

'Managing' Millennials -

How to work successfully with them because your hospital's future depends on it

Boston University Department of Medicine Faculty Development and Diversity Seminar

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Generation Differences in the Workplace

Clash Point	Traditionalist	Baby Boomer	Gen X	Millenial
Outlook	Practical	Optimistic	Skeptical	Hopeful
Work Definition	A place you go	A place you go	Anytime, anyplace	Anytime, any place
Work ethic	Committed	Ambitious	Balanced	Determined
Work/career goal	What will I leave behind?	Accomplishing bigger thing	Building my skill set	So many interesting things to do
Organizations	Believe in them	Change them	Doubt them	Judge them
Authority?	Deferential	Love/hate	Uninterested	Civil
Reward system	Doing good work	Tangibles – corner office, title	Independence	Meaningful work
Feedback	No news is good news.	Occasionally is fine.	Regular feedback, please	Constant feedback or else
Changing jobs	Bad	Only to move ahead	A must	Routine expectation
Learning	"I learned it the hard way. You can too."	"Train 'em too much and they will leave."	Motivates me to stay	I expect it

Source: Cahill, T. and M. Sedrak, Leading a Multigenerational Workforce. Frontiers of Health Services Management 29 (1): 10

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So you all pull together

- Findings from healthcare research (2014)

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