

Responding to the Needs of a Transforming Workplace

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Overview of Presentation

- **Learning styles of the New Millennials: Implications for Education and Training**
- **Work styles and expectations of the Millennial Workforce: Implications for Retention**
- **Contemporary Needs of the Workplace in Human Services**

Overview of Presentation (cont.)

- **Recent Advances in Knowledge and Skill Abilities Needed for Future Practice**
 - Critical Thinking
 - Neuroscience and its Impact on Practice
 - Evidence-based Practice and Practices
 - Technology Utilization



Learning Styles of the Next Generation of Learners

- **Learn from Experimentation**
 - Like to discover new things and learn from hands-on experiences
- **Prefer visual learning**
 - feel comfortable in the media-rich environment, surrounded by different kinds of digital devices such as LCD projectors, PDAs, iPods, MP4 and iPhones
 - expose themselves to the interactive computer games and movies
 - TV and computers provide rich visual effects and they are more accustomed to receiving input in this mode
 - text literacy may be less well developed than previous generations

Learning Styles of the Next Generation of Learners (cont.)

- **Like to work in groups**
 - are more likely to enjoy and learn in a supportive environment with teamwork
 - like to build up their learning by working with peers, they learn by scaffolding the knowledge from each other
 - gain confidence and support when cooperating with peers
 - like to share their experience in groups



Learning Styles of the Next Generation of Learners (cont.)

- **Have short attention spans and multi-task well**
 - media-rich environment they have become accustomed to means to have shortened their attention span
 - if you ask them to work on the same thing for hours, it will probably overwhelm or frustrate them
 - enjoy activities more if they can get several things done simultaneously
 - are multi-taskers and can split their attention between different activities
 - thrive on immediate gratification
 - may be listening to music, surfing the Internet, and talking to friends on the phone while doing homework

Learning Styles of the Next Generation of Learners (cont.)

- **Edutainment**

- teach by imbedding education in with entertainment
- instruct or socialize through television, surfing the Internet, using computer and video games, films, music multimedia software
- supplement standard curricula with simulations and games - these enhancements increase students learning interests and motivate them to engage in learning content

Learning Styles of the Next Generation of Learners (cont.)

- **Copy and Paste**
 - almost all content can be copied and pasted or cut and pasted from the Internet which can lead to plagiarism
- **Life-Long Learning**
 - The concept of continuous education and life-long learning has become more common to this generation
 - are curious and like to learn and consider new ideas
 - perceive knowledge as not being static
 - keep abreast of trends and current issues
 - prefer to individualize and customize their learning environment according to their current needs

Learning Styles of the Next Generation of Learners (cont.)

- **U-Learning (Ubiquitous Learning)**
 - learning can occur anytime, anywhere
 - are able to pace themselves in learning without perceiving the constraints of place and time



The New Generation of Workers

- **Always On and Always Connected**
 - used to mobile and Web collaborative technologies
 - have the ability to deliver the ability to communicate instantly, collaborate, share data and work from anywhere
 - spend on average 8.5 hours per day digitally connected



The New Generation of Workers (cont.)

- **Characteristics**

- hardworking
- entrepreneurial
- authentic
- refreshingly candid
- upbeat
- enter the workplace with different ideas, values and expectations than their older counterparts
- are brash, confident, demanding, and have no fear of authority
- have high expectations of self and aim to work faster and better than other workers

The New Generation of Workers (cont.)

- **Characteristics (cont.)**

- have high expectations of employers - they want fair and direct managers who are highly engaged in their professional development
- seek out creative challenges and view colleagues as vast resources from whom to gain knowledge
- want to make an important impact from the first day on the job
- value their hobbies and personal interests as much as they do their “day jobs”
- make connections across borders, gender, race, religion, and color
- expect you to respect their community and they are not concerned with traditional hierarchies of power and authority

The New Generation of Workers (cont.)

- **Attracting and Retaining the New Generation of Workers**
 - consider flexible work hours a must for maintaining a work-life balance
 - flexible benefits, including health and retirement plans are important
 - after seeing parents laid off, they don't plan on spending enough time at a company to become full vested in retirement plans – companies should offer a variety of retirement savings plans that allow saving for the future while not punishing them for leaving after a few years with the company
 - are always ready to tackle a new project or learn a new skill - they are willing to work hard when they feel what they are doing is valuable and intellectually stimulating
 - are used to getting a reward when their goal is realized (kudos)

The New Generation of Workers (cont.)

- **Attracting and Retaining the New Generation of Workers**
 - like to follow people with vision
 - need to understand why they are doing what they are doing (want to see the whole picture)
 - it is difficult to gain their attention – they will respond to authenticity and understanding
 - structure jobs for interaction and teamwork
 - define career paths with variety in mind
 - demand a dynamic company culture and a stable vision of the future that allows them to focus on work (their definition of it, of course!)

The New Generation of Workers (cont.)

- **Contemporary Needs of the Workplace in Human Services**
 - retention of talented workers – this is the key to competitive advantage
 - identification and nurturing of young leaders
 - workers with abilities in finance and quantitative methods
 - workers who can understand “the big picture”
 - workers who are flexible and can manage change
 - workers who have the ability to integrate and synthesize vast amounts of information

The New Generation of Workers (cont.)

- **Recent Advances in Knowledge and Skill Abilities Needed for Future Practice**
 - **Critical Thinking**
 - the world is swiftly changing and the pressure to respond is intense
 - everyday and world problems are becoming increasingly complex
 - traditionally our thinking has been designed for routine, for habit, for automation and fixed procedure
 - today's problems require a radically different form of think – thinking that is more complex, more adaptable, more sensitive to divergent points of view

The New Generation of Workers (cont.)

– Critical Thinking (cont.)

- we must be able to continually relearn, that we routinely rethink our decisions
- critical thinking cultivates substance and true intellectual discipline
- it entails rigorous self-reflection and open-mindedness-the keys to significant changes
- critical thinking is essential to dealing effectively with the problems we face and will increasingly face into the future



The New Generation of Workers (cont.)

– Neuroscience and its Impact on Practice

- a unified field that integrates biology, chemistry, and physics with studies of structure, physiology, and behavior including human emotional and cognitive functions
- rapidly advancing research findings inform clinical practice to develop new diagnostic methods and ways to prevent and treat neurological disorders that affect millions of people
- this work holds great promise for understanding and treating stroke, schizophrenia, Alzheimer's disease, depression and other illnesses

The New Generation of Workers (cont.)

– Evidence-based Practice and Practices

- growing mandate from funding bodies, regulatory agencies and professional bodies to ensure accountability in service delivery
- outcome research provides substantial guidance for practitioners when developing effective intervention strategies
- practitioners must be flexible in adapting evidence-based practices for the individual client/patient
- assessment, intervention and evaluation processes must be integrated in evidence-based practices for the purpose of providing compassionate and effective care
- practitioners must place an active role in the development, implementation, and evaluation of evidence-based practices

The New Generation of Workers (cont.)

– Technology Utilization

- continuing technology and telecommunications explosion
- information management tasks are complex and practitioners must be able to craft answerable questions, map questions to different types knowledge, seek valid evidence from appropriate sources, and prudently apply knowledge to patient care
- evidence-based health information systems utilization promotes timely access to accurate synopses of clinical data together with digest of relevant evidence about the meaning of the data - tapping the efficiency and overwhelming power of computerized information systems, EBI links knowledge with practice with technologies that can put information at the bedside