



PT WORK Force®

Communicating in a Multi-Generational Workforce

Communicating with employees can be hard enough but with five generations in today's workplace you really have to make sure you get the message out correctly. Add to that the number of employees working from home who aren't in the office and you have a multitude of ways that communications can be misinterpreted.

A recent [article by Kristen Dooley](#) published on TLNT (Talent Management & HR) gives tips about improving communication in the workplace.

Her first and possibly most important is to have a conversation instead of sending an email or text. People can read your body language, hear your tone of voice and you get an immediate reply – no waiting for a response via email. This is probably the best way to make sure you are being understood as employees can ask questions on the spot.

Communicating in person won't work all the time, especially with remote workers, but a phone call can better impart your message via your tone of voice and also gives the employee a chance to ask questions.

One thing you need to remember regardless of your communication vehicle is how will the recipient receive the message. Although generations have been assigned general "preferences" not everyone within a generation is the same, so don't assume a preferred method of communication based on generation – ASK what method they prefer.

Action Step:

Review your communication methods and your employee's preferences and make an effort to deliver your message in a way that will be best understood by the recipient.

