

Life-Giving Connection, Communication, and Community *with Tess Cox and Chelsea Cox Gillman*

“Every Generation Thrives when they feel KNOWN, APPRECIATED & VALUED.”

- Tess Cox and Chelsea Cox Gillman

A Resource for Building Connection, Communication, and Community for all Generations



From the depths of your humanity, you need generational connection and life-giving communication. The question arises, *“How do you build connection and communication, when each generations is so different and shaped by differing generational experiences?”*.

Here are a few general differences that you need to understand before you can begin to connect and communicate with different generations effectively.

Every generation has different:

- Relational experiences
- Eras in which they grew up
- Geographic perspectives
- Educational experiences
- Abilities in learning
- Work experiences
- Life experiences

Every individual difference comes into play before any connection, communication, or community is realized. So, *how do you build connection and communication with one another, while forming a community—generationally?* Before you alienate yourself from people you care about and work with, think about:

1. *How can you learn from them?*
2. *How can you grow with them?*
3. *How can you develop new mindsets of engagement when communicating with them?*

These three key areas help build better outcomes for every generation. *But why is it so important to build an intergenerational connection through your communication—regardless of age, location, identity or aspirations in life, work and relationships?*

TC&A premise: *“Our connection and communication always matter when building community.”*

Resource #1: The Trust Exercise

According to Johnny C. Taylor, Jr., SHRM-SCP, president and chief executive officer of SHRM *“Leading a multi-generational workforce requires flexibility, empathy, and a commitment to inclusivity.”* He adds, *“Managing a workforce that is becoming increasingly diverse in age is no small task for employers. Communication is one of the most difficult aspects of managing multiple generations because communication styles often represent the greatest difference among workers from different generations.”*

Taylor notes *“most workplaces are leading and managing four distinct generations”*:

- Baby Boomers (born between 1946-1964)
- Generation X (1965-1980)
- Millennials (1981-1996)
- *Generation Z (1997-2012)*^①

The thing that is very clear in connection and communication is the ability to create and build an internal trust within yourself, which supports a greater ability to build external trust with others.

1. Building trust within yourself, with the intent to build trust with others
2. Reflecting on your own mindset to build connection, communication and community
3. Utilizing the TC&A communication model for healthy connection, communication and commitment for staying engaged

[Complete the TRUST Exercise, by downloading it here](#)

Life giving connection, communication, and community is possible for every generation.

“You can measure the health of relationships, teams, and organizations by measuring the lag time between when problems are identified and when they are resolved.”¹

Healthy, positive, productive, and connected communication is possible for every generation.

TC&A premise: Every individual—regardless of generation—has the opportunity to grow in self-awareness in order to better manage their unique style of connection and communication. This growth reflects a deep sense of personal responsibility and a full commitment to the following:

- A healthy mindset to lead with your best intentions.
 - A growth mindset to guide your communication with integrity and transparency.
 - A commitment to being aligned with yourself and others, which provides a connection to a positive experience, healthy outcome and success that will benefit all.
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Resource #2: Understanding and Accepting Different Generations Exercise

It is a daily choice to connect with your internal dialogue before you externally communicate with others. Your personal commitment to your internal dialogue will strategically create a more positive and healthy community. Yet, it is a generational journey to commit and to choose connection and healthy communication within your personal and professional communities.

This is a value you can embody through a genuine commitment to understanding and accepting every generation. From the child being born, to every age group in between, and to the elder at the end of life—each generation deserves to be seen as valuable and capable of contributing meaningfully to your family, your community, your workplace, and beyond—even to the world.

When you cultivate a mindset of self-understanding and inner alignment, you become more mindful—and more accepting—of generational differences.

[Complete the Understanding and Accepting Different Generations Exercise Here](#)

Life-giving Connection, Communication, and Community—The Benefits of “Generational Engagement”

“Conversations are the way we connect, engage, navigate, and transform the world with others.”²

What energy do you experience when you read the title above? Do you feel a sense of positive energy and belief in the benefits of “generational engagement?” Or, do you have ambivalent feelings? What thoughts are supporting your positive energy or holding you back from being fully engaged with “generational engagement?”

It’s important to know your starting place with your own mindset. How you think about others matters.

At TC&A, where the focus is on *life-giving connection, communication, and community across all generations*, they use a tool that helps address current mindsets—the very mindsets that shape how we communicate and influence every outcome across generational lines.

Resource #3: The Communication Model

Do you have a growth mindset or a fixed mindset?

The way you answer the question above is going to dramatically influence your outcomes and life experiences, both personally and professionally, within your generational connections, generational communication, and your generational community. A *growth mindset* is staying open, curious, and willing to learn. A fixed mindset is being closed, defensive and needing to be right.

The Communication Model is a TC&A resource for you to practice and implement into your own daily life and work. It will support you to create a strategy for communicating understanding:

- How to find alignment
- Ways to process information
- Understanding Decision-making
- Organizing for the best outcomes
- Staying engaged through the communication process

[The Ultimate Guide to Connecting and Communicating with Every Generation Exercise is available as a free download on our website HERE.](#)

Tess Cox & Associates



As a mother-daughter team, TC&A brings a combined 50 years of diverse experiences and expertise to its leadership coaching.

They are a leadership coaching and consulting organization that helps elevate leadership effectiveness by strengthening the emotional intelligence of individuals and teams. Their coaching process increases the capacity for generational connection and communication—both in the workplace and in the wider community. With proven tools and resources in energy management, effective communication, decision-making, problem-solving, time management, delegation, and strategic goal-setting, TC&A has extensive experience in leading, building, and supporting generational teams to achieve powerful outcomes for individuals, teams, and organizations.

Tess is the Founder of TC&A, Co-author of *The Leadership Blueprint—Becoming the Architect of Your Life and Work*, *The Family Strong Blueprint*, and *The Deeply Rooted Journal*.

Chelsea is co-author of *The Deeply Rooted Journal*.

Together with the TC&A team, they are known for *The Engagement Blueprint*—a practical guide offering six learning focus areas and exercises for developing a purposeful, values-led generational work culture. Key outcomes include building intentional mindsets, enhancing team effectiveness, improving cross-functional communication, and leading with clarity and purpose.

You can find out more about Tess and Chelsea on Instagram and LinkedIn for further Leadership Coaching support.

Sign-up for the TC&A “Your Choice” newsletter [here](#).

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Notes

1. Grenny, Joseph, Kerry Patterson, Ron McMillan, Al Switzler, Emily Gregory, *Crucial Conversations – Tools For Talking When Stakes Are High*, McGraw Hill, New York, 2023.
2. Duhigg, Charles, *Supercommunicators, How to Unlock the secret language of Connection*, Random House, New York, 2024