

James R. Williams  
EMS Educator and Speaker

**“You Can’t Tweet the Patient” (60 – 90 Minutes)**

NCCR Category: Operations

Breakout/Concurrent Sessions

Summary

Our profession is known for individuals who serve for an extended period of time. It is not uncommon for multiple cultural generations to serve simultaneously. For example, you may run a call where you pair up a Baby Boomer with Generation X. However, a recurring concern amongst our older generations is the wonder of who will be taking the reins. From a provider and management view, there have been great difficulties with recruiting, training, and retaining Generations Y and Z as they seem to lack those essential characteristics we seek and require, and we can’t quite Tweet or Snapchat it. This session will explore the differences and gaps between our generations, hurdles we need to overcome, and strategies with working and managing Generations Y and Z.

Objectives

- Discuss cultural generations
- Discuss issues facing our profession due to Generation Y and Z
- Discuss strategies to work with and manage the newer generations