

About this report: BestWork Communication Keys

This is the companion of the BestWork Communication Characteristics Map. It describes how each person typically communicates.

CHARACTERISTIC SPEED OF COMMUNICATION - IMPORTANT FACTORS

- **LISTENING:**
Understands communications quickly
Can be impatient with too much explanation or with a slow delivery
- **TALKING:**
Communicates ideas and information extremely quickly
Loses others who are less quick
May leave out part of the information assuming that everyone else knows the same thing

DIRECTNESS - IMPORTANT FACTORS

- **LISTENING:**
Listens to learn and assess agreement
Direct orders can meet resistance at times, particularly when reasons are not explained
- **TALKING:**
Speaks directly
Can be blunt at times
Challenges ideas or opinions with which they do not agree

LEVEL OF DETAILS IN COMMUNICATION - IMPORTANT FACTORS

- **LISTENING:**
Balanced attention to details and objectives
- **TALKING:**
Balanced attention to details and objectives

TALKING & LISTENING - IMPORTANT FACTORS

- **LISTENING:**
Does not listen well
Is often thinking of what to say next while the other person is talking
- **TALKING:**
Talks rather than listens

URGENCY & EMOTIONAL CONTENT - IMPORTANT FACTORS

- **LISTENING:**
Does not respond with the excitement or urgency that some expect when they are excited
- **TALKING:**
Very calm and unemotional in almost any circumstance

CONSISTENCY IN COMMUNICATION - IMPORTANT FACTORS

- **LISTENING:**
Can be distracted when the conversation triggers new ideas or ones that are not connected to the subject at