



Communicating Through the Ages

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Raise Your Hand

Who still has a land line? Only uses a cell phone?



Writes letters? Sends greeting cards?

Facebook? Twitter? Instagram? Snapchat?

Text, Face Book Messenger or What's App?

Raise Your Hand

Who knows Postagram, My Postcard, Snapshot or Ink?

Who is on Tinder, Bumble, Coffee Meets Bagel?

Did you live stream this week?

Musical.ly or HouseParty?



Objectives

- Increase our knowledge of four of the generations
- Gain a better understanding of “the others” – similarities and differences
- Recognize how generational diversity can impact an organization



A Generation is.....

Baby Boomers

Generation X

Generation Y/Millennials

Generation Z/Homeland

Table Exercise



Baby Boomers



Gen X



Gen Y/Millennials



Gen Z/Homeland





Warren Bryan – UNCG Grad Student

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Differences Pop Up

- Feedback
- Communication Styles & Language
- Work Motivation & Rewards (Work/Life Balance)
- Work Processes & Technology Focus
- Business Etiquette - Dress & Grooming

Differences.....

- Authority, Leadership and Hierarchy - Respect
- Dismissive of the Abilities of Different Generations
- Work Hours
- Advertising methods – who, what, when, where/how
- Programs – what is wanted and what is needed

Table Task – How does this impact your organization?

	Positive Impact	Negative Impact
Programs Offered		
Communication to participants, vols, etc.		
Advertising – programs and organization		
Volunteer Base		
Any Others?		

Table Task – Methods to Ensure Great Communication

Don't make assumptions/Ask questions

Appreciate the other's perspective/Listen without judging

Adjust your approach to their style

Set clear goals when assigning work

Engage “the others” in what programs they want/need





























