

# Effective Communication: Communicate Across the Generations

*Presented by Christine Zust*

Everyone has a preferred communication style, and some of those preferences stem from generational differences.

Some style preferences are directly related to the life experiences of that particular age group. When communicating with others, remember each person's differences. Keep in mind the following style differences when communicating with people from other generations.

Communication Style	Traditionalist	Baby Boomer	Gen X	Gen Y
	1922-45	1946-64	1965-78	1979-94
Words are important	√			
Doesn't openly share innermost thoughts	√			
Prefers a formal communication style	√			
Prefers face to face or written communication	√			
Body language is important		√		
Prefers a direct communication style		√		
Seeks to understand details		√		
Prefers face to face or electronic communication		√		
Likes short, fast, frequent updates			√	
Prefers an informal communication style			√	
Prefers electronic communication			√	
Likes fast, visual communication				√
Motivated by visual images and action words				√
Prefers email/text/IM/voicemail/social media communication				√

Review your generation's communication style. You may find some crossover into other style preferences, depending on your background. Become sensitive to the differences that occur across generations and challenge yourself to be more open to other's preferred communication styles.

## The Active Listening Technique – What You Can Do

Prepare	Involve Yourself	Open Your Mind	Paraphrase	Evaluate

## Getting Others to Listen to You

Prepare	Involve Yourself	Open Your Mind	Paraphrase	Evaluate



### 10 Tips to Better Listening

1. Focus on listening.
2. Eliminate external and internal noise before starting a communication exchange.
3. Observe nonverbal cues.
4. Use all five senses when listening.
5. Give and receive feedback often, especially in one-on-one communication exchanges.
6. Ask. If you don't understand something, ask for clarification.
7. Treat listening like any other business skill and improve on it daily.
8. Use a small note pad to take notes, especially if specific, detailed information is being shared.
9. Briefly review information immediately after a meeting.
10. Practice using active listening skills every day.