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.

Conrington & Marshall, 2004
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!
DUDE SERIOUSLY?

THAT'S THE ELECTRONIC PCR!
“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”
“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.

- 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...

- 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!
NO DADDY... TO RESET YOUR DEFAULTS, SCROLL DOWN TO PRÉFÉRENCES, THEN OPEN THE APPROPRIATE DIALOG BOX...
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??
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

Proprietary Information– Dr. Frank Mineo, 2014
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:

- *It's 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 is action, not position

-Donald H. McGannon
The Authentic Leader

- Purpose
- Values
- Relationships
- Self-discipline
- Heart
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

Inspired Leaders serving their communities.
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

PREREQUISITES  |  SELF ATTRIBUTES  |  LEADING OTHERS  |  TASK MANAGEMENT  |  INNOVATION  |  SOCIAL RESPONSIBILITY  |  CLINICAL PERFORMANCE

PILLAR 1  |  PILLAR 2  |  PILLAR 3  |  PILLAR 4  |  PILLAR 5  |  PILLAR 6  |  PILLAR 7
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.

John Maxwell
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
BE YOURSELF
10 MANAGEMENT TIPS FOR GREAT LEADERS

Share information
Communicate the news that you can, so minds don’t wander.

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.

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.

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.

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.

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

Give feedback
Your direct reports want feedback, and it’s crucial in making your team as productive as possible.
Questions?

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Thank you and good luck!