

- b. Boomers – Boomers are often giving feedback to others, but seldom receiving, especially positive feedback. Feedback once a year and lots of documentation.
- c. Xers – Xers need positive feedback to let them know they're on the right track. Sorry to interrupt, but how am I doing?
- d. Millennials – Millennials are used to praise and may mistake silence for disapproval. They need to know what they're doing right and what they're doing wrong. Feedback whenever I want it at the push of a button.

4. Generational Interaction

Feedback styles that may appear informative and helpful to one generation might seem formal and preachy to another. Feedback that an Xer thinks is immediate and honest can seem hasty or even inappropriate to other generations. Some older generations have been told that there is a time and place for feedback. Younger generations haven't necessarily been taught this rule.

E. Strategies to Improve Communication Across Differences

1. Negative Impacts

- a. Turnover rates
- b. Recruitment, hiring, training, and retention
- c. Morale and teamwork
- d. Perceptions of fairness and equity
- e. Grievances and complaints

2. General Guidelines

- a. Learn from generalizations about others, but don't use those generalizations to stereotype, oversimplify, or categorize.
- b. Don't assume that there is only one right way (*your way*) to communicate.
- c. Don't assume that breakdowns in communication occur because others are wrong and unyielding.
- d. Listen actively and empathetically.
- e. Stop, suspend judgment, and attempt to look at the situation as an outsider.