



## Generational Communication Differences

Never before have we seen as many as five generations working together in the workplace. Understanding a variety of communication preferences and methods is essential to keep work running smoothly. During this program, participants will learn some defining characteristics about each generation, the many different devices of communication that are available at work, and when different methods are most appropriate for the message that needs to be relayed and why.

### Outline

#### **What the Research Tells Us: Communication Methods and Generational Preferences**

- Analysis of the evolution of communication habits from pre 1945 to the present and why it matters
- Determining your own personal communication habits and preferences

#### **Unpacking the Platinum Rule as it Pertains to Generational Differences**

- Significance of the Platinum Rule (*Treat others the way they want to be treated*)
- How approaching others from their vantage point improves communication

#### **Exploring Platinum Rule Communication Techniques**

- Exploring generational techniques and their significance
- Unpacking generational communication scenarios and what they tell us

#### **Effective Application of Generational Communication Skills**

- Analyzing and practicing generational communication styles
- Refining your generational communication techniques

#### **Email 101: Generational Attitudes Toward and Use of Email Communication**

- The significance of email communication today
- Proper email etiquette for improved communication across generations

### Outcome:

Participants will understand the impact of appropriate communication techniques and styles across generations. Through exploration and practice, they will be equipped with improved methods of face-to-face dialogue, effective email correspondence, and various other forms of written communication. Participants will also be aware of barriers to productive multi-generational communication and ways to overcome them.