Boomers … XYZ – AIR – communication between the generations

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Improving people's lives.

Navigating the Wake turbulence.

Avoiding pilot induced oscillation in your projects through good project performance conversations

Agenda

1. Introductions
   - Beth Young - BA (Hons) Business Economics – Birmingham City University 2019 - 2022
   - Paul Fisher - B.Eng (Hons) Aeronautical Engineering – Manchester University 1991 - 1994

2. What is Generation X, Y, Z?

3. Communication Preferences

4. How can we communicate more effectively?

1. Introductions

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Beth – Aged 24 – Generation Z

Paul – Aged 51 – Generation X

What Generation are you?
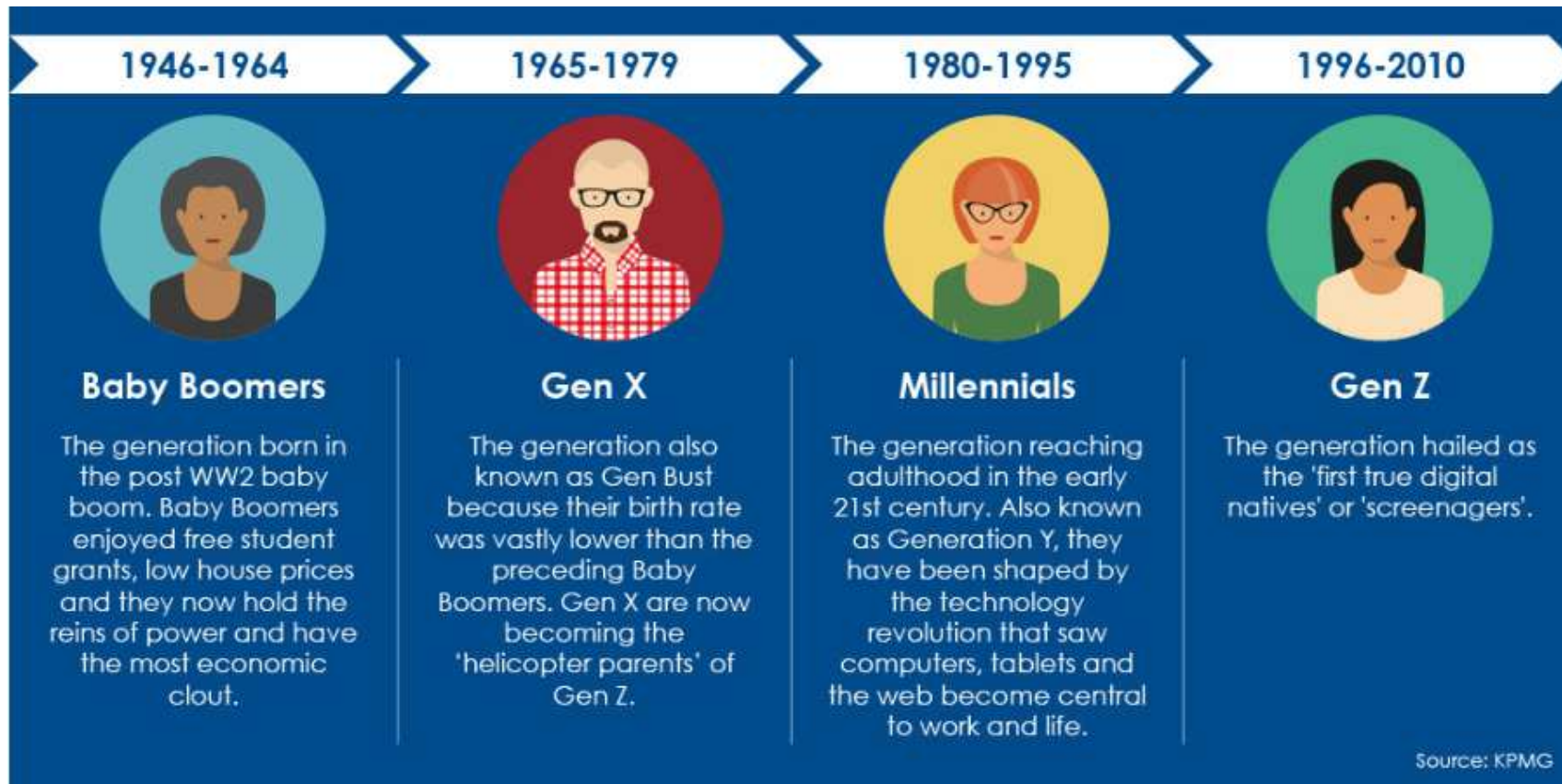
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2. Generation X, Y and Z

What are they exactly?

2. What is Gen X, Y, Z?

1946-1964	1965-1979	1980-1995	1996-2010
Baby Boomers	**Gen X**	**Millennials**	**Gen Z**
The generation born in the post WW2 baby boom. Baby Boomers enjoyed free student grants, low house prices and they now hold the reins of power and have the most economic clout.	The generation also known as Gen Bust because their birth rate was vastly lower than the preceding Baby Boomers. Gen X are now becoming the 'helicopter parents' of Gen Z.	The generation reaching adulthood in the early 21st century. Also known as Generation Y, they have been shaped by the technology revolution that saw computers, tablets and the web become central to work and life.	The generation hailed as the 'first true digital natives' or 'screenagers'.

Source: KPMG

Role Play

Beth and Paul are discussing a Project Report on a Teams Meeting…

3. Generation X, Y and Z
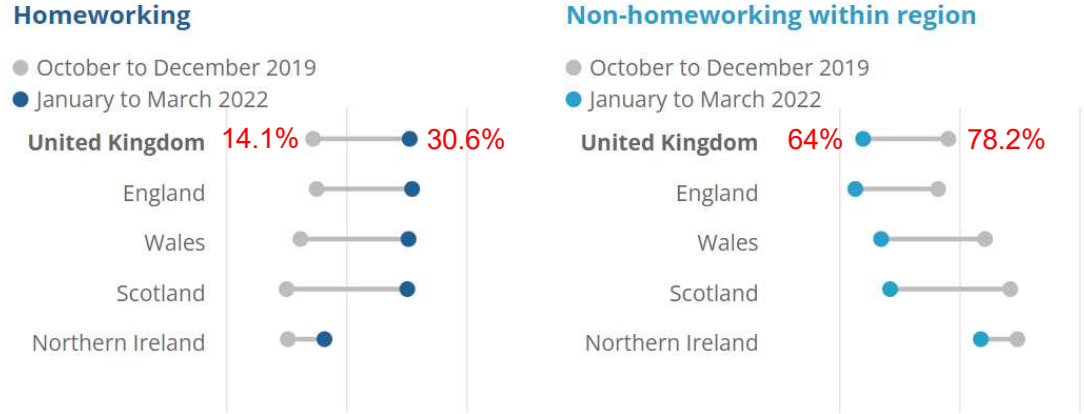
Communication Preferences

Communication Preferences

Addressing the Generation Gap at Work: Understanding the Preferred Communication Styles in Use

	Baby Boomers	Generation X	Millennials	Generation Z
In-Person Communication	40%	34%	31%	26%
Email	35%	34%	33%	16%
Phone	13%	13%	12%	31%

Change in homeworking and non-homeworking, October to December 2019 and January to March 2022, UK regions, not seasonally adjusted

Homeworking

- October to December 2019
- January to March 2022

Non-homeworking within region

- October to December 2019
- January to March 2022

	Homeworking		Non-homeworking within region	
United Kingdom	14.1%	30.6%	64%	78.2%
England				
Wales				
Scotland				
Northern Ireland				

Office for National Statistics, July 2022

4. Generation X, Y and Z
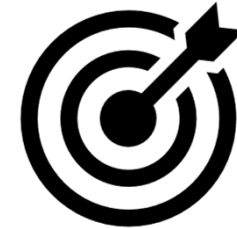
How can we communicate more effectively?

How can we communicate more effectively in the workplace?

Flexible communication

Embrace diversity

Have common goals

Mentoring Programmes

Various feedback forums

What are your experiences?

Industry stories to understand the importance of communication

Bridging the communication gap between generations is important for the success of any organisation. Even without the generational barriers, communication in general is so important.

The link below is a great read, which shows how issues of communication within an organisation can have detrimental impacts and how some have used their failures to their advantage:

5 Business Communication Failure Examples and How to Avoid Them (beekeeper.io)

Thank you

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