

Abstract:

Today, business in Russia is in a difficult state, due to a number of problems, including the pandemic. It is a topical study of the psychology of company employees. We studied 256 online Bank employees (representatives of generations X, age - 45-50 years, and Y, age 25-30 years). Used techniques: communication Styles (J. Manning, B. Rees); interpersonal trust Scale of J. B. Rotter; Personal anxiety scale (J. Taylor); Methods of diagnostics of communicative social competence (CSC). As a result, a supportive communication style prevails in the generation X group, and an emotional communication style prevails in the generation Y group. The level of interpersonal trust is high in both groups. But the generation Y group has a high level of anxiety. Employees of the Bank have mainly the expression of factors and an average level of communicative social competence. Supportive measures are needed for young employees of companies. You need to spend with Bank employees who have high anxiety and online training for its reduction.