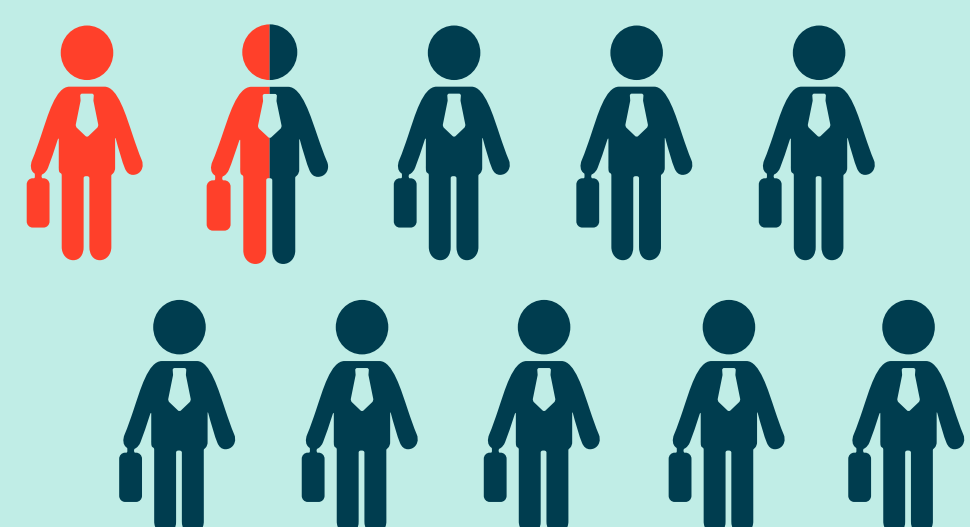


# WORKPLACE COMMUNICATION

EMPLOYEES WANT HONEST CONVERSATIONS WITH MANAGERS BUT FEW ACTUALLY GET THERE



We asked over 1,000 full-time employees across the US about their internal office communication, and discovered **many companies are dealing with serious breakdowns.**



**Only 15% of employees** say their companies are doing a very good job fostering communication.

## JUST HOW IMPORTANT IS COMMUNICATION TO YOUR EMPLOYEES?



**Checking-in for 5 minutes each week is more important to employees than a top benefits package**

**81%**

of employees would rather join a company that values **“open communication”** than one that offers great perks such as top-flight health plans, free food, and gym memberships.

## PROBLEM 1: THE GENERATIONAL DIVIDE

BABY BOOMER MANAGERS AND MILLENNIAL EMPLOYEES CLASH OVER COMMUNICATION STYLES



**40%** of Millennial employees say Boomers (ages 51-69) and Gen-Xers (ages 35-50) are more guarded and less open.

**38%** of Boomers say Millennials (ages 18-34) are more honest but sometimes too brash or opinionated.

« MY BOSS DOESN'T UNDERSTAND SOCIAL MEDIA AND HOW PEOPLE COMMUNICATE TODAY. »

« MILLENNIALS TEND TO RELY EXCLUSIVELY ON E-MAIL AND TEXT, AND RARELY, IF EVER, PICK UP THE PHONE TO DISCUSS AN ISSUE OR SOLVE A PROBLEM. »

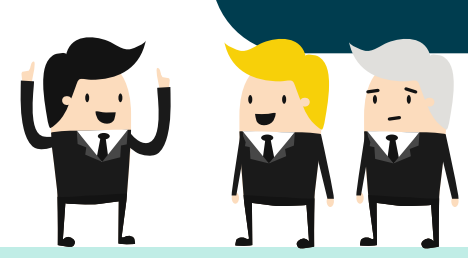
## PROBLEM 2: EMPLOYEES DON'T SPEAK UP



**40%**

OF EMPLOYEES SHARE THEIR IDEAS FOR IMPROVING THEIR ROLES/JOB PERFORMANCE JUST A FEW TIMES A YEAR OR LESS.

## WHAT'S THE BIGGEST ROADBLOCK TO COMMUNICATION WITH MANAGERS?



**31%** of employees cite a lack of transparency from higher-ups.

**24%** say their managers are too busy to listen.

**23%** say their managers are simply not good at communicating.

## WHAT'S THE SOLUTION?

BRIDGE THE GENERATION GAP



NEARLY **60%**

of respondents say a web-based Q&A platform would make it easier to communicate with team members of a different generation.

STREAMLINE COMMUNICATION

ABOUT **70%**

of employees would be more likely to share information with managers if they could enter comments into a web-based feedback platform.