

Trust, Conflict & Communication in a Multi-Generational Workforce



DEVELOP. EMPOWER. RETAIN.

This handout is designed to reinforce the key ideas from the genWHY presentation and provide practical communication tools you can immediately apply in your workplace.

Why Generational Communication Matters

- Today's workforce may include Traditionalists, Boomers, Gen X, Millennials, and Gen Z working side-by-side.
- Each generation developed different communication expectations based on the world they grew up in.
- Different communication styles are not automatically disrespectful, lazy, rude, or difficult.

Common Causes of Workplace Conflict

- Tone and assumptions
- Unclear expectations
- Feeling unheard or disrespected
- Email, text, and digital misunderstandings
- Stress and burnout lowering patience and empathy

How Different Generations Often Build Trust

- Boomers: Loyalty and professionalism
- Gen X: Competence and independence
- Millennials: Collaboration and feedback
- Gen Z: Authenticity and accessibility

Communication Reality Check

- Direct can feel rude.
- Formal can feel cold.
- Casual can feel disrespectful.
- Detailed feedback can feel like micromanaging.

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Intent does not erase impact.

"It doesn't matter what you MEANT to say. It only matters what people HEARD."

When Communication Is Unclear

- People create stories to fill in missing information.
- Assumptions grow quickly in stressful environments.
- Short responses can feel dismissive.
- Delayed responses can create anxiety.
- Digital communication lacks emotional context.

Generational Communication Preferences

- Boomers: Phone calls and face-to-face communication
- Gen X: Email and phone
- Millennials: Text and email
- Gen Z: Messaging platforms, direct messages, and collaborative software

Trust Is Built in Small Moments

- Responsiveness
- Consistency
- Listening
- Accountability
- Empathy

Leadership Behaviors That Build Trust

- Clarity and transparency
- Coaching over controlling
- Recognition and appreciation
- Creating psychological safety

T.H.I.N.K. Before You Speak

T - Is it True

H - Is it Helpful

I - Is it Inspiring

N - Is it Necessary

K - Is it Kind

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S.T.A.T.E. Framework

1. Share Facts: Focus on observable facts instead of accusations.
2. Tell Your Story: Explain your concern without assuming motives.
3. Ask for Others' Paths: Invite perspective and clarification.
4. Talk Tentatively: Remain open and collaborative.
5. Encourage Testing: Work together toward better communication.

Helpful Repair Scripts

- "Help me understand..."
- "Can we clarify expectations?"
- "I understand the impact."
- "I may not fully understand everything on your plate."
- "What's the best way for us to communicate urgent needs moving forward?"

Final Takeaway

The goal is not to communicate YOUR way and force other people to understand.

The goal is to communicate in a way other people can receive.



Enroll

Now!

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