Gender Communications:

Men are like waffles: they stay in one box, and move to the next. They respond to respect.

Use words like “honor”, “respect”, “defer”, look up to”, “have a high opinion of”

Every conversation has a purpose.

Use literal language. No hidden meanings. Fewer words.

Ask the right questions.

Fact-based

Men don’t give “listening” body cues.

Timing

Women are like spaghetti: thinking and communicating about several things at once. They respond to caring.

Use words like, “I feel” “I care”

Conversations build consensus, go through the process.

Look for hidden, subtle meanings

When a question is not a question.

“Do you want me to just listen, or would you like me to offer advice?”

Resources:

Eggerichs, Emerson. Love and Respect Thomas Nelson (2004)

Farrell, Bill and Farrell, Pam. Men are like Waffles, Women are like Waffles Harvest House Publishers (2007)

Generational Communications

Characteristics	Communication Tips
Matures: Born before 1945 Health allows them to work longer Retired and Re-entered work force "I'm not old"	Clear and straight-forward Believe what they hear and see Consume traditional media Change resistant Truthful but inoffensive Respect their experience
Boomers: 1945-1964 Expect to work past 65 Sandwich generation Status symbols "I'm not old" "I'm the authority"	Freedom of choice Research, information, logic Rely on own experience, intuition, perceptions, friend input Tell a Story
Gen X: 1965-1980 Parental divorce Waiting their turn for promotions Balance work, family and friends	How does this help me get ahead? Internet Info overload Hands off
Gen Y: 1980-on Wanted for little Videogames, smart phones, social media Challenging work balanced with fun Several different jobs by the time they are 30 "I'm not a kid"	Share moral views with matures Authentic relationships and leadership How can you contribute? Multitask Here's why this helps the greater good.

Diversity of employees, victims and publics….

- …means one communicating method will not succeed.
- We need to communicate individually
- We need to praise individually