



UNDERSTANDING AND  
RETENTION OF THE  
MULTIGENERATIONAL  
NURSE

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*by*

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# THE 4 GENERATIONS

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- ❖ Veterans
- ❖ Baby Boomers
- ❖ Generation X
- ❖ Generation Y



# VETERANS

- ❖ Born 1925-1945
- ❖ Fewest nurse in workforce
- ❖ Adaptive, Loyal, Hardworking, Build trust with others
- ❖ Worked in large organizations, believes sacrifice and hard work should be rewarded.
- ❖ No technology, enjoy classroom setting and lectures
- ❖ Give respect, acknowledgement of performance, honor loyalty



# BABY BOOMERS

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- ❖ Born 1946-1964
- ❖ Largest generation of nurses and found in leadership roles.
- ❖ Strong work ethic and competitive, enjoy life long learning
- ❖ Work = Life, Career = Identity.....WORKAHOLICS
- ❖ Emails, face to face, lectures
- ❖ Healthy work environments, job flexibility, professional development, team-building.

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# GENERATION 'X'

- ❖ Born 1963-1980
- ❖ 'Latchkey' children
- ❖ Self-reliant, self-sufficient, autonomous
- ❖ No corporate loyalty
- ❖ Straight to the point communication, technology
- ❖ Mentor and Coach....do not micro-manage
- ❖ Not happy = leave job, must give opportunities for growth

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# GENERATION 'Y'

- ❖ Born 1982-2002
- ❖ Positive, assertive, fun, creative
- ❖ Always known technology, emails, text
- ❖ Need immediate feedback
- ❖ Team atmosphere, adaptive, positive with change
- ❖ Be supportive, mentoring, up to date technology



# 2010 STUDY

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- ❖ 1,376 employees from all generations except Veterans
- ❖ Questionnaire and Turnover intention
- ❖ Results concluded that even though each generation had their own expectations related to orientation, continuing education, benefits etc...that the best strategy to retain all generations was a healthy work environment.



# RETAINING GENERATIONS

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- ❖ Continue to assess and understand the generational workforce.
- ❖ Treating all staff the same and as a number of staff working together to provide patient care is ineffective and reckless.
- ❖ Need to understand the different characteristics of each generation to help decrease conflict and recruit new generations while retaining the experienced, mature nurse.

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