

## **Giving Too Much Information?**

**Have you ever had someone drone on and on with minute details to a point that you just zoned out?**

If you said yes, you likely encountered a person with a higher certainty level than you.

**Each person is wired with levels of certainty.** People with low certainty levels thrive in a less certain environment and need their information summary form. If and when they want more information or details, they will ask for it. They often describe things and thoughts with generic characteristics.

**Individuals wired with high certainty levels, like proof.** Proof creates certainty. They will also default to the rules, regulations, or things they have already learned.

**From an information exchange standpoint, the higher the certainty level, the more information, detail and proof they need to make a decision.** Additionally, they will also share the details because they want to be thorough.

**What a lot of information is to someone who has a low certainty level** barely scratches the surface for someone with a higher certainty level.

**What ends up happening is that when people with a higher level of certainty** have a conversation with a person with a lower certainty level, they give way too much information.

**The first step in determining someone's certainty level is to notice.** One thing to notice is how much or how little detail someone is giving you. That will be an insight on how much to give back to them.