

From Walking Stick to Selfie Stick: *Serving EHDI Families*

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Objectives

1. Learn the common characteristics, similarities, and differences of the generations.
2. Learn how to overcome generational differences to meet the needs of each family.
3. Learn the parenting styles of each generation and how you can adapt to meet the needs of parents.

What is a generation?

The Center for Generational Kinetics defines a generation as:

"... a group of people born around the same time and raised around the same place. People in this birth cohort exhibit similar characteristics, preferences, and values over their lifetimes."

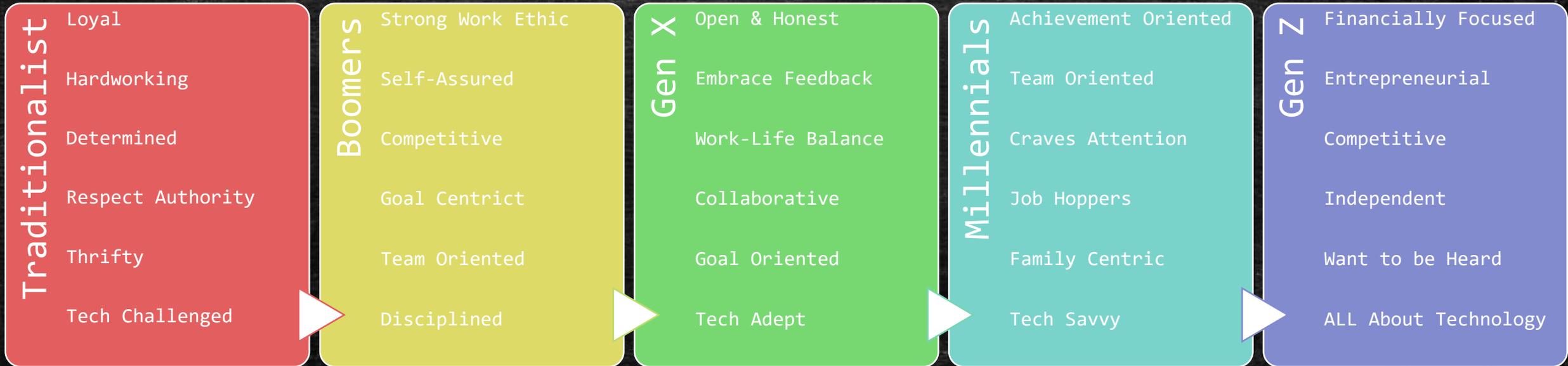
What are the current generations?



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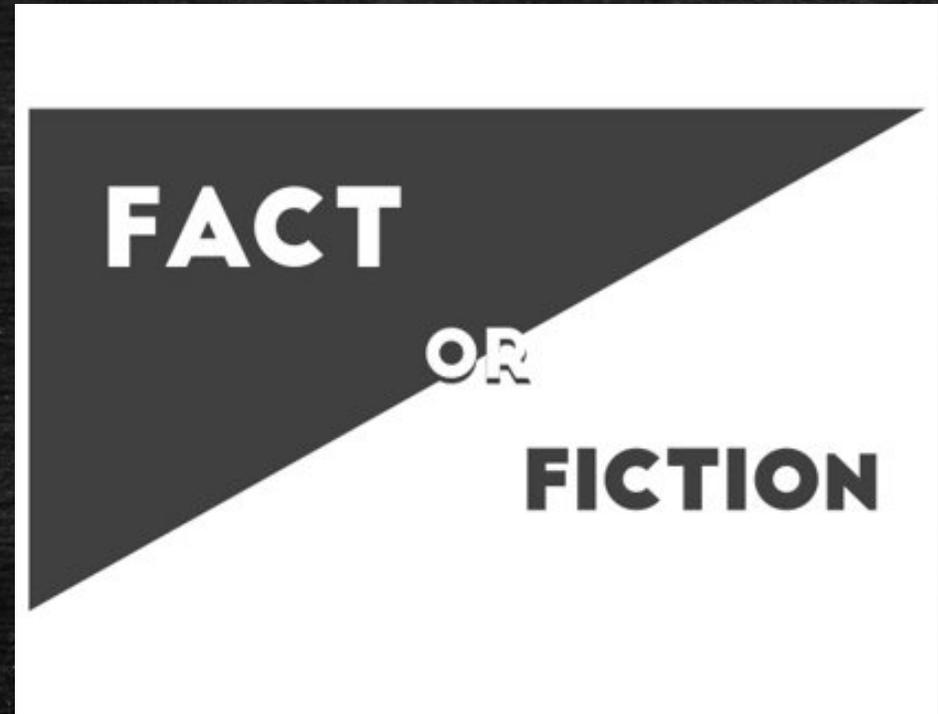
- Traditionalists (1945 and before)
- Baby Boomers (1946-1964)
- Generation X (1965-1976)
- Millennials (1977-1995)
- Generation Z (1996 and after)

Common Generational Characteristics

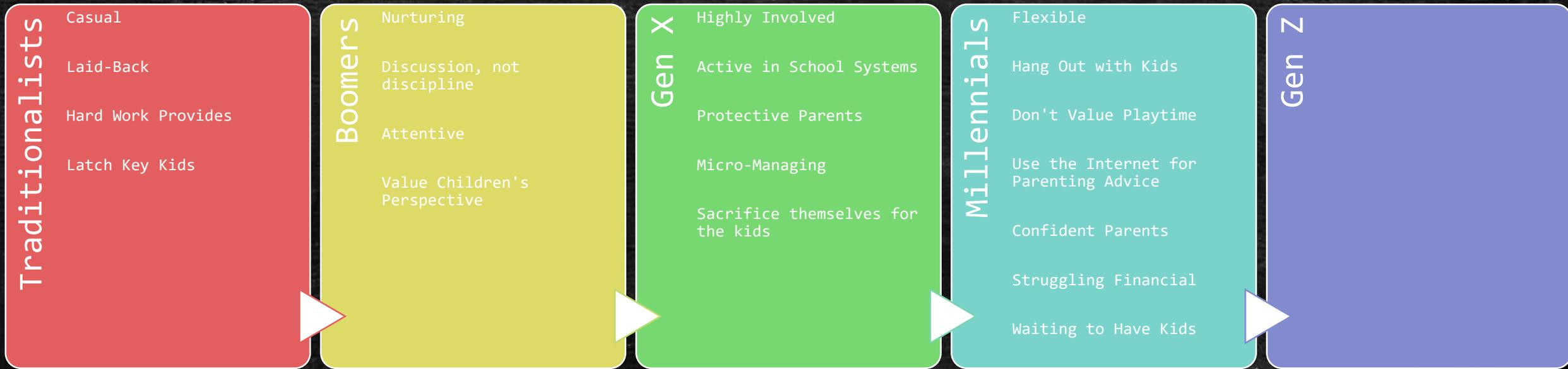


Generational Gaps

“A generation gap or generational gap is a difference of opinions between one generation and another regarding beliefs, politics, or values.” -McNamara



Parenting Styles Across the Generations



What about grandparents...



Overcoming Generational Differences

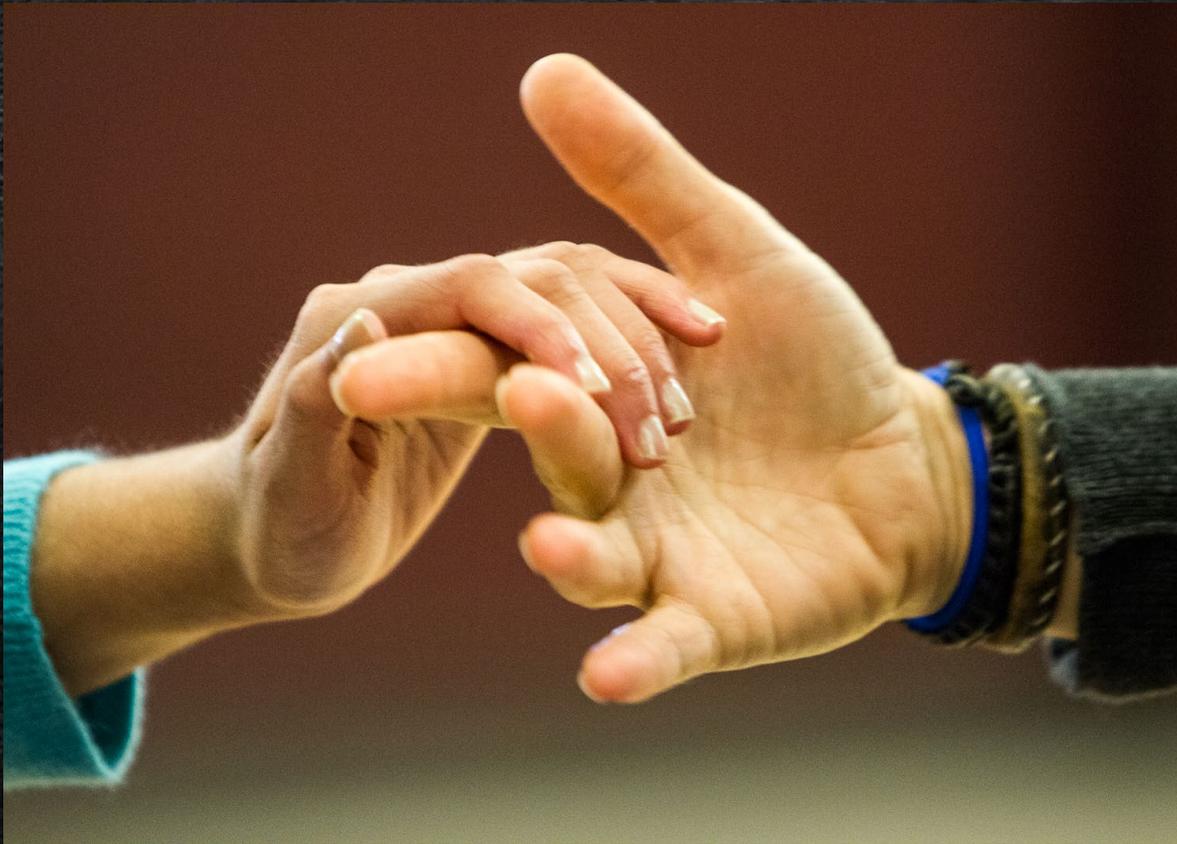


EHDI Program Adaptations: Meet Employee Needs

- Train your staff
 - Communication
 - Technology
- Be Transparent
- Provide Growth and Development Opportunities
- Offer a Variety of Employee Benefits



EHDI Program Adaptations: Meet Families' Needs



- Communication
- Resources
- Marketing
- Implementing Change
- Advisory Committee Meetings
- Create partnerships

EHDI Direct Service Supports: What can you do?

- Learn & Understand Your Differences
 - Be Flexible
 - Be Patient
 - Be Understanding
 - Be Respectful
 - Don't Assume
- Adjust Your Style
- Communicate in the Families Preferred Method
- Vary Resources



Panel of Experts



- Elise Dawkins
- Karen Hopkins
- Sara Kennedy
- Andrea Stambaugh

Thank you!

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