



BRIDGING THE GAP BETWEEN GENERATIONS AT WORK

Build stronger teams by celebrating differences—not working around them

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GENERATIONAL DIVERSITY IS A STRENGTH—IF WE KNOW HOW TO HARNESS IT

Today's workplace spans five generations, from Gen Z to Baby Boomers. Each brings unique values, expectations, and communication styles.

But when those differences are ignored or judged, collaboration suffers and tension grows.

👉 In the next few slides, we'll share 7 practical ways to build understanding and trust across generational lines—so everyone feels heard, valued, and empowered.



TIP #1

BE CURIOUS, NOT CRITICAL

It's easy to default to stereotypes—like “lazy Gen Z” or “out-of-touch Boomers.” But those narratives do more harm than good.

Instead of judging, ask questions. What shaped their values? What motivates them?

Curiosity is the bridge to empathy—and empathy is the gateway to trust.



TIP #2

RESPECT DIFFERENT COMMUNICATION STYLES

Some prefer Slack. Others pick up the phone. And some write detailed emails. None are wrong—they're just different.

Make communication preferences visible within your team. A simple discussion can reduce a lot of friction.

Honoring how people express themselves makes collaboration easier for everyone.



TIP #3

SHARE CONTEXT, NOT JUST TASKS

Younger team members may thrive on purpose. Others may prefer structure. Either way, understanding why something matters creates engagement.

Don't just delegate—connect tasks to goals, outcomes, or customer impact. Share the “why” before the “what”.

Context gives meaning, and meaning boosts performance across every generation.



TIP #4

PAIR WISDOM WITH FRESH PERSPECTIVE

Experience matters—but so does new thinking. Multi-generational teams are strongest when they combine both.

Consider reverse mentoring or cross-generational pairings to foster learning in both directions.

Great ideas don't necessarily come with age—they come from experience and open minds.



TIP #5

SET SHARED NORMS, NOT SILENT EXPECTATIONS

Assumptions kill trust. Clarify how your team wants to meet, give feedback, or share progress—don't assume everyone's on the same page.

Invite input from all generations when shaping team norms.

When expectations are co-created, they're more likely to be followed.



TIP #6

CELEBRATE CONTRIBUTIONS, NOT JUST CREDENTIALS

Years of experience and new skills/certifications each bring value. So do lived experience, resilience, and creativity.

Shift the spotlight from résumé to impact. What are people contributing today?

When value is seen through multiple lenses, more people feel recognized.



TIP #7

LEAD WITH PSYCHOLOGICAL SAFETY

People won't speak up if they fear being judged or dismissed. That risk is even greater across generational lines.

Create space for differing opinions, without ridicule or resistance.

A culture of listening builds inclusion—and bridges every age gap.

