

Scenarios Situation

A university department of communication sciences and disorders (CSD) is chaired by a 45-year-old member of generation X; a 60-year-old baby boomer clinical educator supervises a 27-year-old millennial graduate student who, in turn, is treating a 80-year-old traditionalist. The CSD administrative office staff include a 67-year-old, baby boomer, a 48-year-old member of generation X, and two work-study students, Generation Z in their early 20s.

Scenario #1

The 60-year-old workaholic baby boomer, supervising the 27-year-old millennial graduate student, is upset that the student has missed two scheduled treatment sessions because of attendance at a family wedding. The student, on the other hand, who values a work-life balance, plans to make up the missed sessions and wonders why her supervisor seems distant.

Scenario #2

When observing a session with the same graduate student and her 70-year-old Traditionalist client, the supervisor hears an overly loud and condescending tone in the student's voice as she gives instructions to the client. The client's wife remarks to the supervisor that the student seems to be interacting with her husband as if he were a child who couldn't hear. The supervisor comments on her written feedback sheet that the student is using "elderspeak" and adds that she will explain more in person. By the time of the supervisory conference the next day, the student had gone online and thoroughly researched the term and even found an article on over-accommodating interactions. Rather than praising the student for her research, the supervisor feels inadequate, having lost the opportunity to demonstrate her expertise to her student

Scenario #3

In this same CSD department tensions exist among the administrative office staff. The staff members from the traditionalist and baby boomer generations resent the new ideas for time management coming from their younger generation X office manager, who does not feel respected by these older staff members. They complain to the department head, also a member of generation X, who has difficulty understanding the expressed resentment.