



LET ME LISTEN

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Helping Leaders and Organizations Communicate Change in a Multigenerational Workplace.

THE CHANGE COMMUNICATION CHECKLIST

5 Things Every Leader Must Communicate — and How —
When Change Is Happening in a Multigenerational Team

By Bhavana BP · TEDx Speaker · 5x Author · Leadership Communication Coach · DEIB Consultant

Change is inevitable. How you communicate it isn't.

Most change initiatives don't fail because of bad strategy. They fail because leaders underestimate how differently people — across generations, functions, and experience levels — receive, process, and respond to change.

This checklist gives you **five communication moves** that make the difference between change that lands and change that derails.

01 Communicate the WHY before the WHAT

People don't resist change. They resist *not understanding why it's happening*.

Before you announce any transformation, answer clearly: Why now? Why this? What happens if we don't?

Script starter: "We are making this change because..."

02 Speak to each generation differently

A Baby Boomer needs context and stability. A Millennial needs purpose and growth. A Gen Z employee needs transparency and belonging.

One message for all three is a message heard by *none*.

Ask yourself: Have I translated this change for each generation on my team?

03 Create space for questions — before, during, after

Silence isn't acceptance. It's often confusion, fear, or disengagement in disguise.

Build in structured moments — town halls, 1:1s, anonymous Q&As — where people can ask without judgment.

Ask yourself: Where have I created psychological safety in this process?

04 Acknowledge what's being lost

Every change — even a positive one — involves loss. A process, a team, a way of working, an identity.

Leaders who name the loss *before* celebrating the gain build trust faster than those who don't.

Script starter: "I know this change means letting go..."

05 Communicate progress, not just plans

Change fatigue sets in when people hear the vision once and then nothing for months.

Keep communicating — milestones, learnings, adjustments, wins — even when the news is incomplete.

Ask yourself: When did I last update my team on where we are?

“Communication IS the Culture.

***The leaders who build trust during change aren't the ones with the best plans.
They're the ones who communicate with clarity, consistency, and courage.”***



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