



# GENERATIONAL DIFFERENCES MODES OF COMMUNICATION



<b>BABY BOOMERS</b> (1946-1964)	<b>GENERATION X</b> (1965-1980)	<b>GENERATION Y / MILLENNIALS</b> (1981-1996)	<b>GENERATION Z</b> (1997-PRESENT)
Best = Face-to-face	Best = Email	Best = Online messaging	Best = Face-to-face
Balance between email, voicemail, meetings, and face-to-face	Love feedback	Internet	Instant
"Call me anytime"	"Call me only at work"	Collaborative	Text over talk
Prefer one-on-ones over meetings	Share information immediately and often	Polite and positive	One-on-one communication
Give details/answer thoroughly	Learn their language and speak it	Don't talk down	Concise and visual
Flexibility in thinking (present options)	Avoid slang	Trouble with personal communication at times	Brief
Wait to be invited to give their opinions	Can be blunt and direct	Careful with words when communicating	Communicating as equals
Work to live, so talk about work	Informal communication style	Prompt feedback	Transparency and authenticity
Can be outspoken/direct	More accepting of a command-and-control leadership style	Meaningful interactions	They're confident in their abilities, voice, and vision
More accepting of a command-and-control leadership style		Communicate in person if important	Frequent check-ins/feedback
		Communicate frequently	Rapid responses
		Want to know the "why" behind decisions	Want to know the "why" behind decisions

