Engaging Gen Z for Success

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Outline and Objectives

- Briefly introduce Gen Z (born **1997-2012**), their characteristics, and the importance of tailoring education to their needs

- Hear perspectives from Gen Z learner and Boomer PD

- What can programs do to better support Gen Z learners

- What can PDAs do to support programs to support their residents

Lived Experiences of Gen Z

- Technology

- Economic downturn

- War and violence

- 9/11 and Global terrorism

- Changes in family structure and gender roles

- Immigration tensions

- Debate about universal health care

- School shootings

Gen Z Characteristics

- Digital Natives
- Desire convenience, immediacy, and pragmatic learning
- Limited attention spans
- Diminished critical reading skills
- Underdeveloped in-person social skills
- Risk averse
- Open minded and socially inclusive
- Highly value diversity, equity, and socal justice
- At risk of isolation, insecurity and mental health issues
- Altruistic and pragmatic, yet cautious

Chunta K, Shellenbarger T, Chicca J. Nurse Educ 2021;46(2):87-91.

Attardi SM, et. al. : A Generational Workshop for Educators. MedEdPORTAL 2021;17:11084.

Learning Preferences of Gen Z
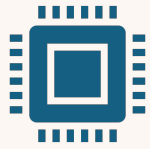
Visual and interactive learning

Preference for multimedia resources, Interactive formats)

Collaborative learning

Value group work and peer-to-peer interactions

Real-world application

Desire for practical hands-on experiences

Expectation of Immediate Feedback

Emphasis on Well-Being

- Mental Health Awareness
- Work-Life Balance
- Community Building and Creating a Sense of Belonging

Professionalism

Are we still all on the same page?

Reflections from Gen-Z

Natalia

Gen Z Perspectives & Opportunities

Role of trainees

Learning style

Unconventional careers in medicine & career development

Technology

Cultural & professionalism

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Role of trainees

Perspectives

- More critical of grunt work
- Residents: students vs. employees

Opportunities

- Session acknowledging "grunt work" parts of residency
- Attempt to reduce these (i.e. appropriate departmental hiring for admin work
- Session with faculty and residents discussing employee vs. student aspects of residency

Learning Style

Perspectives

- Skeptical of lecture format

- Variation from one attending to another's style is confusing

- Framing as the only "right way to do things" vs. another good way to do things

Opportunities

- Favor hands-on approaches, live talk through clinical reasoning via AI learning tools
- Poll students to determine preferred methods
- Offer departmental compensation for effect technology/learning tools
- Faculty development on impact of style variation on student learning (e.g.time of rounds, specifics of notes and presentation), consider flexibility

Unconventional career paths and career development

Perspectives

- More trainees want alternative paths within medicine

- Transition from "what I want to be" to "what I want to do"

- Fear of judgement for wanting an unconventional path, career development, and compensation

Opportunities

- Poll trainees anonymously for interests within and outside of medicine
- Keep a database of physicians who are cross disciplinary
- Offer mentors with similar interests to trainees
- Faculty development on nonjudgmental career counseling, encourage innovation and diverse pathways
- Consider flexible and innovative residency structure structure (e.g. Standford, Brigham & Womens

Technology

Perspectives	Opportunities
• Too many disparate communication tools (e-mail, texts, etc) • Prefer text style communication to email • Feedback not received early enough to adjust • Pre-rounding and Rounding on paper feels inefficient & antiquated	• Poll trainees for preferred all-in-one communication platforms (e.g. Slack) • PoC feedback tools • Use of electronic pre-rounding tools • Provide i-pads or apps on trainees' smartphone

Cultural & Professionalism

Perspectives

- Generation gap in language norms (e.g. "OK, cool")

Opportunities

- Agree upon language, dress, and other norms
- Allow residents to weigh in instead of imposing norms
- Discuss if there are studies or evidence behind decided norms (e.g.dress

Reach out!

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Reflections from a program director from another generation

Deborah

Opportunities for Programs

Technology integration

- Leverage comfort with technology to enhance learning (e.g. simulations)

Collaborative learning

- Foster teamwork through group project and discussion that align with personal values

Emphasis on Well-being

- Prioritize mental health and work-life integration

Engagement

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Interactive learning environments	• Case based learning and role playing to enhance critical thinking
Mentorship programs	• culturally concordant mentors to help guide professional identigy formation
Cultural humility training	• Equip learners with skills to address diverse patient needs
Community involvement	• Engage residents in community health projects to connect with desire for social impact
Faculty development	• Invest in training for educators to understand and implement Gen-Z Friendly teaching strategies
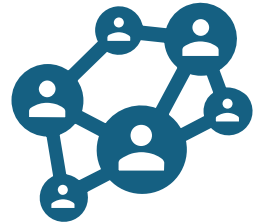
What are your associations doing to engage and support Gen-Z?

audience