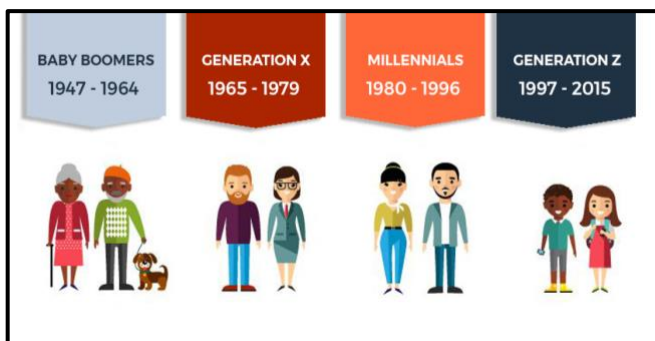


# Intergenerational Communication



## *Bridging the Generational Gap*

### OVERVIEW

***Effective communication is essential across all generations in every organization. Intergenerational communication can be either a source of conflict or can lead to cooperation, collaboration and a more balanced team. Influential leaders embrace new approaches and communicate in ways that engages all generations. A diverse and inclusive workplace requires open communication with an awareness of the growing generational differences.***

### LEARNING OBJECTIVES

- ***Navigate the generational divides***
- ***Address the negative impressions and judgements***
- ***Make change easier by focusing on collaborative conversations***

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Scott started his career as a sales manager while also training and speaking on the topic of influential communication. He has done post-graduate work in ontology following his BBA in Management. He is also a firefighter with Excelsior Fire District and a leadership development instructor for the Minnesota Board of Firefighter Training and Education.

Scott's experience involves several industries as well as many different organizational and personality types. He has worked with people of incredibly varied backgrounds including Maasai tribes in Tanzania, executives in corporations, and leaders in health care, non-profits, schools, local and federal government.

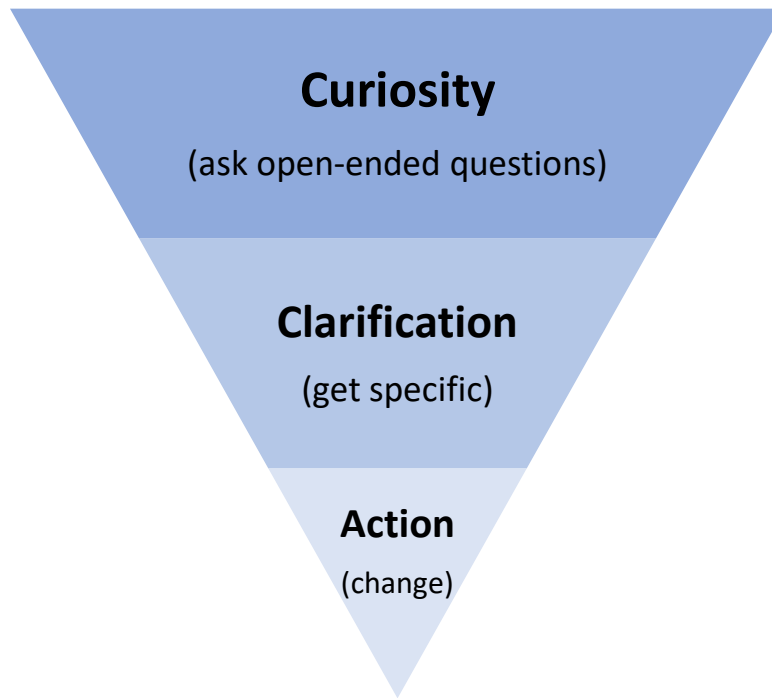
# Generations in the Workplace

*“Despite their differences, the different generations all want relationships and a friendly, personable approach to communication.” - Kari Miller*

	<b>Baby Boomers</b> 1947-1964	<b>Generation X</b> 1965-1979	<b>Millennials</b> 1980-1996	<b>Generation Z</b> 1997-2015
<b>Communication Preference</b>	Face-to-face	Email	Email or Text	Text
<b>Technology Expertise</b>	Starting to embrace modern digital technology	Comfortable with technology	First “digitally native” generation	Experts and expects quick responses
<b>Social Media Preference</b>	Facebook & LinkedIn	Facebook & Twitter	Not loyal to any	Instagram & Snapchat
<b>Traits</b>	Optimistic Competitive Workaholic Team Oriented	Flexible Informal Skeptical Independent	Competitive Open-Minded Achievement Oriented	Global Entrepreneurial Progressive Multitaskers
<b>Perspectives</b>	Achievement comes after hard work Sacrifice for success	Favor diversity Resistant to changing jobs	Value growth and development Want a fun work environment Will easily leave organization	Digital device addicts Value independence and individuality Respect authenticity over authority
<b>Motivated by</b>	Company loyalty Positions of authority Workplace benefits	Recognition Work-life balance Professional development	New technologies Quality manager Unique work experience	Innovation Diversity Creativity
<b>What you can do</b>	Provide them with specific goals and deadlines Have them mentor Offer coaching-style feedback	Give feedback Provide flexibility Show personal interest in their work	Know them personally Give immediate feedback Be flexible	Provide multiple projects Be transparent Offer mentoring
<b>Statistic</b>	65% plan to work past age 65	55% are startup founders	75% of global workforce by 2025	84% expect daily interaction with boss

# Collaborative Conversations

*"Conversations are the goal. They are the solutions for real growth within your organization." - Jeanne Malnati*



*"The important thing is not to stop questioning. Curiosity has its own reason for existing."*

*- Albert Einstein*

## **CURIOSITY**

- Follow their energy and emotion
- Let your questions come to you naturally as you get curious about their situation

## **CLARIFICATION**

- Clarify and confirm understanding of their situation
- Suspend your opinions and solutions

## **ACTION**

- Set expectations and form agreements
- Do what? By when? With whom?