

# Mentoring Gen Z students

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# Learning Objectives

Learn what student centred placement looks like

Describe the barriers to and benefits of hosting a student

Learn about Gen Z students' strengths and challenges and how to approach mentorship

Learn how the pandemic may have impacted student learning

Learn about student accommodations in clinical settings

Learn strategies for mentoring struggling students

# Poll



Student



Experienced Clinical Educator (Supervisor/Preceptor)



Novice or Curious Clinical Educator

# Student Centred Placements

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Clinicians may assume that student centred means “not patient centred” but it doesn’t mean that!



It means being able to support the student to best serve the patient.



Competency based progression is the heart of student centred learning.





1<sup>st</sup> day of placement or prior to  
start date:

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Have a meeting to discuss

1. Goals/Objectives.
2. Clinic expectations including non-negotiables (e.g. dress code, work schedule, deadlines for reports; cellphone policy etc.).
3. Learning/Teaching styles.
4. What has the student done clinically in the past.



# During the Placement

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Minimize pure observation time.

Provide coaching “in the moment”.

Praise in front of the patient, correct in private (unless a safety issue).

Maintain open communication and ask for student feedback.

- (e.g. is there something I can do to support your learning?)

# Student Centred Placement

Students have a responsibility as well. But remember, students may be intimidated at first. We need to model the behaviors that we want them to exhibit.



Students should be made to feel comfortable to self-advocate.

# Barriers to hosting students

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Time And Resources



# Benefits of clinical education

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Clinicians report to us that:

- Patients consistently report that they learn more when a student is present.
- Clinicians can better manage their time because students take on some of the workload.
- Clinicians learn new technology that students are exposed to in the classroom.

# Benefits of clinical education



Students can help with social media channels.



It is rewarding to share case management issues with students.

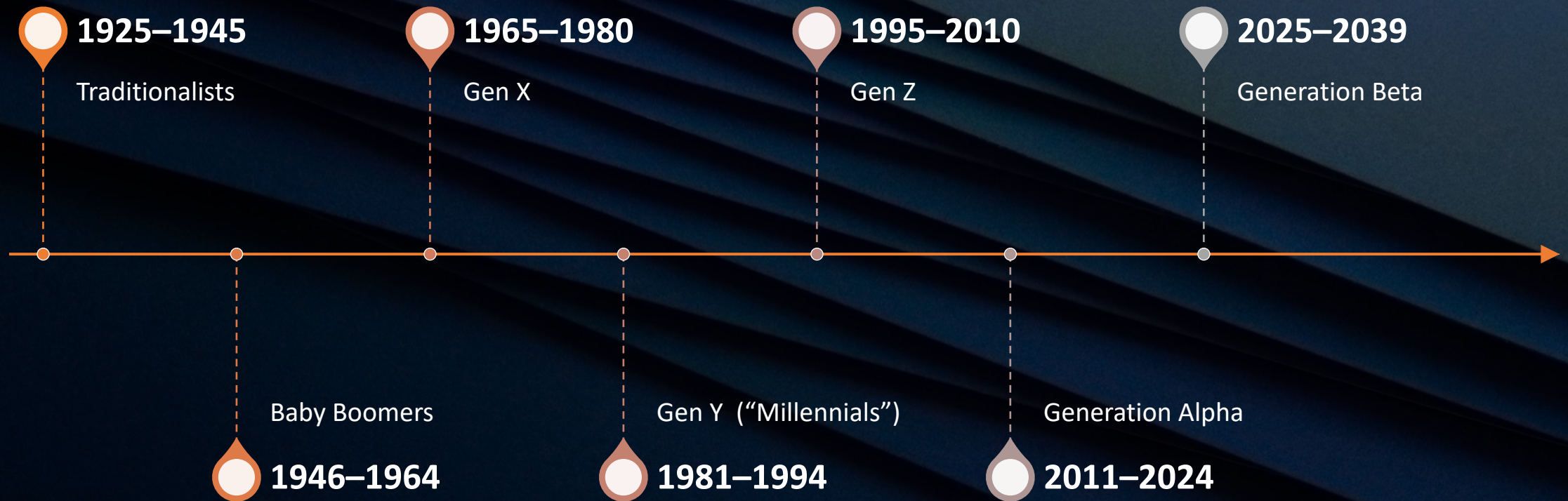


Mentoring is giving back to our profession.  
Ensuring the next generation can best take care of our patients in the future.



Clinicians can prepare for college mentorship, if applicable.

# What is your Generation?



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## What does the literature say?

- Baby Boomers – value optimism and stability, hierarchy of values/life strategies.
- Gen X - Interested in innovation but based on good research. Cautious.
- Gen Y - Media focused, value lifelong learning, value their peers
- Gen Z - Global viewpoint, value social interaction, visual and technological learners



# Cyberloafing

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- Term coined to describe the use of phones or other mobile devices/technology for non-study or non-work purposes

## Management Strategies

- Subjective norms are important for deterring cyberloafing
- Self-regulatory processes must be activated
- Educate students about the downsides of perceived multitasking
- Make students aware of impact of cyberloafing
- Provide controlled breaks and brief detachment periods during classes/workday (ie. allows time to track hours)

*(Mihelic, Lim, & Culiberg, 2023)*



# How has the pandemic impacted student learning?

Pandemic has appeared to increase the need for order/structure.

Some students may require more detailed explanation behind certain clinical procedures.

Some (not all) students may perceive constructive feedback as negative.



Encourage students to think outside the box  
It is good to “take safe risks”  
Encourage and support them to “go with the  
flow”  
It is like Cooking more than Baking!

# Mental health impacts

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- Emerging evidence suggests that general mental health has declined: Anxiety, depression etc.
- Self-care (both clinician and student); institutional and government support for mental health services.

*World Health Organization (2020)*

*Dhar et al. (2020)*

**Does Gen Z struggle more with mental health than millennials? New polling shows signs of a shift**

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# Voices of Gen Z

## Perspectives on U.S. Education, Wellbeing and the Future

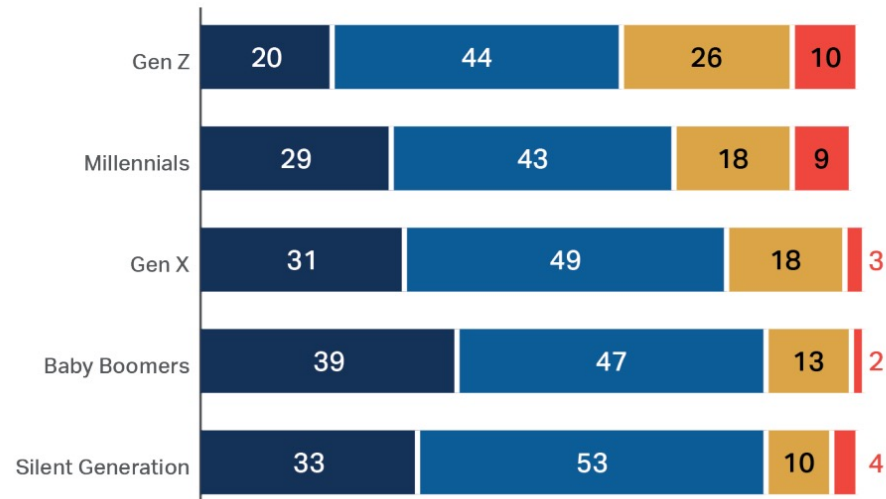


## Gen Z struggles with mental and emotional wellbeing more than the previous generation at the same age.

In addition to their relatively low life evaluations, Gen Z members rate their mental health far lower than their older peers.

### Generational Differences in Overall Mental and Emotional Wellbeing How would you describe your own mental health or emotional wellbeing at this time?

■ % Excellent ■ % Good ■ % Only fair ■ % Poor



Note: Results for non-Gen Z cohorts are based on a separate web survey conducted with members of the Gallup Panel in February 2023. Due to rounding, percentages may not sum to 100%.



# Mentorship and Gen Z Optimism

[There is an adult at school]/[I have someone] who encourages me to pursue my goals and dreams.

		Strongly agree	Do not strongly agree
I have a great future ahead of me.	% Strongly agree	51	23
I will achieve the goals I set for myself.	% Strongly agree	49	23

# What accommodations are appropriate in the clinical setting?

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- Extra time/ quiet setting for paperwork
- Assistive technology for students with hearing loss
- Improved lighting in the sound booth
- Special tools (i.e for making earmold impressions)
- Time off for health-related appointments

# Special Accommodations

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- Accommodations must be reasonable within that clinical setting. Privacy law, client safety and code of ethics must always be maintained.
- Who qualifies? Students must obtain formal university-approved accommodation plan. Students have the right to privacy regarding why they have accommodations. The school will not disclose to facilities.

# Strategies for mentoring struggling students

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Don't just hope things will get better. Discuss as soon as possible with the student and provide a plan of action with a timeline.

Contact clinical coordinator, preferably before mid-term so remediation can be arranged. Remediation is a good thing!

# Strategies for Struggling Students

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- It is ALL ABOUT THE BEHAVIOURS.
- What is the specific behavior and what strategies are effective to support learning?



# CASE STUDY-A

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A student struggles with interpersonal skills.

WHAT IS THE BEHAVIOR:

Clinician Perspective: They have long pauses that make the patient appear uneasy.

Student Perspective: They need time to think about their response.

What would be a good strategy to resolve this situation?



Solution: the clinical educator instructs the student to tell the patient that you need a moment to think about their situation to produce a plan of action.



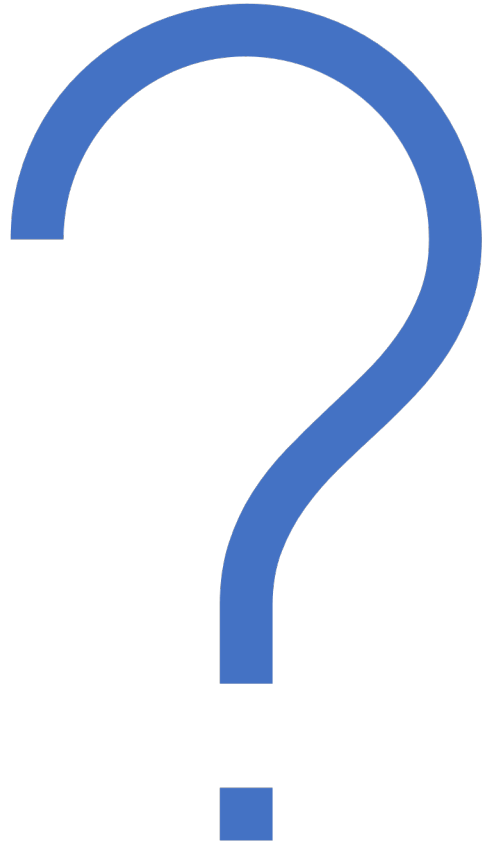
# CASE STUDY-B

Concern: Case history is not comprehensive.

What is the behavior?

Clinician perspective: The student doesn't ask probing questions.

Student perspective: They struggle remembering all the options in the moment.



# Solution:

- Come up with a simple decision tree for each issue.
- Encourage the use of written prompts



# CASE STUDY-C

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Concern: Weak clinical reasoning skills.

- What is the behavior?

Clinician's perspective: Student is unable to provide appropriate recommendations during the appointment

Student's perspective: The amount of information is overwhelming given the busy nature of the clinic . I'm focused on the tasks so thinking about next steps is challenging.

## Solutions

Have the student create template for each type of diagnosis.

Consider doing simulation activities, role play, discussing case studies.

Reach out to clinical coordinator for resources.

# Summary/ Final Advice

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- Students are individuals with unique backgrounds that deserve thoughtful student-centred mentorship. However, both students and educators can learn something important about generational differences.
- Clinical educators should be able to support a variety of student learning needs when it comes to working in clinic.

# Summary/ Final Advice

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- Students should be engaged learners and willing to incorporate feedback into practice while maintaining professionalism in the clinic.
- Clinical Educators should allow for some self-expression with appropriate boundaries.





Students in our programs are high achievers. They want to excel on placement. They want to be successful.

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Thank you for  
supporting  
(and being)  
future  
clinicians!

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