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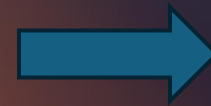
Table of content

- Overview of the key components of the presentation.
- Explanation of the key barriers presented in the case study
- Suggestions on how to reduce these barriers.
- Conclusion.
- Reference list.

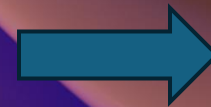
The Flight Food LTD Summarise Solution:

Barrier type	Key issues at Flight Foods
Environmental noise	Noisy machines, crowded signage
Language / body language	Limited English, long English signs, angry non-verbal cues
Age / generational	Older workers understand more than younger workers

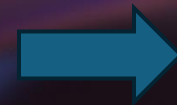
Practical Example:



Quiet briefings, pictograms, check understanding



Translations, visuals, interpreters, respectful non-verbal behaviour



Interactive training, buddy system, ask younger staff for feedback

Environmental Noise



- Environmental noise (external noise) is a widespread and often underestimated stress factor that significantly affects public health and well-being. It refers to unwanted or harmful sound from various sources such as road traffic, railway traffic, air traffic, industrial activities, construction, and recreational activities.
- **Environmental noise** (also called community or external noise) is sound in the environment that is loud, persistent, or intrusive enough to disturb daily activities such as sleep, study, communication, and relaxation.

Language and Body language

- Body language is the **nonverbal** part of communication – everything you “say” without words, using your face, body, and voice
- Body language = all physical signals we use to communicate: facial expressions, eye contact, posture, gestures, how we sit/stand, distance from others, and touch.
- It is a key part of nonverbal communication and works together with spoken language, not separately.



AGE and generation



Age / generation why it matter for communication :

- Intergenerational communication means interaction between people from different generations, like a student and lecturer, or young staff and older managers. [pressbook.gvsu](#)
- Different generations can prefer different communication styles and tools:
- Older adults may value face-to-face, phone, or formal email.
- Younger people Gen Z/Alpha tend to prefer quick, digital, informal communication such as messaging and collaboration platforms. [powell-software+2](#)
- If you ignore these differences, messages can be misunderstood (for example, a brief text might feel rude to an older person, while a long formal email can feel “too much” for a younger person).

References :

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2. Beden Dili, Joe Navarro,
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3. Diksiyon, Beden Dili ve
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Age and generation:

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2.Navigating Intergenerational Communication, 2022, Forbes

3.Are You Ready for Gen Z in the workplace? 2019, California
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