## TAP

**To-the-Point:** Make your communication brief and succinct. The older generation will appreciate the clarity and the younger generation will appreciate the brevity.

**Adapt:** Change the method of communication for your audience. If you are going to engage an older worker, make the effort to either call them or better yet, see them in person. They will feel respected and valued. For the younger generation, use email, instant messaging, etc to reach them. They will feel independent and not micro managed.

*Tip: If you need to address the entire group, younger and older, in an email, make yourself available for follow-up by telling the group to reply, call or see you in person if they have questions.*

**Professional:** When in doubt, communicate professionally. Avoid jargon and text abbreviations in your communication. Use salutations and close your communication properly. You will show the older generation that you respect them and set the example for the younger generation on how to communicate professionally.

Notes

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