

Bridging the Generational Language Gap: A Study on the Intergenerational Comprehension of Gen Z's Language

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<https://doi.org/10.62345/jads.2025.14.3.31>

Abstract

The rapid growth of informal language among Gen Z, particularly through digital platforms, has resulted in a significant communication gap between Gen Z and previous generations. This gap is more than just a lack of understanding; it may lead to miscommunications, strained relationships, and a sense of alienation on both sides. There is a dearth of accurate, quantitative data indicating which specific facets of Gen Z communication are particularly challenging for previous generations. This study used a quantitative, within-subjects research design. The convenience sampling technique was used from 32 different families to evaluate Gen Z language on a number of dependent variables, including perceived difficulty, word understanding, emoji comprehension, and overall comprehension. The data was analysed using SPSS IBM version 21 by executing various tests. The internal consistency was good, as indicated by the Cronbach Alpha of 0.899. The results revealed that the mean of vocabulary comprehension versus emoji comprehension vocab is $3.28(t(31) = 3.52, p = .001)$, with a 95% confidence interval ranging from 1.38 to 5.18. The mean of A paired sample t-test emoji comprehension vs. overall comprehension was $-28.75(t(31) = -22.04, p < .001)$, with a 95% confidence interval ranging from -31.41 to -26.09. The fourth pair of sample t-test confirmed a significantly greater difference between the perceived difficulty score and overall comprehension. The mean difference was $-28.78(t(31) = -18.41, p < .001)$, with a 95% confidence interval ranging from -31.97 to -25.59. The analysis consistently demonstrates statistically significant differences across all paired comparisons. Specifically, vocabulary comprehension was found to be significantly higher than emoji comprehension.

Keywords: Generation Z, Language Gaps, Generational Gap.

Introduction

Generation Z language differs significantly from earlier generations due to its casual, dynamic, and technologically driven nature (Wajdi, 2024) because of their exposure to rapid technological development and digital nativism. Gen Z has grown up in distinct cultural and social circumstances that are reflected in this linguistic progression (Garg, 2024). Gen Z speaks in a very casual manner and frequently uses slang, acronyms, and abbreviations that are exceptionally inspired by social media and memes (Javed, 2025). In contrast with Millennials,

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who still use more conventional vocabulary from the early 2000s, their language has distinctive slang phrases that represent their digital lifestyle (Jeresano, 2022; Sitohang, 2025). Emojis and visual components are frequently used in Gen Z communication to increase expressiveness and interactional engagement (Azad, 2023). In contrast to the text-heavy communication practices of previous generations, memes and GIFs are frequently used in this generation's language as a type of visual shorthand. Simple phrase constructions and a low degree of formality are standard in Gen Z's language usage, along with a propensity for figures of speech like metaphor and exaggeration (Jabeen, 2025; Lashari & Umrani, 2023).

In contrast to Baby Boomers' more formal and organized language, they often communicate in the first person, expressing their own identities and experiences. Although Gen Z's language is innovative and flexible, it is important to remember that these shifts can make it harder for older generations to communicate with Gen Z, since they can find it challenging to comprehend the changing informal and slang styles (Jabeen, 2025; Lashari et al., 2021). This generational split highlights the need for increased awareness and flexibility in intergenerational communication.

The Generational Communication Divide

Disparities in communication preferences, value views, and technical fluency are the leading causes of the generational communication gap between Gen Z and older generations (Choudhary, 2024). Born between 1995 and 2012, Gen Z was raised in a digital world, which had a significant impact on their expectations and communication patterns (Lissita, 2025; Lashari et al., 2018; Lashari et al., 2023). Disparate perspectives on social interactions, employment expectations, and technological use further widen this gap (Chee, 2024; Ma, 2024). Because they grew up with social media and the internet as essential components of their life, Gen Z is known for being digitally fluent (Nadine, 2024; Pramerta, 2024). As a result, people now favor digital communication channels like social media and instant messaging over the phone or in-person interactions that older generations enjoy. The rigid, performance-focused frameworks of many traditional businesses frequently conflict with Gen Z's values of purpose-driven work, quick career advancement, and autonomy. The generational divide is also evident in workplace flexibility and leadership opportunities, where Gen Z's expectations for flexibility and quick progression are not always aligned with the expectations of older generations (Kraght, 2025; George, 2024). Access to technology is only one aspect of the digital divide; another is digital literacy, which encompasses ethical issues and digital citizenship.

Through shared digital experiences and educational opportunities, families and educational institutions may help close the communication gap and promote intergenerational learning and understanding (Cheng, 2024). While these factors highlight the communication divide, it is essential to recognize the potential for bridging this gap through targeted efforts. Initiatives that promote digital literacy and intergenerational learning can help foster better understanding and communication between generations (Fayaz et al., 2023; Thompson, 2025). Additionally, organizations can adapt by implementing flexible work arrangements and mentorship programs to align with Gen Z's expectations, thereby reducing the generational divide in communication and workplace dynamics (Kraght, 2025).

The Digital Evolution of Language

The widespread impact of technology on communication is the driving force behind the complex phenomena known as the digital evolution of language (Husein, 2025). Language development, communication styles, and linguistic conventions have all changed as a result of the integration of digital tools, social media, and artificial intelligence (AlAfnan, 2025). In addition to promoting worldwide connectedness, the digital era has brought forth new linguistic

components and modes of communication that capture the fluidity of language in a technologically sophisticated culture (Lashari & Umrani, 2023; Zia, 2025). Language acquisition has been transformed by digital technologies, including online dictionaries, multimedia materials, and language learning programs, which make it more approachable and enjoyable (Lai, 2025).

AI technologies improve language education and communication effectiveness by providing individualized learning experiences and sophisticated language processing capabilities (Zhao, 2025; Jawaid, 2025; Son, 2025). Internet slang, emojis, and acronyms are among the new linguistic features brought about by social media platforms (Chonmurunova, 2025; Lashari et al., 2018; Umurzakova, 2025). Though they may also lead to the loss of formality in communication, which has become essential to digital communication, these platforms allow for instantaneous and emotional expression (Latif, 2025). Language styles have changed as a result of the usage of text, photos, and videos on digital platforms; short movies and memes are now commonplace in communication. Although this change improves emotional expression and communicative immediacy, it also raises questions about upholding established linguistic conventions (Makulilo, 2025). Since digital interactions have an impact on traditional language and communication designs, the digital transformation of language is a reflection of larger cultural shifts (Al Anakrih, 2025). The way language has changed in the digital age offers educational opportunities as well as issues that call for careful consideration (Mankash, 2025). Although there are many advantages to the digital evolution of language, including more accessibility and involvement, there are drawbacks as well, such as the potential loss of linguistic formality and the digital divide. To solve these problems and maintain responsible communication in the digital age, innovation and linguistic norms must be balanced. To guarantee that language development is enhanced by technology.

Deconstructing Gen Z's Informal Lexicon

These elements shape their language usage, particularly in informal settings, where slang and code-switching play crucial roles in communication (Abuhassna, 2024). The following sections outline the key factors influencing this evolution. Gen Z, the first generation of real digital natives, uses social media and platforms like TikTok, which encourage creative language usage, such as compounding and the development of new slang (Jabeen, 2025). A move toward more informal and expressive communication styles is seen in the popularity of emojis and abbreviations brought about by the growth of visual platforms. Slang differences between Gen Z and Millennials reveal societal shifts, with Gen Z favouring terminology derived from digital culture while Millennials continue to use older slang. Gen Z uses slang to convey individuality and skilfully moves between official and casual language (Jihan, 2024). Communication patterns and interactions between generations are influenced by the changing slang vocabulary, which also shapes cultural standards, self-expression, and social bonding while reflecting the beliefs and experiences that are specific to Generation Z (Puspita, 2024; Nashrudina, 2025). On the other hand, although Gen Z's informal language is innovative and flexible, it can also result in miscommunication in digital communication because slang's quick development can put barriers between different generations and cultural groups.

Research Hypothesis

Hypothesis 1: The mean vocabulary comprehension score is significantly higher than the mean emoji comprehension score.

Hypothesis 2: The mean overall comprehension score is significantly higher than the mean vocabulary comprehension score.

Hypothesis 3: The mean overall comprehension score is significantly higher than the mean emoji comprehension score.

Hypothesis 4: The mean overall comprehension score is significantly higher than the mean perceived difficulty score.

Problem Statement

There is a big communication gap between Gen Z and earlier generations, especially Gen X and Millennials, as a result of the fast expansion of informal language among Gen Z, primarily through digital platforms (Nag, 2024; Vieira, 2024; Cheng, 2024; Komarac, 2024). This gap can result in misunderstandings, strained relationships, and a sense of alienation on both sides; it is not just a simple lack of understanding (Oktavianus, 2025; Wahid, 2024; Tsybuliak, 2025; Mullis, 2022). Although earlier studies have recognized this generational language barrier, precise, quantitative data identifying which particular aspects of Gen Z communication are complicated for Gen X and Millennials is lacking.

The current study aims to address this gap by assessing the comprehension of various components of Gen Z's informal language. In order to ascertain whether the challenge is primarily related to comprehending new words, interpreting intricate emojis, or the general communication style, we will test four hypotheses. We can create focused educational materials and tools to close this generational divide and promote improved communication and understanding between Gen Z and their elder counterparts by identifying the precise areas of most significant misunderstanding.

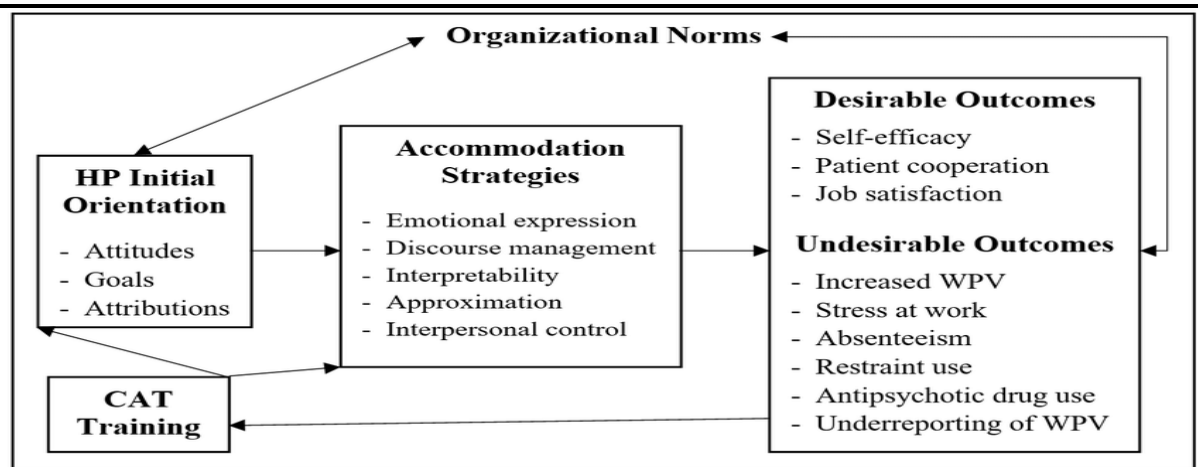
Literature Review

Theoretical Framework

Social Identity theory was proposed by Henry Tajfel in 1986. According to social identity theory and self-categorization theory, individuals classify themselves as members of particular groups based on factors like gender, nationality, or even sports teams (Tajfel, 1986). The primary focus of social identity theory is on how group memberships influence a person's self-concept and intergroup conduct. People classify themselves as belonging to particular groups, such as nationalities, genders, or even sports teams, according to social identity theory and self-categorization theory. Social identity theory is concerned with how membership influences a person's self-concept and behavior toward other groups in those groups (Tajfel, 1970).

Social Identity Theory by Henri Tajfel, which describes how people define themselves according to their affiliations with particular groups, such as social class, religion, or ethnicity (Tajfel, 1979). It implies that people identify with in-groups and set themselves apart from out-groups in an effort to boost their self-esteem. When people favor members of their own group, it can result in discrimination, stereotyping, and group favoritism. People who go through this psychological process end up dividing people and themselves into social groups. Identify with particular groups that enhance their perception of themselves (Tajfel, 1984). Make a favorable comparison between their in-groups and out-groups. Because people tend to favor members of their own group, this process can result in prejudice, stereotyping, and group favoritism (Fayaz et al., 2023). In the end, social identity theory aims to clarify the social dynamics and mental processes that underlie intergroup behaviors, particularly those involving bias, discrimination, and prejudice (Tajfel, 1981). It clarifies the significance of group membership in influencing interpersonal relationships and human behavior.

Figure 1: Social Identity Theory (SIT) / Self-Categorization Theory (SCT) - Henri Tajfel & John Turner



Connection of Social Identity Theory and Gen Z Language

As social identity theory shapes language use as a reflection of social identities, it has a substantial impact on Generation Z's linguistic expressions and communication methods (Jayaputri, 2024). Gen Z, characterized by its digital nativity, employs distinctive linguistic elements that not only assist communication but also express group belonging and cultural identity (Putri, 2025; Moschin, 2025). Generation Z widely uses slang as a sign of identification and group connection (Bahar, 2025; Paoletti, 2025; Napitu, 2025). Compounding, acronyms, and colloquial language that reflect their cultural background are examples of this. In order to demonstrate their ethnic influences, the linguistic style is frequently informal and laid back, combining a variety of languages, including English and Indonesian (Lutfiana, 2025; Ishak, 2025). The influence of global media and technological advancements further enhances their linguistic identity, allowing for a blend of traditional and contemporary language practices (Zia, 2025; Rahman, 2025; Alisherqizi, 2025). Gen Z's communication styles are greatly influenced by social media sites like Instagram (Amalia, 2025; Naufal, 2025; Lubis, 2025). These platforms promote colloquial idioms, casual language, and acronyms, all of which are essential to their online communication (Sikorska, 2025; Rehman, 2025). Gen Z linguistic identity is further strengthened by the impact of international media and technology developments, which enable a fusion of traditional and modern language usage (Putri, 2025; Jabeen, 2025). As Gen Z navigates their identities in a constantly evolving digital context, their linguistic choices are also influenced by their cultural origins and educational experiences (Khattak, 2025; Firdaus, 2025). To close gaps between students and teachers, educators must adjust to these changing communication methods, as evidenced by the generational differences in language use (Tajeddin, 2025; Jamal, 2025). On the other hand, some critics contend that Gen Z's reliance on informal language may impede effective communication across generations, potentially resulting in misunderstandings and a lack of appreciation for traditional linguistic forms, even though their linguistic expressions are frequently viewed as innovative and reflective of their identity (Lashari et al., 2021; Lashari et al, 2023).

Methodology

Research Design:

A quantitative, within-subjects research approach is used in this research. Since the same sample of Generation X, Millennials, and Baby boomers is assessed on several dependent variables, such as vocabulary comprehension, emoji comprehension, overall comprehension,

and perceived difficulty. In repeated-measure design or within-subjects research, each participant acts as their own control and is exposed to all levels of an independent variable. This method increases statistical power and reduces the impact of individual differences by enabling direct comparison of results for the same individuals under various situations. It is sometimes referred to as a dependent groups design or a repeated measurements design. The data is analyzed using the paired-samples t-test, which is the appropriate statistical method for comparing the means of two related groups.

Sampling Technique:

Convenience sampling is a non-probability research method in which participants are not chosen at random from a larger population, but instead are readily available to the researcher (Stratton, 2023; Stratton, 2021). A convenience sampling technique is adopted for data collection. Participants in this non-probability sampling technique are chosen based on their accessibility and availability to the researcher. Convenience sampling is a sensible and effective strategy because of the nature of the research design, which calls for a particular participant group to finish several assessments. Those who fit the inclusion requirements received an invitation to join. Thirty-nine participants are the desired sample size. Convenience sampling is practical, but it is vital to recognize its limitations. The findings may not be as broadly applicable as they could be if the sample is not typical of the overall population.

Research Instrument

The data was collected via a self-administered Google survey form. The questionnaire had four parts. 1st part of the questionnaire is demographic information of the sample, which included generation type, education, frequency of communication with Gen Z, and the second section explored the comprehension level of vocabulary. The third section probed into the understanding of the emojis of the sample. The fourth section delved into the overall comprehension of the sample, and the last section comprised open-ended questions to get an in-depth look at the intergenerational communication gap. The internal consistency of the tool was tested through Cronbach's alpha.

Ethical Consideration

The ethical protocols were followed according to the BERA framework. The participants were told about the objective of the study prior to their participation, and their willingness was approved via a consent form within the Google survey questionnaire. The participants were given the right to quit the research at any point in time. They were told that the data is being collected especially for research purposes and will be kept in a password-protected file.

Results

The data was analysed on SPSS IBM version 21 by running different tests step by step to get the final results. First of all, the internal consistency of the tool is tested through Cronbach's Alpha. The Cronbach Alpha of .899 shows good internal consistency after the reliability test affirmation. The tests of normality were run on the data to check for the assumptions of the t-test.

Table 1: Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Perceived Difficulty	32	5.00	19.00	12.7188	3.54905
Overall comprehension	32	18.00	63.00	41.5000	10.95445
Vocab	32	5.00	25.00	16.0313	5.20226
Emojis	32	4.00	20.00	12.7500	5.09269
Valid N (listwise)	32				

The table 1 shows results of descriptive score of vocabulary comprehension, emoji comprehension level, Overall comprehension score and perceived difficulty level of Gen X, Millennials and Babyboomers. The table shows scores of four mentioned key variables. Perceived difficulty score is 12.72 which ranges between 5.00 to 19.00. The data indicates moderate spread of responses around the mean with standard deviation of 3.55. The mean of overall comprehension is 41.50 on a scale of 18.00 to 63.00. Overall comprehension scores show largest visibility with standard deviation of 10.95 that suggests a wide range of comprehension level of the sample generations. The vocab status shows SD of 5.20 which suggests moderate spread of the data. The mean score of vocabulary is 16.03, ranges between 5.00 to 25.00. The emoji scores indicate level of variability with SD of 5.09. The mean Emoji understanding score is 12.75 on a scale from 4.00 to 20.00. The data for all the key variables is based on sample of 32. This analysis provides basis of inferential statistics analysis.

Table 2: Paired Samples Test

		Paired Differences					t	df	Sig. (2-tailed)
		Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference				
					Lower	Upper			
Pair 1	Vocab - Emojis	3.28125	5.26850	.93135	1.38175	5.18075	3.523	31	.001
Pair 2	Vocab – Overall comprehension	-25.46875	7.27339	1.28577	-28.09109	-22.84641	-19.808	31	.000
Pair 3	Emojis – Overall comprehension	-28.75000	7.37913	1.30446	-31.41046	-26.08954	-22.040	31	.000
Pair 4	Perceived Difficulty – Overall comprehension	-28.78125	8.84539	1.56366	-31.97035	-25.59215	-18.406	31	.000

Table 2 shows the analysis results of four key paired sample t-tests. All tests were performed on a sample of 32 participants(df=31). The mean difference of the first pair, vocabulary comprehension versus emoji comprehension vocab is 3.28($t(31) = 3.52$, $p = .001$, with a 95% confidence interval ranging from 1.38 to 5.18. The results revealed that Gen X scored higher on vocabulary comprehension compared to emoji comprehension. The paired sample test revealed a statistically significant difference between the mean vocabulary comprehension score and the mean emoji comprehension score. The second pair is vocabulary versus overall comprehension. The mean difference of vocabulary and overall comprehension is -25.47($t(31) = -19.81$, $p < .001$), with a 95% confidence interval ranging from -28.09 to -22.85. The negative sign in the mean difference demonstrates that the generation Millennials and baby boomers' vocabulary scores were significantly lower than overall comprehension scores. A

paired sample t-test of emoji comprehension vs. overall comprehension revealed a remarkable difference between the emoji comprehension score and the overall comprehension score. The mean difference was -28.75 ($t(31) = -22.04$, $p < .001$), with a 95% confidence interval ranging from -31.41 to -26.09. This also suggests that Generation X, millennials, and baby boomers' emoji comprehension scores are relatively lower than their overall comprehension. The fourth pair of sample t-test confirmed a significantly greater difference between the perceived difficulty score and overall comprehension. The mean difference was -28.78 ($t(31) = -18.41$, $p < .001$), with a 95% confidence interval ranging from -31.97 to -25.59. The sample comprehension is greater, which means the perceived difficulty of the participants is less.

The analysis consistently demonstrates statistically significant differences across all paired comparisons. Specifically, vocabulary comprehension was found to be significantly higher than emoji comprehension. However, both vocabulary and emoji comprehension scores were significantly lower than the overall comprehension scores. Similarly, the perceived difficulty score was also found to be significantly lower than the overall comprehension score.

Discussion

Different generations' distinct vocabularies, emoji usage, and general knowledge of the Gen Z language are influenced by broader sociolinguistic developments (Jabeen, 2025; Nurhayati, 2025). The rapid evolution of Gen Z's language, which is greatly impacted by social media and digital culture, makes it difficult for them to communicate with earlier generations (Hanifah, 2025). The unique characteristics of Gen Z language, the function of emojis, and the consequences for communication between generations will all be covered in this overview (Azad, 2023; Wulandari, 2024). Compounding, acronyms, and onomatopoeic words are just a few of the many slang terms used by Generation Z, which frequently reflect a lack of formality (Javed, 2025). In contrast to Millennials, who tend to keep phrases from the 2000s, their lexicon is influenced by early internet culture, memes, and social media (Mukhtar, 2024; Shokhrukh, 2024). Context-specific language encourages peer friendship and identity expression (Janik Blaskova, 2024). Emojis are essential to Gen Z communication because they are visual shorthand that improves contextual awareness and emotional expressiveness (Abbasi, 2025). Emojis and text combine to form a hybrid language that may be difficult for older generations to understand (Zahra, 2025). The linguistic habits of Generation Z demonstrate their flexibility in a variety of social settings, which frequently results in miscommunications with older generations who might not appreciate the subtleties of their language (Jefry, 2024). The disparity in language comprehension between generations emphasizes the necessity of greater awareness and education to close communication gaps (Chari, 2024). Even though Gen Z's language is dynamic and reflects their digital upbringing, older generations could find it challenging to keep up with these developments, which could result in misunderstandings (Peredy, 2024; Budak, 2024). Fostering fruitful intergenerational communication requires an understanding of these distinctions.

The difference between earlier generations' comprehension of Gen Z terminology and emojis can be ascribed to a number of important elements, such as cultural background, technology familiarity, and the development of communication patterns (Azad, 2023). These factors influence how language is viewed and used by different generations. Older generations sometimes misunderstand slang and emoji usage since they are not as accustomed to digital communication platforms as Gen Z (Zahra, 2025; Kostadinovska-Stojchevska, 2024). Older generations could not wholly understand Gen Z's language since they are digital natives and have adapted it to the fast-paced, visual nature of social media. Memes and social media trends have a significant impact on Gen Z's language, which older people who grew up in other cultural contexts frequently do not understand (Hammad, 2025; Nurhayati, 2025). Though their meanings might differ significantly among age groups, emojis function as a visual language

that cuts past conventional linguistic barriers, making intergenerational communication more difficult (George, 2023; Azad, 2023; Jefry, 2024). Emojis and other more graphic forms of communication are part of a larger trend in language change that is fuelled by technology (George, 2023; Vokhidova, 2024). Although emojis can express subtleties and feelings that words alone might not be able to, older generations may read them differently, which could result in even more miscommunications (Citko-DuPlantis, 2024). On the other hand, some contend that older generations are still capable of adjusting to and learning these new communication styles, and that intergenerational discussion may help close the knowledge gap about Gen Z's distinctive language expressions.

When communicating across generations, older generations' understanding is greatly impacted by the language used by Generation Z (Janssen, 2021; Tarihoran, 2022). Because they are digital natives, Gen Z uses distinctive language, such as slang, acronyms, emojis, and colloquial idioms, which might be confusing to older people who might not understand these trends. In digital communication platforms, where Gen Z's language reflects their social interactions and cultural background, this linguistic shift is most noticeable. Older generations may not be familiar with the new lingo and abbreviations that Generation Z often utilizes, which might cause miscommunications (Kencana, 2025). For individuals who are not used to deciphering these symbols, the use of emojis as a means of expression might obfuscate meaning. Seniors who prefer more formal language may view a casual communication style as condescending or unclear (Chen, 2025). Younger and older persons modify their language to suit one another, which can help to lessen comprehension problems (Brown, 2021; Ryskin, 2023). Both groups may place a higher value on emotional ties and comprehension in intergenerational contexts, which could result in a more cooperative communication style. On the other hand, although Gen Z's language may raise obstacles, it also presents chances to improve intergenerational communication by encouraging flexibility and learning from one another. This dynamic demonstrates how open communication and shared experiences may help close gaps.

Conclusion

It is concluded from the research that Gen X and Millennials have difficulty understanding emojis of Gen Z compared to their vocabulary. According to the research, Gen X and Millennials find it more challenging to comprehend Gen Z emojis than their vocabulary. Millennials, Gen X, and baby boomers find Gen Z's terminology challenging to understand, yet they can decipher its context. For older generations, interpreting emojis is far more challenging, creating a communication gap. Additionally, it was discovered that the vocabulary scores of the Millennial and baby boomer generations were far lower than the general comprehension levels, demonstrating unequivocally that older generations are not familiar with Gen Z vocabulary. The elder generation's general comprehension is superior, which prevents a complete breakdown in communication between the two generations. Because Gen Z uses novel emoticons in digital communication and unfamiliar terminology in conversation, Gen X, millennials, and baby boomers find it difficult to comprehend their language.

According to the study, the overall comprehension scores of the elder generations are higher than Gen Z's perceived difficulty in understanding their language. All paired comparisons show statistically significant differences, according to the analysis. In particular, it was discovered that language understanding was substantially superior to emoji understanding. However, compared to the overall comprehension ratings, the vocabulary and emoji comprehension levels were far lower. Likewise, it was discovered that the perceived difficulty score was substantially lower than the total understanding score. All paired comparisons show statistically significant differences, according to the analysis. In particular, it was discovered that language understanding was substantially superior to emoji understanding. However,

compared to the overall comprehension ratings, the vocabulary and emoji comprehension levels were far lower. Likewise, it was discovered that the perceived difficulty score was substantially lower than the total understanding score.

Recommendations

1. Provide supervised opportunities for younger workers or family members to instruct senior citizens on new communication conventions, such as the changing usage of emojis. Enhancing mutual understanding and digital literacy can help close the age gap.
2. Make a straightforward, entertaining handbook that clarifies prevalent Gen Z lingo and emoji meanings for workplaces where Gen Z and older generations collaborate closely. This can be a playful approach to recognizing generational differences and promoting an inclusive atmosphere.

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