

Cross-Generational Communication

Understanding Generational Differences



Baby Boomers

1. Finds text messages bothersome.
2. Values directness in communication.
3. Prefers face-to-face interaction whenever possible.
4. If not possible to meet in person, prefers phone calls over texting.
5. Considers texting and browsing the internet during work as inappropriate.

Gen X

1. Proficient in technology and favors straightforward communication.
2. Prefers social media for obtaining news updates.
3. Belongs to the first generation raised with personal computers.
4. Enjoys receiving and sending emails.
5. Prefers emails and one-on-one phone calls for messaging.
6. Less inclined towards using multiple applications for communication.



Millennials

1. Avoids making phone calls due to discomfort.
2. Prefers responding to messages at their convenience without feeling pressured to reply immediately.
3. Urgent subjects in messages prompt quicker responses from them.

Gen Z

1. Phone calls for setting up appointments or communication cause anxiety.
2. Comfortable with handheld technology.
3. Prefers communication through social media, feeling at ease with online interaction.
4. Prefers one-on-one communication over group interactions.
5. Engages comfortably in one-on-one group chats.
6. Has a short attention span, prefers concise messages, and may respond with brief messages without intending offense.

