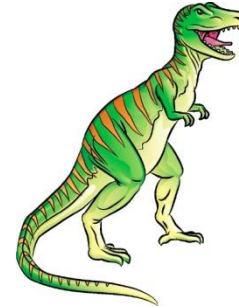


Generation X, Y, and D for Dinosaur!

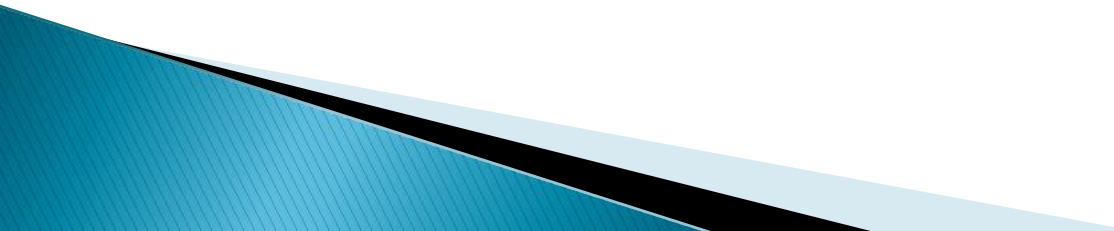


Frank P. Mineo, PhD, EMT-P
Linda Reissman, MS, CHEP, CIPS

What is a Generation?

- ▶ A group of people born roughly within a twenty year time period during the same era in history.
- ▶ They have common tastes, attitudes, experiences, and were influenced by the same historical people and events.

What is Generational Diversity?

- The extent to which the workforce population of an organization represents, or is influenced by, people of different age groups available in the general workforce.
 - There are many advantages to this diversity
 - Yet, conflicts can arise
- 

“What do you think are the most common problems or challenges with managing different generations in the workplace?”

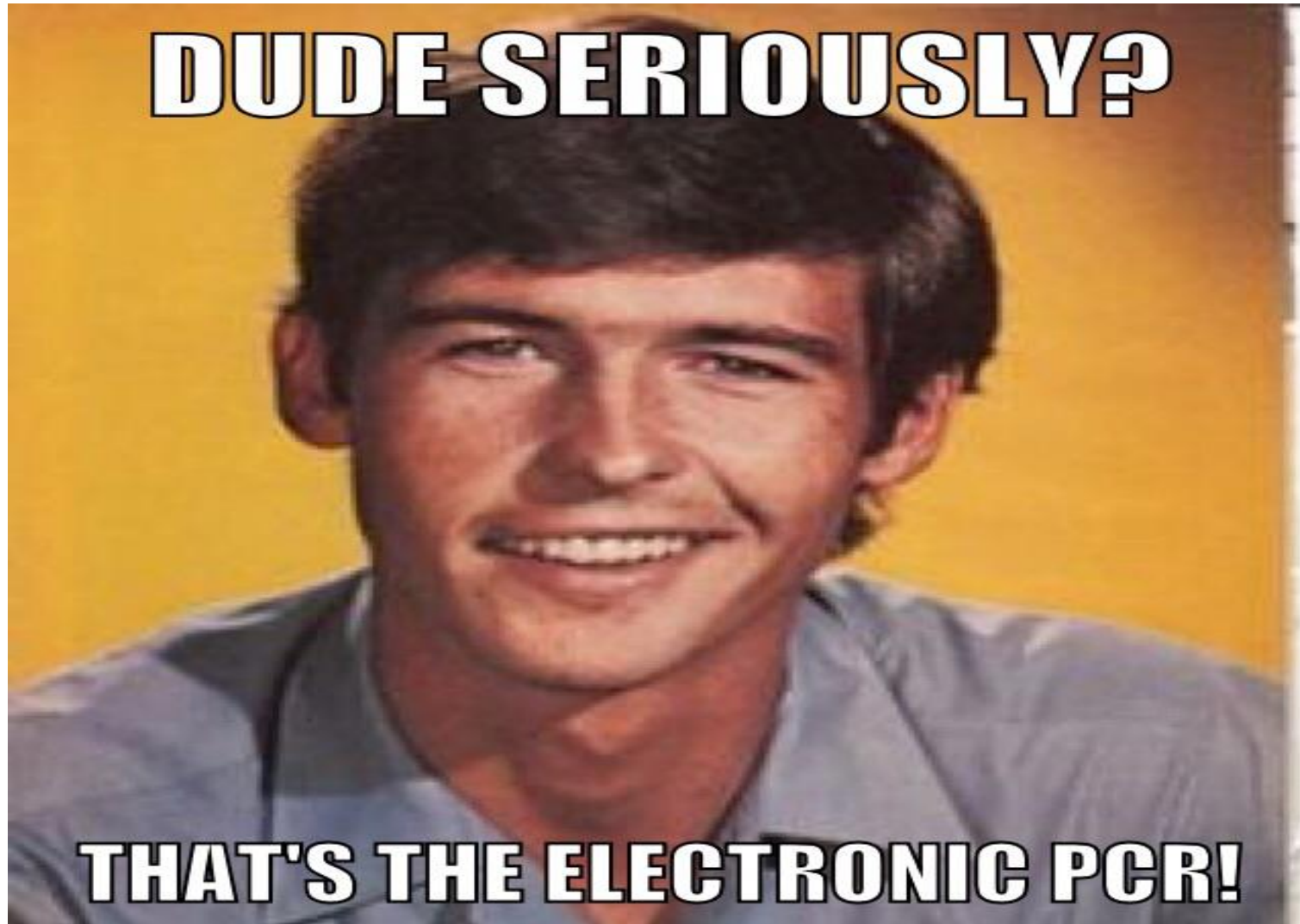


**GET YOUR HEAD OUT OF THAT
IPHONE**

**AND TAKE A DAMN BLOOD
PRESSURE!**


DOWNLOAD MEME GENERATOR FROM [HTTP://MEMEGRUNCH.COM](http://MEMEGRUNCH.COM)

DUDE SERIOUSLY?

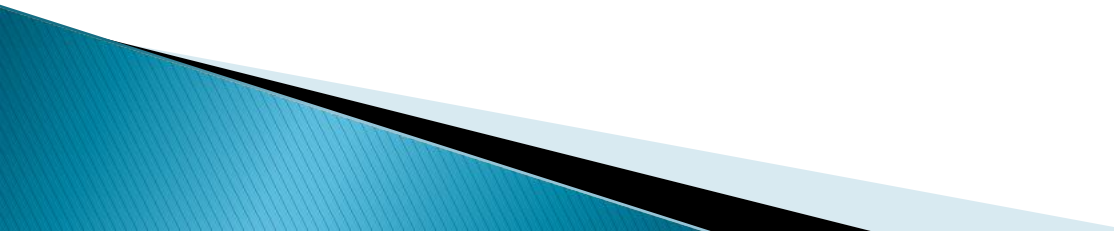


THAT'S THE ELECTRONIC PCR!

Sound Familiar ?

- ▶ “I remember when actually having to *LIFT* the stretcher”
 - ▶ “*Because we’ve always done it that way...*”
 - ▶ “You’re right, but I’m the boss...”
 - ▶ “The kid’s here 6 months & wants a promotion”
 - ▶ “This flip phone is very reliable..”
 - ▶ “I can’t stand working with that hot shot kid”
- 

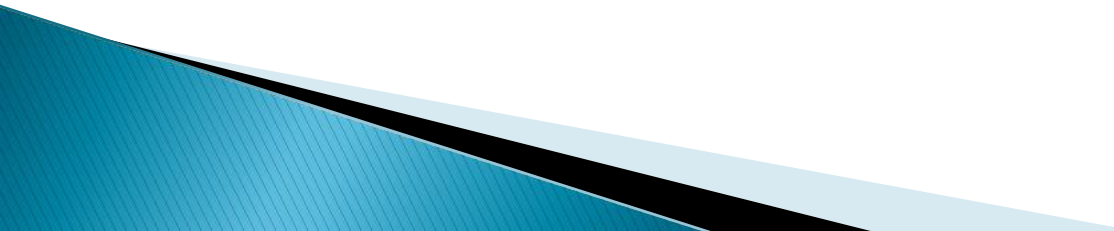
Sound Familiar ?

- ▶ “The earlier crew checked out the rig...”
 - ▶ “Relax, its no big deal...”
 - ▶ “ I can’t wait to post this on facebook..”
 - ▶ “You can’t mandate me, I have to go home..”
 - ▶ “Seriously, I can’t take the holiday off...?”
 - ▶ “I CAN’T work with that relic again !!!”
- 

Are we really so different?

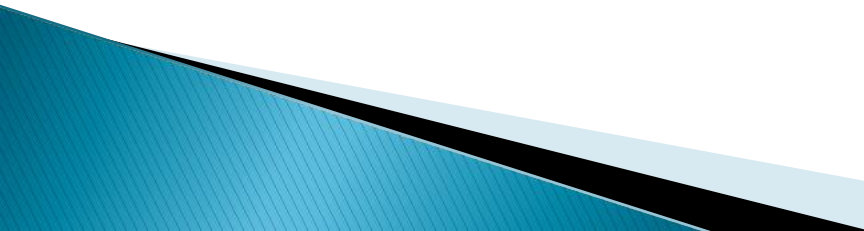


Current EMS Working Generations

- ▶ Baby Boomers
(1946–1964)
 - ▶ Generation X
(1965–1980)
 - ▶ Generation Next or Millennial
(1981–1999)
- 



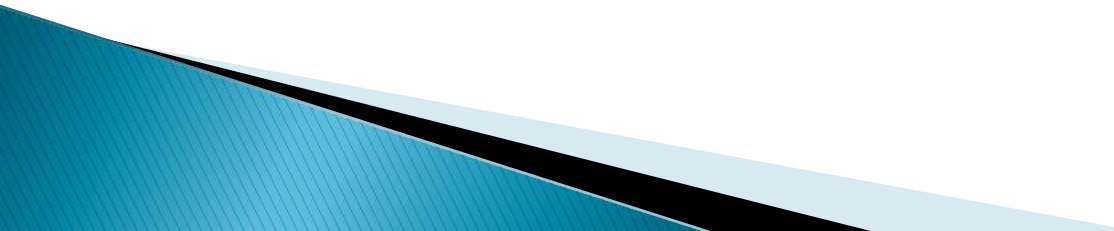
Baby Boomers: 1946–1964

- Defining events: television, Vietnam, women's and human rights movements, Leave it to Beaver.
 - Optimistic and competitive; prosperous
 - Promise education=success; used a typewriter
 - Now dealing with difficult life decisions; retirement, elderly parents.
- 

Generation Xers: Born 1965–1980

- Defining events: Challenger explosion, fall of Berlin Wall, fall of Soviet Union, personal computer, Atari, comfortable with most technology
- Skepticism; institutions called into question, single and both parents working, record player????? Digital music; environmentally conscious.
- Now in middle and upper management waiting for those “relics” to retire...

Millennials: Born 1981–1999

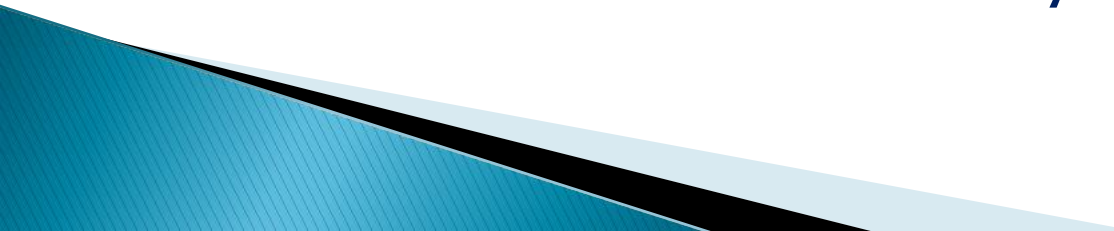
- Also known Generation Y, Baby Busters
 - Defining events: Oklahoma City bombing, 9/11, Columbine, social networks with texting as major communication vehicle
 - Realistic; optimistic yet cautious; multiculturalism, believe in group consciousness and collaboration
 - “Personal Safety” is a workplace concern; appreciate diversity; deeply worried about future and employment
- 

What Challenges Lie Ahead?

Match management style to generational patterns:

- Maintaining engagement; leveraging talent, tapping experience, increasing cross generational communication
- Capturing experiential knowledge; encouraging mentorship

Generational Problem Solving...

- You've got to start using the technology
 - Geez, WHAT does my boss WANT from me?
 - You've got to quit looking at that smart phone
 - What's the big deal about being a little late?
 - Don't talk to me that way!
- 



Top Five Realities in modern EMS

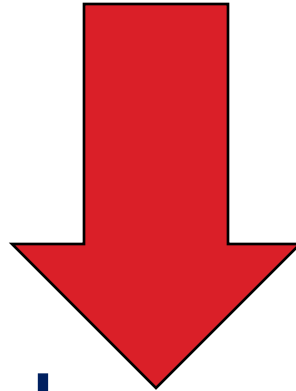
- ▶ Becoming a Profession
- ▶ Changing clinical and service paradigms
- ▶ Patient and caregiver safety
- ▶ Fiscal Sustainability
- ▶ Accountability for performance

Source: EMS1 News (August 2015)

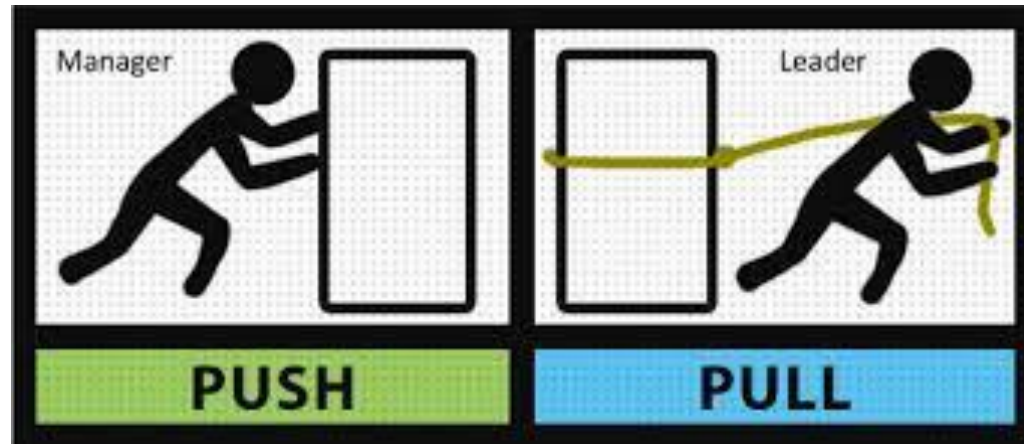
A Quick Review on Management and Leadership

- **Management** consists of planning, organizing, staffing, leading, directing and controlling a group of one or more people or entities or effort for the purpose of accomplishing a goal (Murphy, 2009).
- **Leadership** is about influencing the activities of others in efforts toward goal achievement in a given situation (Hersey & Blanchard, 1981).
- Leadership can be thought of as a **blending** or fusion of different values, styles, attributes, and behaviors (Mineo, 2009).

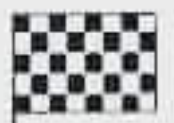
Leadership or Management



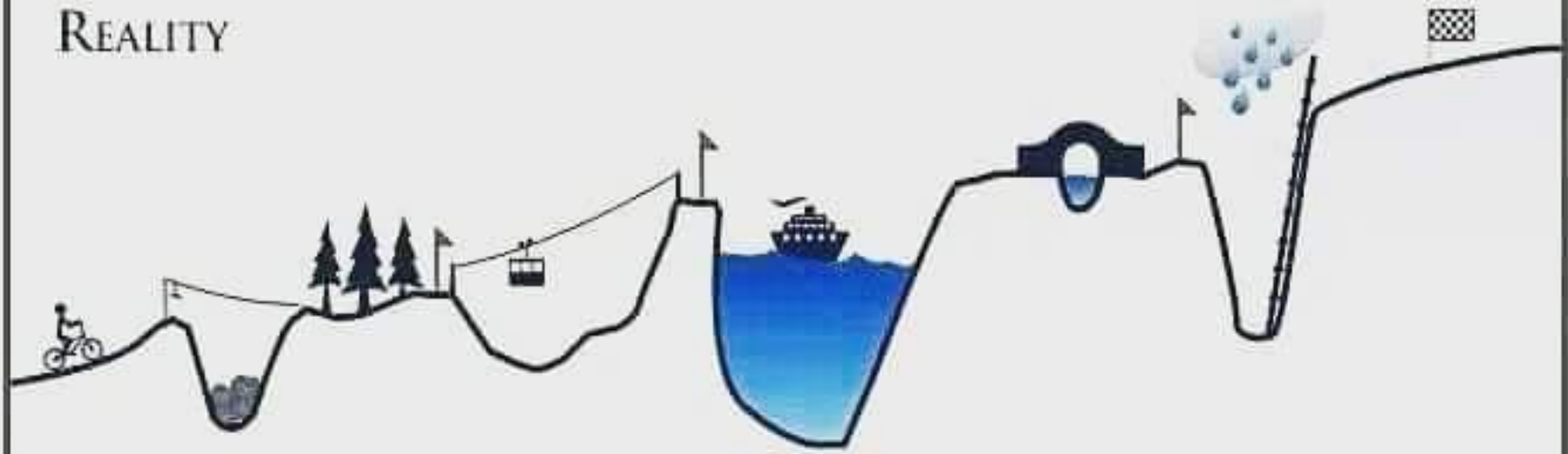
Which one do you practice??



YOUR PLAN



REALITY



What Leadership Skills are Needed Most?

- ▶ **Inspire and Motivate Others–38%**
- ▶ **Integrity and Honesty–37%**
- ▶ **Collaborates and promotes teamwork–33%**

Source: Harvard Business Review (May 2015)

Leadership is NOT about:

- Rank
- Roles
- Seniority



**YOU SEE I'M NOT "LIKE A
BOSS"**

I'M THE BOSS



*"With great power,
comes great responsibility."*

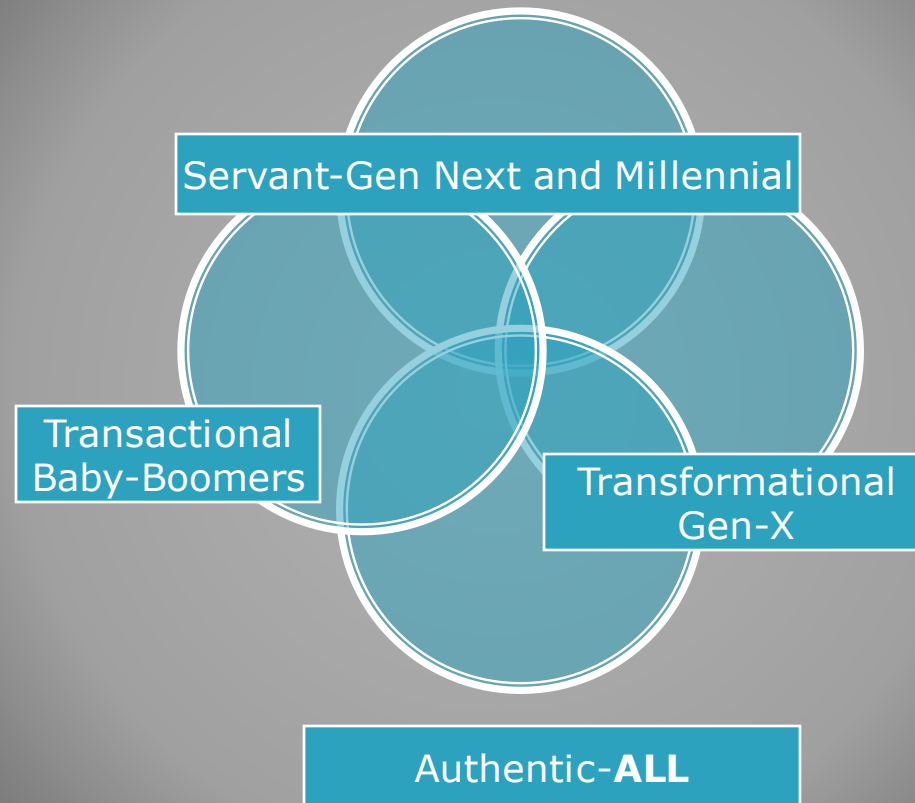


EXAMINATION OF THE RELATIONSHIP
BETWEEN LEADERSHIP STYLES AND
ORGANIZATIONAL SECTOR CULTURE FOR
THE EMERGENCY MEDICAL SERVICES
LEADER©

By
Frank P. Mineo, Ph.D., FACHE, EMT-P



Philosophy of Leadership–(Mineo, 2009)



Blend of four styles=new philosophy

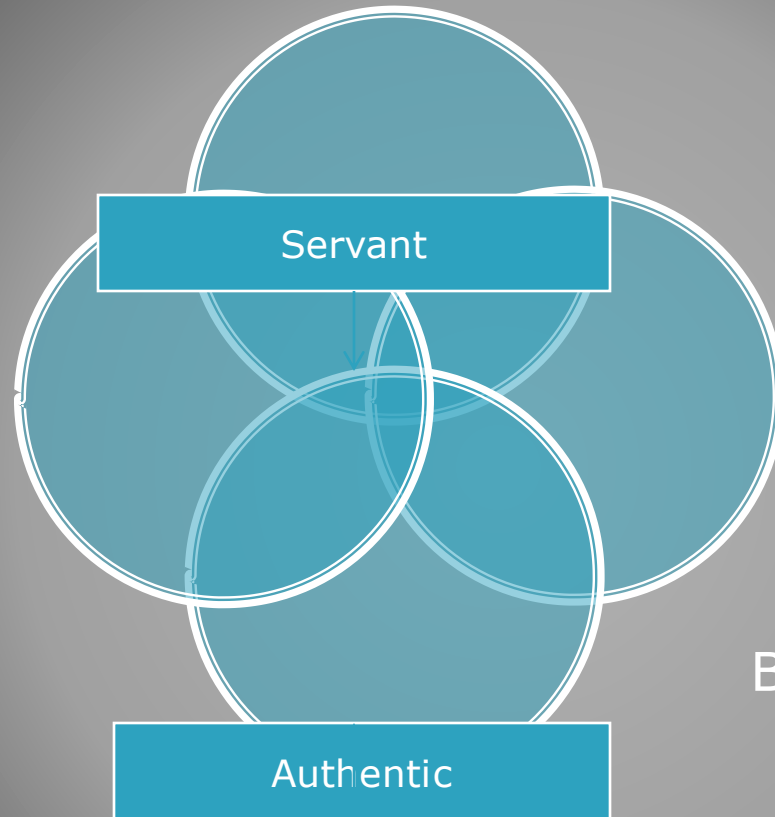
What was in 2009;
has NOW
become THIS in 2015!



New Philosophy/Style

- ▶ ***Blend*** of:
 - ❖ transactional,
 - ❖ Transformational\
 - ❖ servant,
 - ❖ and authentic.
- ▶ ***MORE*** – listening, less talking, more cooperation.

Philosophy of Leadership–(Mineo, 2015)



Blend of **TWO** styles=
newer philosophy

Successful leaders recognize:

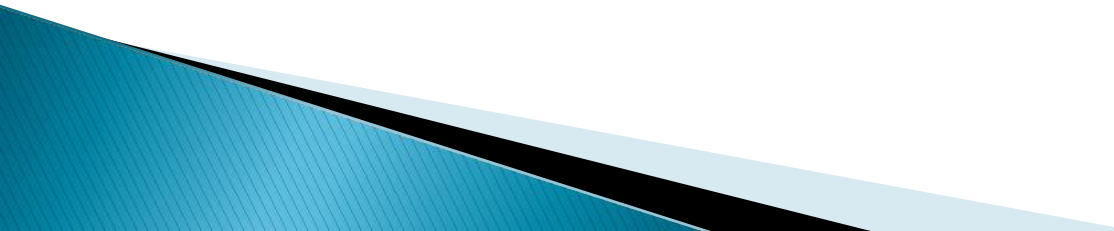
➤ *Its all about the relationship*

- **Productive** relationships drive success
- **Interacting** with people is a good thing
 - *Time and energy is required*
- **Value** and respect for the concerns of others is a must

Leadership is not
about titles,
positions or
flowcharts. It is
about one life
influencing another.

John C. Maxwell

Servant Leadership

- ▶ The servant leader is servant first, leader second!
 - ▶ Focus on follower success in all aspects (personal and professional)
 - ▶ Continual self-assessment
- 

Servant Leaders Are Transparent!



Live

Lead

Love

No matter how educated,
talented, rich, or cool you believe
you are, how you treat people
ultimately tells all.

Integrity is
Everything.



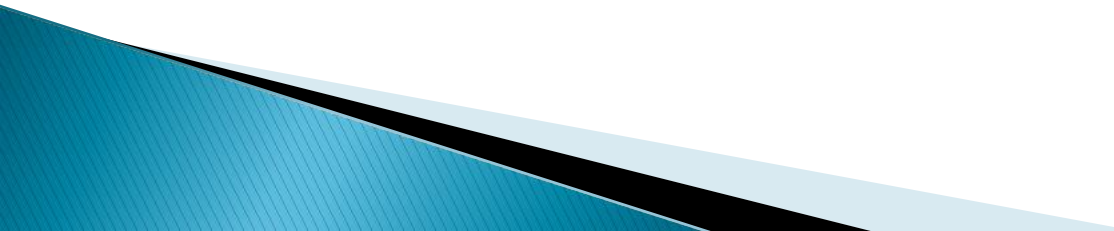


Authentic Leadership

Developing Self

WHO you are is WHAT you do

Authentic Leader

- Not a term, rather an ***ACTION!***
 - Begins and ends with a complete understanding of who you are and what you stand for as a Leader
 - Being Genuine and Real in what you say and what you do!
- 

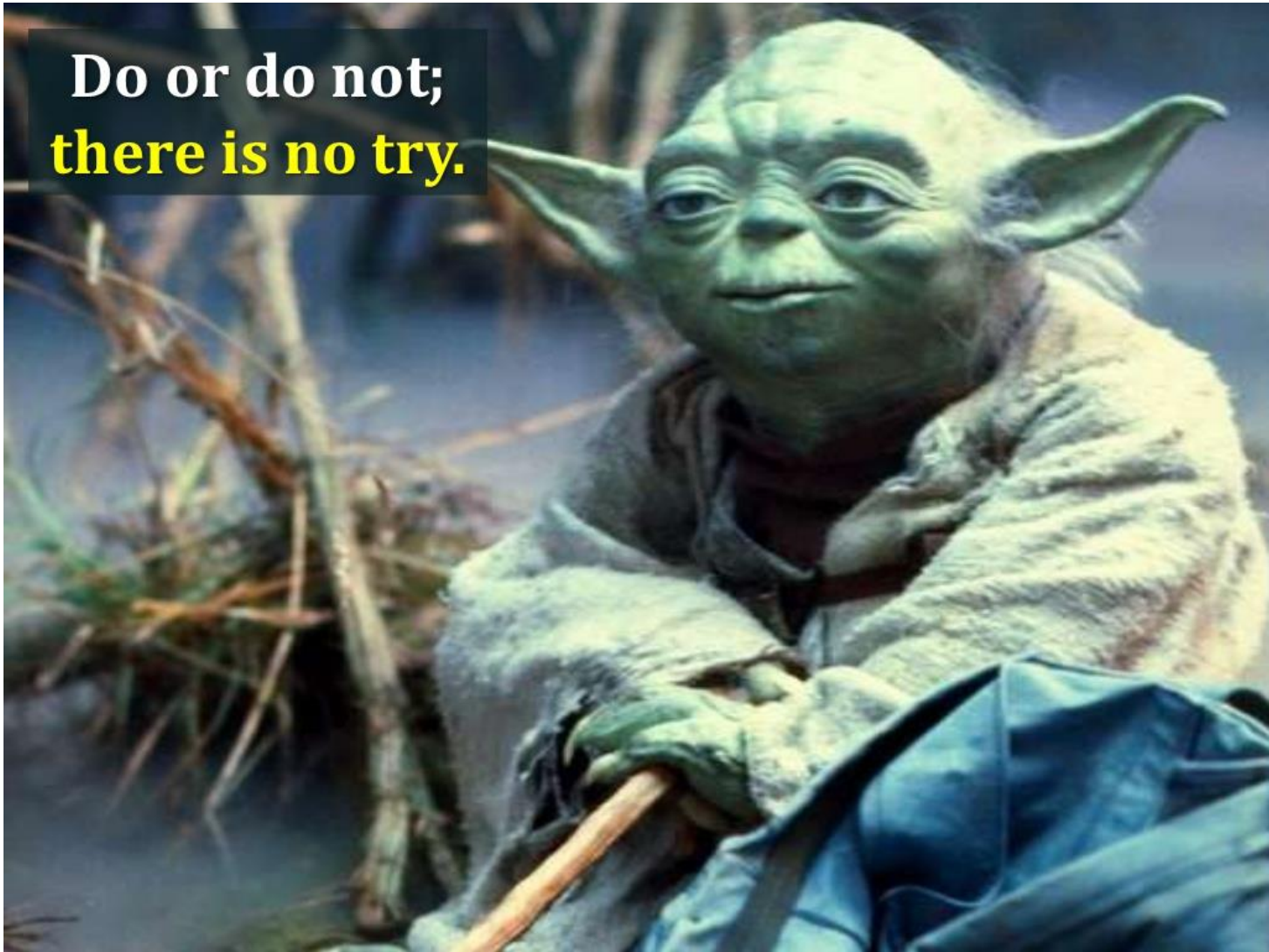
LEADERSHIP

Leadership is action,
not position

-Donald H. McGannon



**Do or do not;
there is no try.**



Leadership happens because:

**PEOPLE LIKE TO BE
SEEN AS PEOPLE**



“If you treat
people right
they will treat
you right...
ninety percent
of the time.”

– Franklin D. Roosevelt

Leadership succeeds when
people feel good and

DEMONSTRATE VALUE!

Engagement

“An employee’s commitment to his/her organization and the willingness to perform beyond expectations”

–(Dale Carnegie, 2015)



NATIONAL
 **EMS**
MANAGEMENT
ASSOCIATION

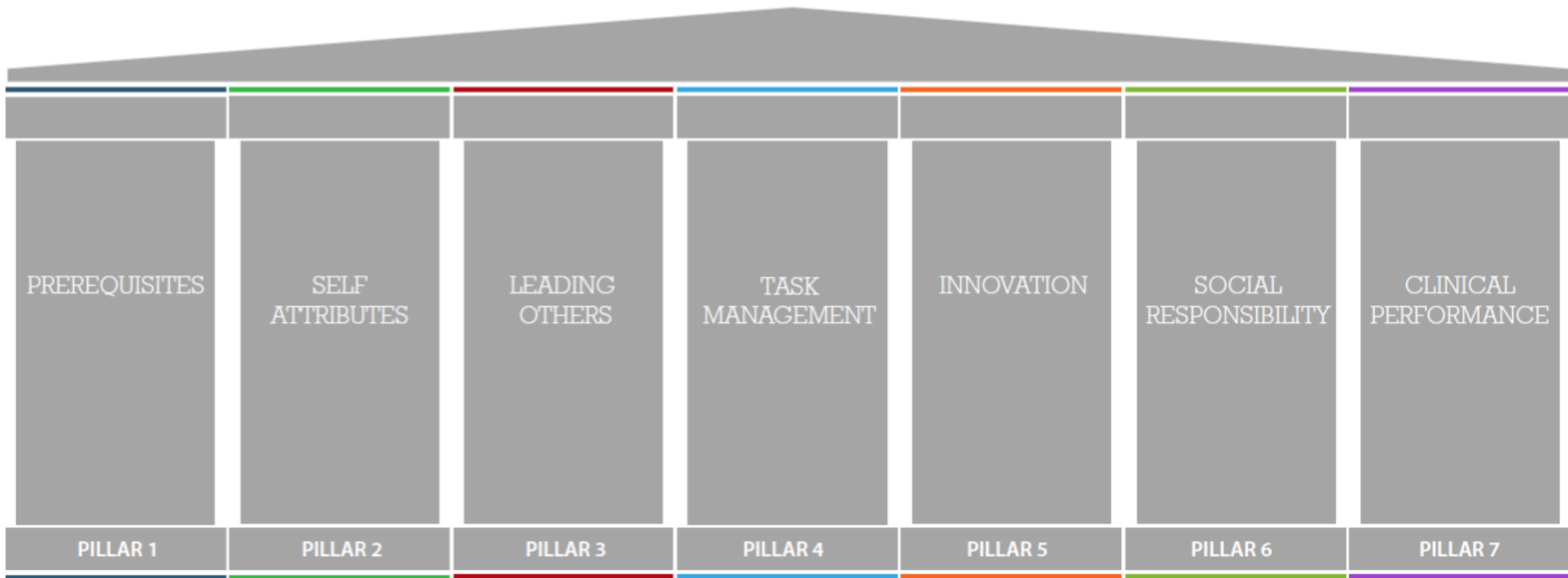


National Pillars of EMS Officer Competencies

Seven Pillars of National EMS Officer Competencies

NEMSMA Seven Pillars of National EMS Officer Competencies

The leadership knowledge & operational skill set needed to be a great leader within EMS



Defined Levels of EMS Leadership

National EMS Officer Levels of Leadership:

- **Supervising EMS Officer**
- **Managing EMS Officer**
- **Executive EMS Officer**

Note: These are category guidelines as organizational titles may change from service to service.

*For example: Executive EMS Officer may be:
Chief or Director or C.E.O*

Three Different Uses of the Competencies

- For the Aspiring Leader
- For the Current Leader
- For the Leader of Leaders

Setting a path for success by setting expectations and goals!



**The pessimist
complains about the
wind. The optimist
expects it to change.**

**The leader adjusts
the sails.**

**DON'T
BE IMPRESSED BY:**

1. MONEY
2. DEGREES
3. FOLLOWERS
4. LOOKS
5. TITLES

**DO
BE IMPRESSED BY:**

1. GENEROSITY
2. INTEGRITY
3. HUMILITY
4. KINDNESS
5. AUTHENTICITY

The background is a solid blue color. It features a repeating pattern of stylized molecular structures. These structures consist of small blue circles connected by thin lines, forming a grid-like or lattice pattern. Some of these structures are more complex, resembling branched molecules or clusters. The overall aesthetic is clean and scientific.

BE
YOUR
SELF

10 MANAGEMENT TIPS FOR GREAT LEADERS

Share information

Communicate the news that **you can**, so minds don't wander.

Say thanks

People want to feel appreciated! A simple thank-you note **doesn't cost a thing**, and it makes a huge difference.

Empower through delegation

We know no one can do it as well as you can, **BUT you need to delegate** to give yourself time to **complete tasks** more appropriate for your level.

Adjust your style

You have **many different communication styles and personalities** on your team. Don't think that you can manage everyone the same way, and don't assume everyone likes to be managed the way you like to be managed.

Set small milestones

If you can't match last year's numbers, set **milestones that can be reached**.

Have fun

Your team wants to **enjoy going to work**. Play ten minutes!

Remove obstacles

Bureaucracy stifles creativity and innovation. Cut down some of the paperwork.

Give feedback

Your direct reports want feedback, and **it's crucial in making your team as productive as possible**.

Raise your hand

When your people see you putting in extra hours, **they are inspired to jump in and follow your lead**.

Focus your time

It's the old 80:20 principle. Focus the majority of your time and attention on the **20% of your people and projects that generate 80% of your results**.

Questions?

Contact Information

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