

from the central bubble. We can see this e many types of communication on the g passed up the management hierarchy to lives of people in the department. The son is natural; once a person is coordinatthem to coordinate other aspects as well. b work—lots of different activities, comts of interruptions, and lots of tasks going many everything from formal reports being passed nal requests to smooth the personal lives o ion of hub responsibilities in one person is not a spect of an office, it is natural for them to this diagram we see the nature of hub work-This flow mode thub, of a dep them diverge f ny lines that diverge hub function in the From this diagram we see the nature of munication with lots of different people, on at the same time. Secretarial work. many lines the the 35 same time. the often a in. diversit aphically

instance message 4 or coordinating email = are These communicating information, review, hall. for passed people document ween ber artifact, conversation every people, Ssing

The flow model

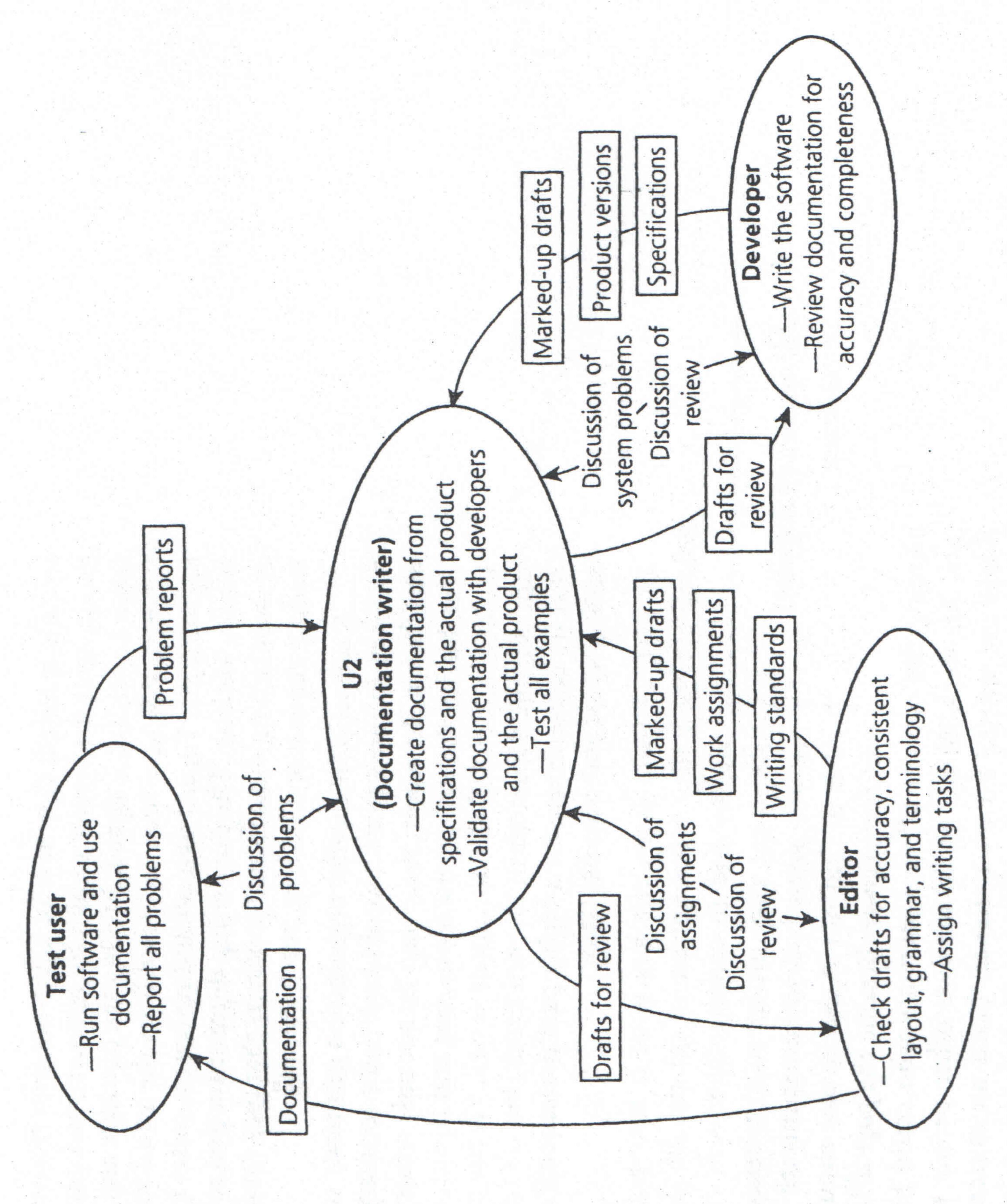


FIGURE 6.2 Creative work. This flow model is typical of creative work. We see communication with those who depend on the work and with those who assist in the creation. But most of the interactions are focused on the task of creation. Compared with the "hub" type of job, this work is much more continuous and coherent.

do a job, whether as part of a formal process or as an informal way get the job done.

When people coordinate through email or paper, it's easy to so It's harder to see how casual conversation and handwritten notes su port work flow. Here's what to watch for in an interview.

oordination with someone else. Where did it come from? Who created