How Generation Z’s Reliance on Digital Communication Can Affect Future Workplace Relationships

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ABSTRACT

This research paper will explore the interpersonal communication skills of the world’s newest generation of employees, those who were born in the mid to late 1990s, commonly referred to as “Generation Z”. Employers are greatly aware of the impact that digital communication is having on the general population’s presence during face to face interactions. Generation Z’s reliance on social media will have an impact on their ability to use interpersonal communication skills to establish relationships with future supervisors and employers. The relationship between employees and their supervisors is essential to ensuring that an organization delivers its mission and reaches its strategic goals. This research paper discusses the numerous problems that are resulting from lack of interpersonal communication skills such as participation in open workplace discussions, the transference of various types of knowledge from one generation to the next, miscommunication, and finally, conflict between supervisors and employees. Finally, the paper provides theoretical guidelines that human resources professionals can use to help buffer communication problems within employment relationships and preserve necessary skills that are threatened by heavy reliance on social media and smartphone devices.

Keywords: Generation Z, Digital communication, Social networking platforms, Human Resources, Workplace relationships