

Generational differences

Generation	Communication preferences	Respect
Silent generation	Face-to-face, memos, letters, meetings	Believe in hierarchy and will find their place this way
Baby boomers	Phone calls, memos, meetings	Taught that hard work and education can give anyone a chance; will work their way up.
Generation X	Email, instant messages, virtual meetings	Will give respect if it is proved to be deserving
Millennials	Text messages, connecting on social-networking	Will give respect to those who take them seriously

Adapted from Shaw (2013).