

## ★ Training Module: Communicating & Hiring Across Generations

### *Supervisor Edition*

#### 🎯 Learning Objectives

By the end of this training, supervisors will be able to:

- Identify communication preferences for Boomers, Gen X, Millennials, and Gen Z
- Adjust leadership style to reduce friction and increase clarity
- Tailor hiring conversations to each generation's motivators
- Improve team cohesion by recognizing generational strengths
- Avoid stereotypes while leveraging real behavioral patterns

#### 👤 1. Baby Boomers (1946–1964)

##### Communication Strategies

- Use **professional, respectful, direct** communication
- Provide **clear expectations**, timelines, and structure
- Recognize experience and contributions
- Prefer **in-person or phone** over text-heavy digital tools

**Supervisor Script:** “Your experience is valuable here. Let’s walk through the plan step-by-step so expectations are clear.”

##### Hiring Strategies

- Emphasize **stability**, organizational history, and role clarity
- Highlight opportunities to **mentor** or lead
- Show respect for their expertise

##### Interview Prompts:

- “Tell me about a time you led others through change.”
- “How do you prefer to structure your workday?”

#### 👤 2. Generation X (1965–1980)

##### Communication Strategies

- Keep it **brief, efficient, and to the point**
- Avoid micromanagement — give autonomy
- Use email or quick check-ins

- Respect their need for **work-life balance**

**Supervisor Script:** “I trust your judgment. Here’s the outcome we need — you choose the best path.”

### Hiring Strategies

- Emphasize **flexibility**, independence, and results-based expectations
- Highlight opportunities for **skill development**
- Show that the role allows **ownership** of projects

### Interview Prompts:

- “What’s your preferred level of autonomy?”
- “How do you approach solving problems independently?”



## 3. Millennials (1981–1996)

### Communication Strategies

- Use **collaborative, transparent, supportive** communication
- Provide **regular feedback** and coaching
- Connect tasks to **purpose and impact**
- Use digital tools effectively

**Supervisor Script:** “Here’s how this project connects to our mission. Let’s check in weekly so you have support.”

### Hiring Strategies

- Emphasize **growth**, learning, and career pathways
- Highlight organizational **values** and mission
- Offer flexibility and modern tools

### Interview Prompts:

- “What kind of development opportunities matter most to you?”
- “How do you like to receive feedback?”



## 4. Generation Z (1996–2012)

### Communication Strategies

- Keep communication **short, visual, and authentic**
- Provide **micro-feedback** and frequent touchpoints
- Be transparent about decisions
- Show commitment to **inclusion and psychological safety**

**Supervisor Script:** “Let’s do a quick 5-minute check-in. What’s working well, and what support do you need?”

### Hiring Strategies

- Emphasize **financial clarity**, pay transparency, and advancement
- Highlight **diversity**, modern culture, and tech-forward tools
- Offer **skill-building** and real-world experience

### Interview Prompts:

- “What skills are you most excited to grow?”
- “What type of team culture helps you do your best work?”

## Cross-Generational Leadership Tools for Supervisors

### 1. The 3-Style Communication Switch

Teach supervisors to quickly shift between:

- **Directive** (Boomers)
- **Autonomous** (Gen X)
- **Coaching** (Millennials)
- **Micro-feedback** (Gen Z)

### 2. The “Ask Before You Assume” Rule

Before giving instructions, supervisors ask: “How do you prefer to receive information — email, quick chat, or written steps?”

### 3. The Motivation Matrix

Supervisors match tasks to generational motivators:

Generation	Motivators
<b>Boomers</b>	Recognition, stability, respect
<b>Gen X</b>	Independence, efficiency, balance
<b>Millennials</b>	Growth, purpose, collaboration
<b>Gen Z</b>	Security, inclusion, skill-building

### 4. Conflict Prevention Script

“When we communicate differently, it’s not personal — it’s generational. Let’s talk about what each of us needs to work smoothly.”

## Interactive Training Activities

### **Activity 1: Communication Role-Play**

Supervisors practice giving the same instruction four ways — one for each generation.

### **Activity 2: Hiring Pitch Rewrite**

Supervisors rewrite a job description paragraph to appeal to each generation.

### **Activity 3: Motivation Mapping**

Supervisors map their team members' motivators and adjust coaching plans.