

## Internal Communication between Employees of Different Generations and Educational Levels within an Organization

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### Abstract

*The success of internal communication is vital to every organisation. The literature review raises different questions in regard to internal communication as only a few articles cope with it thoroughly, with a focus on the use of channels in connection to generation and educational level differences. The fact is that organisations have been experiencing a growing pressure for effective internal communication in the last decade, and even more intense in the last year due to the COVID-19 pandemic.*

*The central aim of this article is to provide a critical review of the main theories on internal communication, with a focus on communication channels. Given the rapid advances and the increased reliance on technology, the article shall provide fresh empirical data on internal communication in an organization relating to differences in preference for individual communication channels depending on the generation and educational level of the employees. The article shall conclude with the recommendations for internal communication and communication channels in the contemporary, fast-changing environment.*

**Keywords:** contemporary environment, digitalization, internal communication, generations difference, employees, human resource management