



A Nurse's Guide to Intergenerational Diversity



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Conversation Guides:

Let's Give Them Something to Talk About!

In this workbook you will find six conversation guides to inspire relationship transformation in the workplace.

You can't change what you don't acknowledge, or in other words, if you say nothing and wait for someone else to "bridge the gap" nothing will change.

There are countless conversations that can happen in the workplace, that can be initiated by individuals at all levels, that engage staff, managers, administrators and unions to make positive change.

The following exercises are templates for conversations. Ideally, opportunities should be scheduled on a regular basis (for example, every month, every team meeting, or whatever works). The important thing is to start talking! These conversation guides can be adapted to suit your needs in the precious time that you have available. Create opportunities such as a regular "topic of the month" to be included at staff meetings so that open and honest conversations are commonplace. Or, be bold and schedule a conversation among your peers.

Here's how:

1. Acknowledge openly what people may be feeling but not expressing (i.e. the "elephant in the room")
2. Break into small groups
3. Select and follow some of the conversation guides
4. Seek to understand one another
5. Share your discussions within the larger group
6. Commit to resolving the tensions or issues
7. Develop a plan with timelines
8. Hold one another accountable for doing their part to make things work
9. Watch the transformation of your workplace relationships

The next set of pages contains six different Conversation Guides. Feel free to modify them to suit the needs of individuals and teams. Keep in mind that they are only guidelines to get the conversation started. Use them in combination with other resources available to you from your union, your organization's education department, or your professional organization.

Conversation Guide One

CREATING RESPECTFUL INTERGENERATIONAL RELATIONSHIPS

One issue that we have difficulty with in our intergenerational relationships is:

(Fill in any issue here that is relevant to your workplace.)

1. It is important to address this issue because:

2. As professionals and as employees of this organization, we are required by our *Standards of Practice* and our *Code of Ethics* to demonstrate respectful and supportive relationships to our colleagues. In order to do this we believe that:

Each individual could:

Our manager could:

Our entire workgroup could:

Our union representative could:

We should get together to monitor our progress by _____

(Choose a date that is reasonable — not too soon to be able to observe change, and not so far away that the objectives will be forgotten.)

Conversation Guide Two

BRIDGING GAPS: VALUING UNIQUENESS AND FINDING COMMON GROUND

Identify some of the strengths that each generation brings to the table:

Traditionalists:

Boomers:

Gen X:

Gen Y:

List some of the challenges of intergenerational interactions with:

Traditionalists:

Boomers:

Gen X:

Gen Y:

In the context of our work lives, name areas of common ground between generations, particularly with regard to what excites us about our work:

One thing that we could do to make this a great place to work and bridge the generation gaps would be to:

Conversation Guide Three

REACTIONS TO RESPECT AND DISRESPECT

Think about a time when you experienced intergenerational disrespect in the workplace.
Describe the situation, not the person.

What did it feel like?

How did you react?

Describe what the disrespectful behavior looked like.

How do you know when someone respects you?

How does it make you feel to know that you are respected?

Describe respectful behaviors that you have successfully used in your workplace relationships.

The best way to be respected is to...

Conversation Guide Four

BUILDING RESPECT

As professionals, our licensure and conditions of employment require us to treat one another with dignity and respect regardless of age or experience or other aspects of diversity. To that end we promise to honor one another with this Declaration of Intergenerational Respect. Create your own declaration here and share it with your team, or complete the exercise together:

This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Group Discussion and Planning Guide for tackling an issue

The Issue: _____

1. What is happening right now with regard to this issue:

2. It is important to resolve this issue because:

3. The strengths that we have that will enable us to tackle this issue include:

4. Strategies that we can consider include:

5. Communication techniques to consider when implementing this strategy include:

6. Supports that may be required include:

7. Our target date for resolving this issue is: _____

8. A suggestion for celebrating our success would be to:

Conversation Guide Five

R-E-S-P-E-C-T IN OUR WORKPLACE: LET'S TALK ABOUT IT

Scenario:

You have a relative who is required to come into a residential care facility. She is aware that you work there and wants to learn more about the facility and how well she'll be cared for. You know that respect is the cornerstone of your workplace relationships. You tell her:

You will see that staff respects our residents when you see them:

You will hear respect in our conversations about our clients when you hear:

You go on to say that staff show respect for one another in the following ways:

Staff show respect for themselves when they:

Discussion:

As nursing staff, we are really good at:

One area where we feel we have difficulty in our workplace relationships is (e.g., sick time, tension about expectations, bad behavior, unwillingness to help, low morale, negative external reputation, delegating tasks):

(Be as specific as you can and name the behavior, not people.)

In this area we as staff have (check one):

- ☐ Little or no power to control
- ☐ Some influence
- ☐ Substantial control

We have to address this situation because:

Action Plan

As a workgroup we recommend that we begin to improve our workplace relationships with one another by:

In order to accomplish this, we must:

We may need the help of:

Other resources we may require include:

We will do the following to ensure that our efforts today are not de-railed:

If our plan fails to get off the ground, we must:

When we achieve our goal, we will acknowledge/celebrate the accomplishment of our staff-driven plan by:

Conversation Guide Six

CREATING RESPECTFUL WORKPLACE RELATIONSHIPS

One issue that we have in our workplace relationships is the need to live the value of respect. Personal experience is powerful in building relationships. In your own words, what does respect mean, and why is it important?

We all have a role to play in creating healthy, respectful workplace relationships.

As a unit/team/organization/union, we believe that:

A. Individual nurses could demonstrate respect by:

B. Managers could demonstrate respect by:

C. Other members of the health care team could demonstrate respect by:

D. As a whole, the organization could demonstrate that all relationships are founded on the value of respect by:

E. Union and management could together demonstrate respect in their relationships when they:



Visit the CFNU website Thriving in an Intergenerational Workplace at:

thinknursing!ca
Towards a Better Workplace



When we understand the characteristics, values and motivations of other generations, there is a greater appreciation for what everyone brings to the workplace. We hope that this website will help you reflect on your own situation and offer you resources to help take advantage of the benefits of a multigenerational workplace.