resilience vs structural responsibility
- Expectation of a LOT of feedback
- Preference for instruction
- Mental health beliefs



## PATIENT CARE

- Communication preferences
- Cultural beliefs/norms
- Comfort with technology
- Trust in authority vs community



## TAKEAWAYS

- Generational change is inevitable and shaped by major events
- Appreciate your elders, and the youth
- Take time to listen to, and learn from each other
- Our new workforce is capable, tech savvy, adaptable, and optimistic

THANK YOU