Exercise # 5

Difficult Communications

1. Think of a situation where miscommunication occurred in the library with a **staff member** where the miscommunication was based on generational differences?
   a. Describe what happened?

   b. Knowing what you know now, what could you have done differently?

2. Think of a situation where miscommunication occurred in the library with a **member of the public** where the miscommunication was based on generational differences?
   a. Describe what happened?

   b. Knowing what you know now, what could you have done differently?

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