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Reaching & Teaching Millennials Learners

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Education is at the heart of patient care.



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- I have no disclosures, financial or otherwise, related to the content of this talk to report



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Goals and Overview

- Define what is meant by a “Generation”
- Review generational characteristics (in the US) prior to current generation
- Identify characteristics associated with “Millennials” as a generation
- Review specific areas of strength and concern for Millennials as learners
- Strategies for interacting with Millennial learners



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“People try to put
us down,
Talkin’ ‘bout my
generation...”



????



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Educating a New C Teaching Baby Boon About Millennial Stud

Kara Mangold, MS, RN, BC

Multigenerational Challenges in Academic Medicine: UCDavis's Responses

Lydia Pleotis Howell, MD, Gregg Servis, and Ann Bonham, PhD

Abstract

Academic medicine is a unique work environment, one of the few where members of four different generations regularly interact and where

evaluation for advancement, recruitment and retention, and attendance at required meetings. Awareness of the different generational qualities and

(which utilize flexible modules, menus of options, and alternative technologies for presentation), defining appropriate reward and incentives through

compensations plans, and creating peer-reviewed awards. The authors conclude that these efforts mitigate conflict, promote diversity, and allow multigenerational teams to function more effectively and creatively in education, research, and clinical care. Ongoing evaluation will further refine



APM Perspectives

The Association of Professors of Medicine (APM) is the national organization of departments of internal medicine at academic medical centers. We are the cross-cutting edge

For more information, visit our website at www.apm.org

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Lawrence G. Smit

Mount Sinai School of M

Generational changes and their impact in the classroom: teaching Generation Me

Jean M Twenge

TWELVE TIPS

Twelve tips for facilitating Millennials' learning

DAVID H. ROBERTS, LORI R. NEWMAN & RICHARD M. SCHWARTZSTEIN

Harvard Medical School, USA

Milieu in Dental School and Practice

Factors Associated with the Satisfaction of Millennial Generation Dental Residents

Hwai-Tai C. Lam, Ph.D.; Terry G. O'Toole, D.D.S.; Patricia E. Arola, D.D.S., M.H.A.;
T. Michael Kashner, Ph.D., J.D., M.P.H.; Barbara K. Chang, M.D., M.A.

Teaching Radiology in the Millennial Era

Priscilla J. Slanetz, MD, MPH, FACR, Justin Kung, MD, Ronald L. Eisenberg, MD, JD

“Children nowadays are tyrants. They contradict their parents, chatter before company, gobble their food, and tyrannize their teachers.”

-- Socrates (469 – 399 BC)

THE CHRONICLE

of Higher Education

Student Affairs

[Home](#) [News](#) [Administration](#) [Student Affairs](#)

October 11, 2009

The Millennial Muddle

How stereotyping students became a thriving industry and a bundle of contradictions

By Eric Hoover

What defines a “generation”

- Entire body of individuals who are born and living at about the same time
- Groups of individuals who because of shared age, experiences, and environment, **also share** attitudes, values, ideas, styles, and challenges
- Distinction from prior and future groups of individuals



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Silent or Veteran's Generation (1922-1945)

- Respect, service & loyalty
- “Traditional” roles
- Respect the system, work for security
- Strong heroes
- Defined by Great Depression & WWII
- Reward “job well done”



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Baby Boomers (1946-1964)

- Social & political change
- Evolving gender/race roles
- Parallel lives of work and home
- “Live to work”
- Vietnam, civil rights & women’s liberation
- Rewards: money, title,& recognition



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Generation X (1965-1980)

- Progressive ideas & cynicism
- Varied gender/race roles requiring decisions about “balance and priorities”
- Respect expertise, work to have a “killer life”
- Dual-career families and “latch-key kids”
- Personal computer revolution
- Rewards: freedom and time



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What is it that is so different about
today's trainees?



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Are you learning this...?

2013; 35: 8–14



TWELVE TIPS

Twelve tips for using Twitter as a learning tool in medical education

SARAH EDITH FORGIE, JON P. DUFF & SHELLEY ROSS

University of Alberta, Canada



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YouTube as a Platform for Publishing Clinical Skills Training Videos

David Topps, MD, Joyce Helmer, EdD, and Rachel Ellaway, PhD



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How can we optimize Millennials' learning?

- How do they appear to prefer to interact?
- What motivates these learners?
- How do they measure success?
- What do they need and want from teachers and mentors?
- How can we leverage what makes them tick?



Differences in motives between Millennial and Generation X medical students

Nicole J Borges,¹ R Stephen Manuel,² Carol L Elam³ & Bonnie J Jones⁴

What do Millennial learners prefer?

- Well-structured, scheduled environments
- Computer-based, game-oriented
- Engagement in communities and through social networking
- Learning opportunities that can be fulfilled 24-7



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How can we better work with Millennials?

- Learners today need help with
 - Context
 - Prioritization
 - Understanding
 - Interpretation
- Can be overwhelmed by information
- Looking for the “bottom line”
- Relevance must be emphasized
- Offer opportunities to collaborate & learn as team
- Reinforce downsides to multi-tasking
- Discuss “digital professionalism”



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What principles should we keep in mind when working with Millennials?

- Learning demands engagement
- Active or “experiential” interactions
- Content is important, but delivery is key
- Explicit discussion of expectations and “norms”
- Rapidly accessible feedback is the norm
- Integrate education technology into interactions when at all possible



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Growing Up Digital, Wired for Distraction



Jim Wilson/The New York Times

Students have always faced distractions and time-wasters. But computers and cellphones, and the constant stream of stimuli they offer, pose a profound new challenge to focusing and learning.

New York Times
11/21/10
Matt Richtel / Jim Wilson



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Technology poses new challenges for trainees in the realm of professionalism

- Medical blogging
- Interruptions by ringing phones
- Cameras ubiquitous
- Privacy settings on Facebook
- Linking to patients via email and social networking



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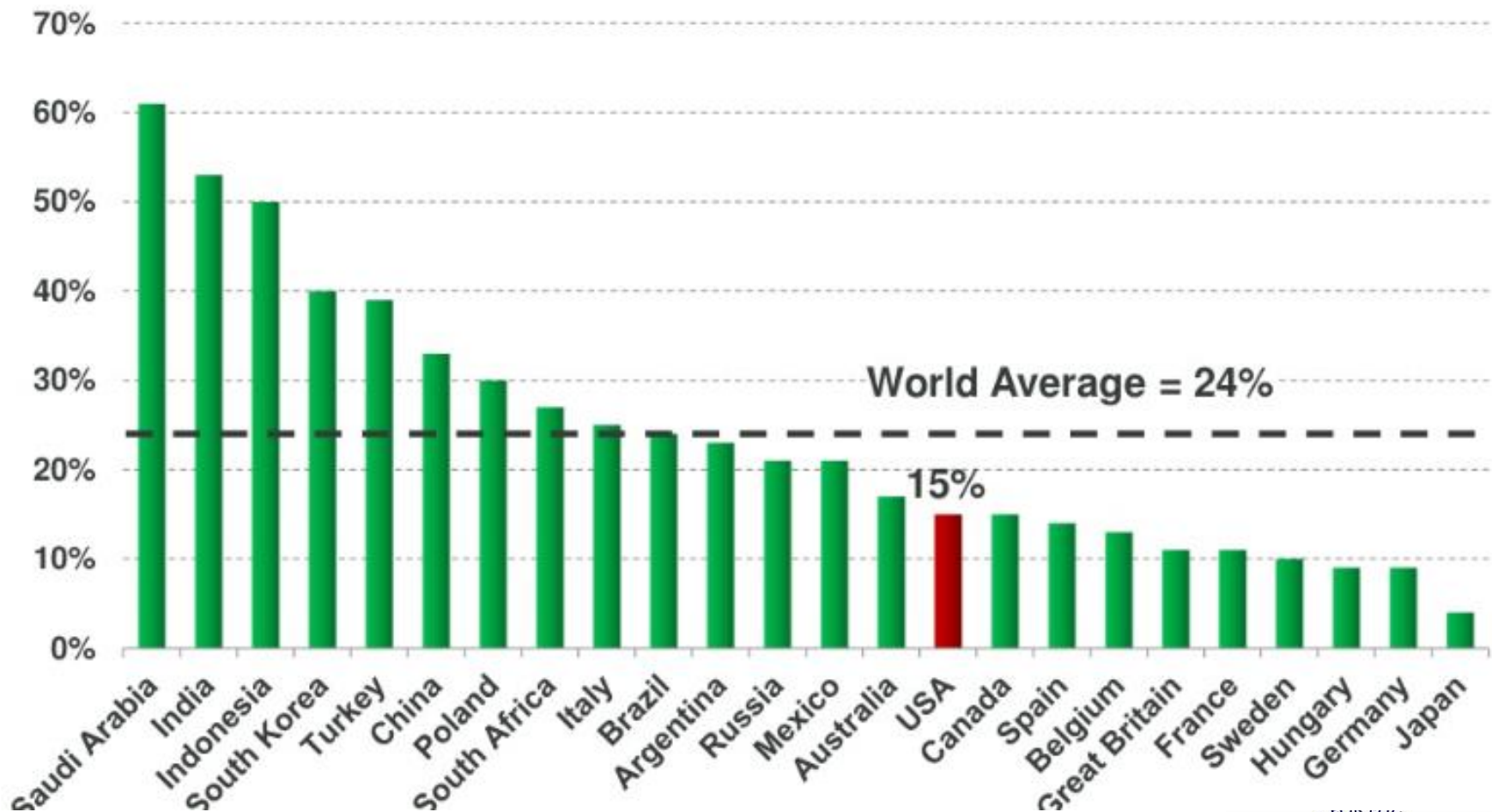


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Americans = Sharing Underachievers...

% of Respondents Indicating They Share 'Everything' or 'Most Things' Online, 5/13*



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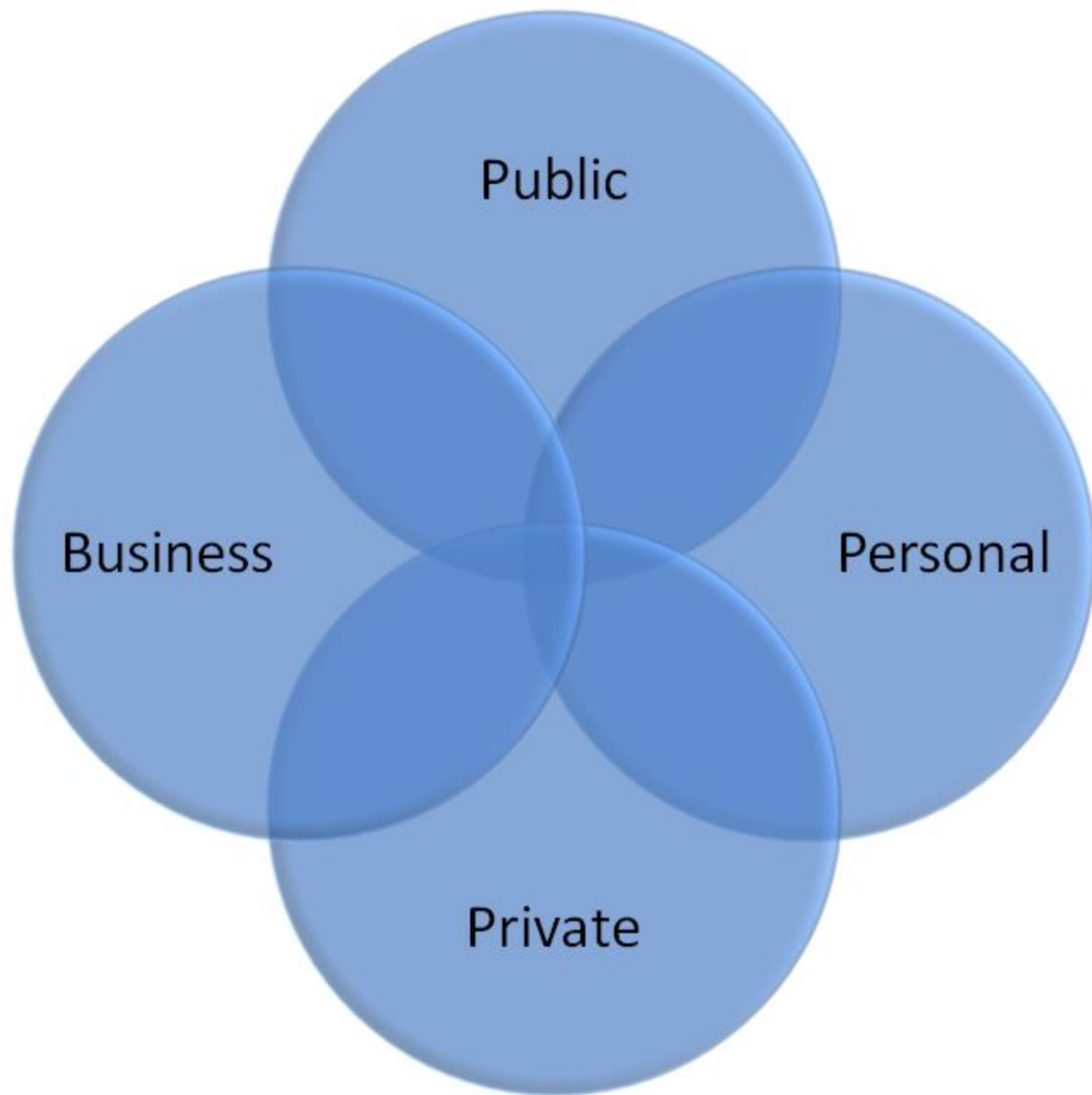
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Mary Meeker, Internet Trends 2013, Kleiner Perkins



Strategies for Success with Millennials



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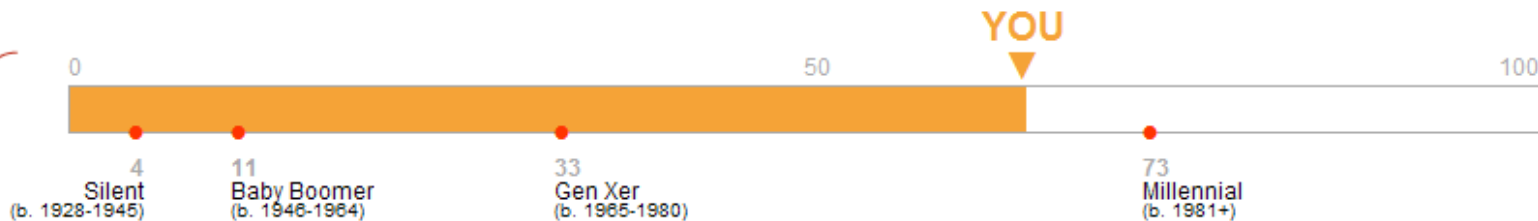
Educate yourself and your colleagues about Millennial learners

HOW MILLENNIAL ARE YOU? THE QUIZ

Your Millennial score is **65!**

The higher your score, the more you have in common with members of the Millennial generation.

Compare your score with that of the typical member of the following generations:



See how each generation's answers compare to yours - and how each question affects your score.

- How did we compute your score?

Share your score

 Facebook

 Twitter



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Discuss generational differences and recognize intergenerational conflicts



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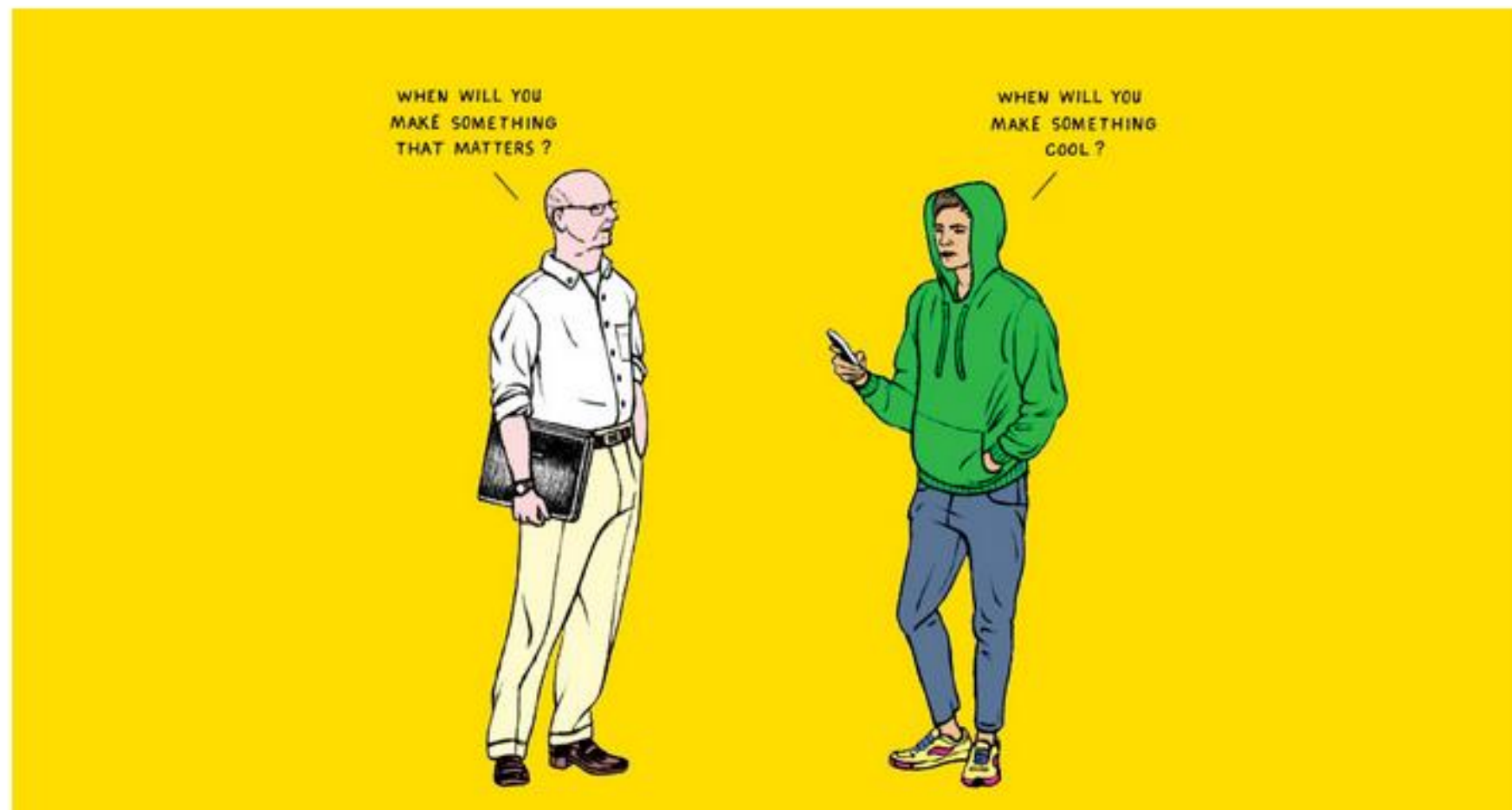
How to give effective feedback to Millennials?



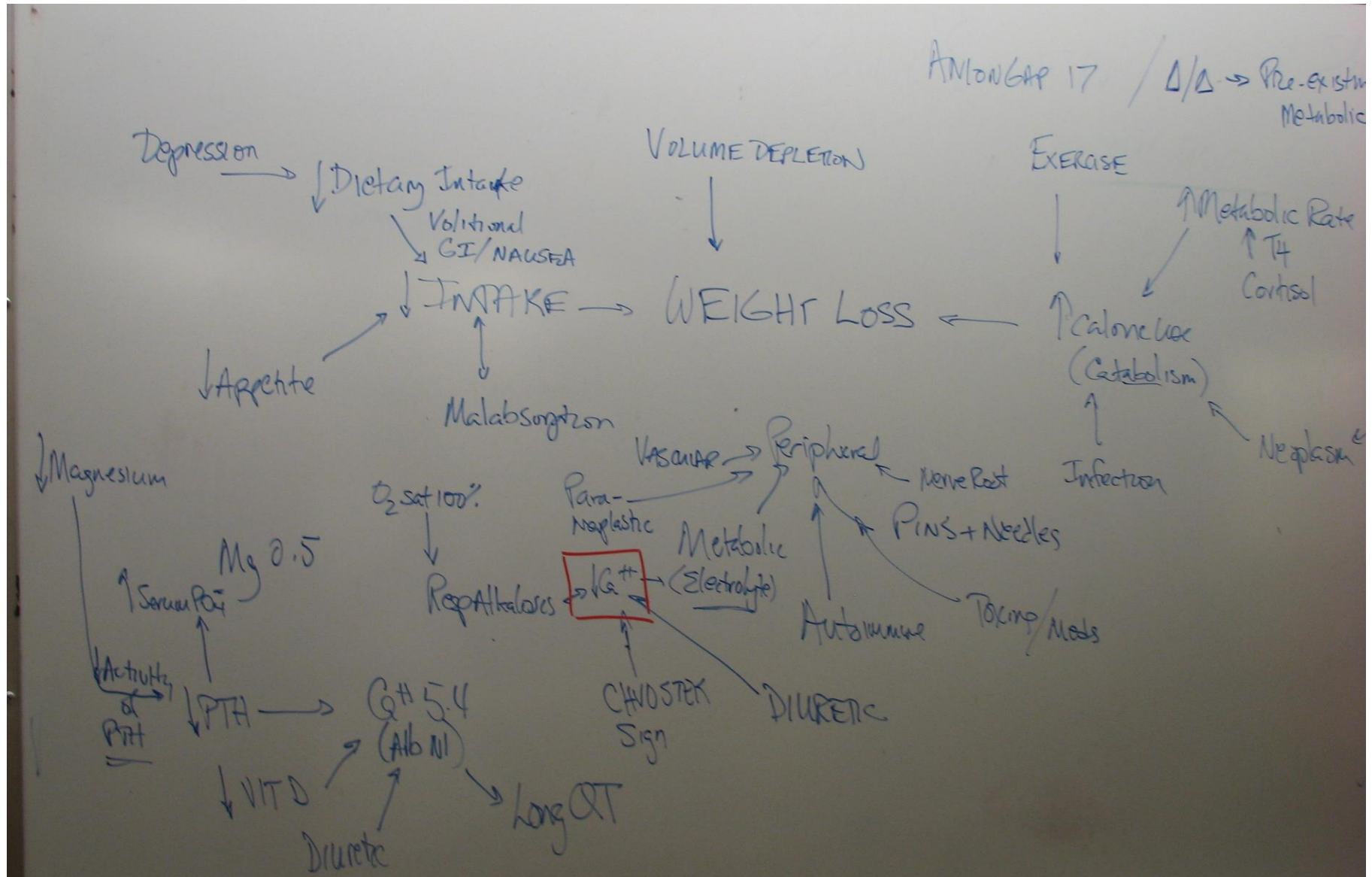
Silicon Valley's Youth Problem

In start-up land, the young barely talk to the old (and vice versa). That makes for a lot of cool apps. But great technology? Not so much.

By YIREN LU MARCH 12, 2014



Emphasize content, concepts & relevance over lists, facts and memorization



Identify yourself and your teaching philosophy



special reports

Attitudes and Perceptions of Internal Medicine Residents Regarding Pulmonary and Critical Care Subspecialty Training*

Scott Lorin, MD; John Heffner, MD, FCCP; and Shannon Carson, MD

(CHEST 2005; 127:630–636)

vs 3.31 ± 0.86 , $p = 0.03$) [mean \pm SD]. The five most commonly cited attributes of PCCM fellowship that would attract residents to the field included intellectual stimulation (69%), opportunities to manage critically ill patients (51%), application of complex physiologic principle (45%), number of procedures performed (31%), and academically challenging rounds (29%). The five most commonly cited attributes of PCCM that would dissuade residents from the field included overly demanding responsibilities with lack of leisure time (54%), stress among faculty and fellows (45%), management responsibilities for chronically ill patients (30%), poor match of career with resident personality (24%), and treatment of pulmonary diseases (16%).

Learn the language (and technology) of the Millennials



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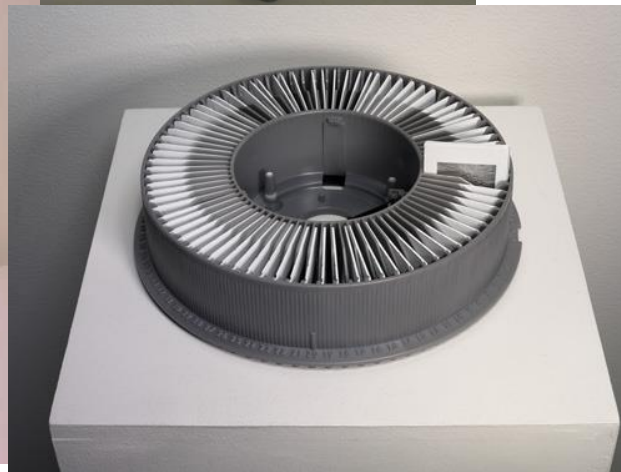
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Recognize that Millennials value aesthetics (and expect things to look good)



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Emphasize opportunities for additional help and support, particularly at challenging transitions



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Recognize
the
importance of
team
dynamics and
identify ways
to value
trainees' input



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Be fair and straightforward



Identify the limits of multi-tasking and modern distractions



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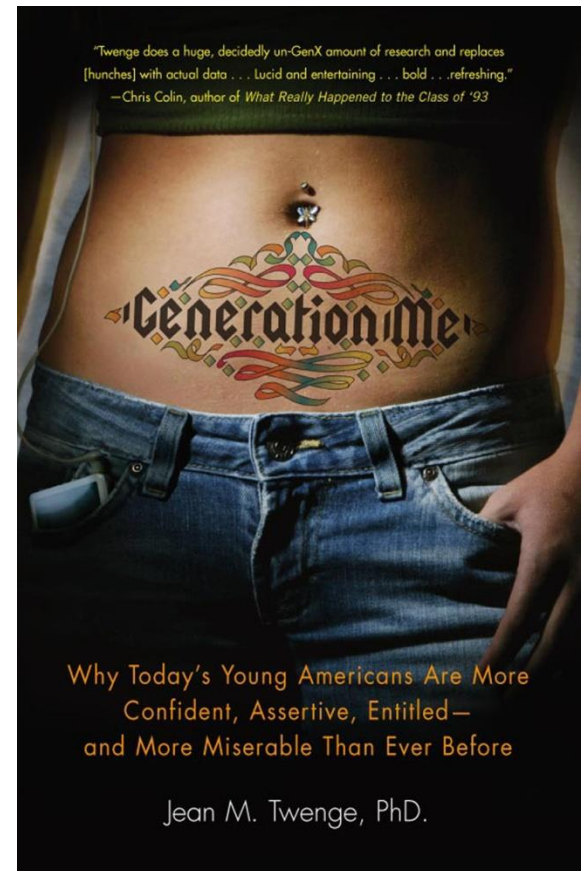
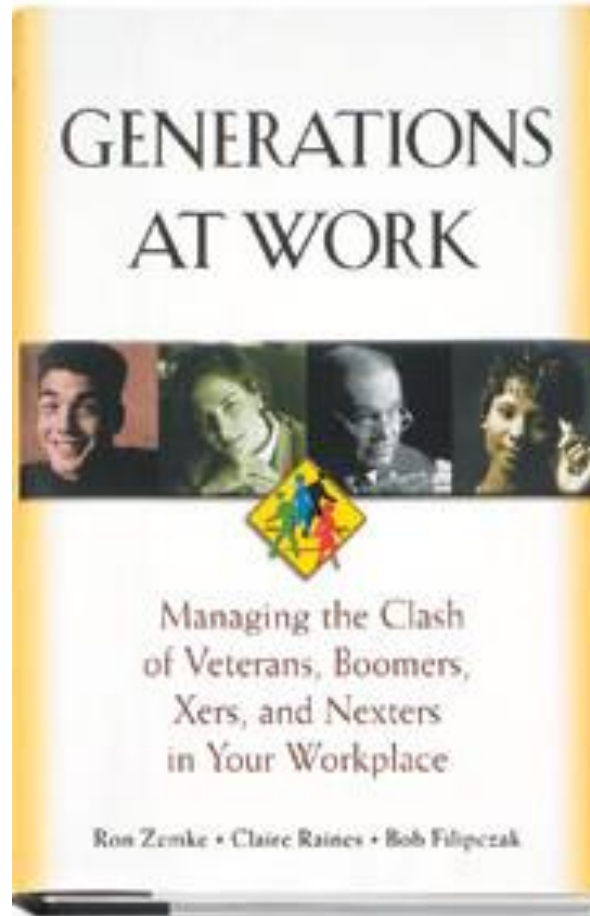
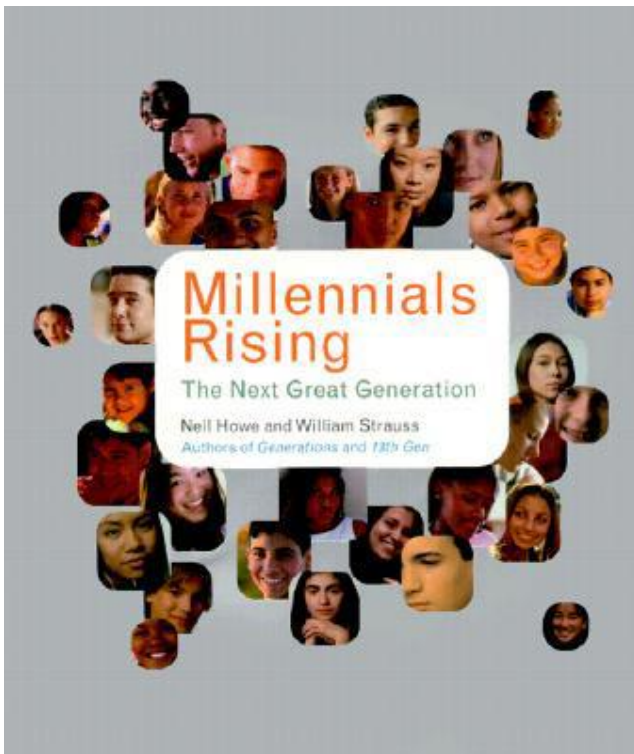
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How to learn more



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