MODULE OVERVIEW

Remote work across generations: Keep your style, read theirs

Adaptive module | ~20 min

In remote work, a short message seems cold and a slow reply looks like indifference, especially between generations who learned to communicate differently. Instead of urging people to adapt to others, this module takes another path: team members keep their style while learning to read their colleagues'. It helps them choose the right channel and sets a clear rule: AI is for reviewing their writing, not replacing them.

LEARNING OBJECTIVES

01 Understand why distance and generation gaps create misunderstandings rooted in style, not substance.

02 Accept style differences without giving up who you are, and draw on them through cross-generational mentoring.

03 Choose the right channel from instant messaging, email, asynchronous video, and video calls, and clarify team response times.

04 Use AI to review your text without losing your voice, and dare to truly connect in live conversation.

WHO IT'S FOR

Remote colleagues across generations who want to understand each other without giving up who they are.

- **Prerequisite:** none

HOW THE MODULE WORKS

Self-paced, with practice tailored to each learner.

1 **Self-assessment**: on 9 dimensions, to gauge current habits and guide the practice.

2 **Expert video**: 10 minutes, with 3 pauses for reflection.

3 **Practice scenarios**: the first 2 chosen from the self-assessment, then 16 optional ones. Every answer gets feedback: what it leads to, and one way to improve.

4 **Dated commitment**: one action to try, written by the learner or picked from the suggestions.

5 **Memo to download**: key takeaways, questions, commitment, personal notes and checklists.

ASSESSMENT AND COMPLETION

Pass mark: 80%

The score takes into account your answers to the practice scenarios, your commitment and, where relevant, any additional learning activities. Passing requires a commitment and a score of at least 80%.

METHODS & MODELS

- Grid of the 4 channels and their best uses + team agreement on response times – Afthonios method, based on media richness theory (Daft & Lengel, 1986)
- Reading cultural communication norms – inspired by Erin Meyer's The Culture Map (2014)
- Cross-generational mentoring / reverse mentoring – popularized by Jack Welch (General Electric)

SOURCES & REFERENCES

- Indeed, 2025: communication styles are the top problem in multigenerational teams (40% of job seekers, 42% of employers)
- Atlassian, 2024, "Workplace Woes: Meetings" (5,000 knowledge workers): 78% say they have too many meetings, 72% find meetings ineffective
- Erin Meyer, The Culture Map, 2014 – cultural communication norms
- Daft & Lengel, 1986 – media richness theory

Module created by Afthonios.com.

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