



## “Communicating with Type in Mind”: Client Resource *Template Instructions for Practitioners*

If you're looking for ways to keep MBTI insights top of mind, deliver this handout to participants after training. It references content from the *Introduction to Myers-Briggs® Type and Communication* booklet and includes suggestions and reflection questions to get participants to think more deeply about the impact of stress on their workplace performance. Alternatively, consider using these questions as part of your training.

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When interacting with others, individuals initially tend to filter and interpret what they hear and see differently based on their type preferences. So, the more you know about a colleague's type, the more quickly you can learn to understand, appreciate, and accommodate any differences in your communication styles and more effectively share your opinions, understand his or her perspective, solve problems, and resolve issues.

**Today's Tip: Enhance on-the-job interactions by taking the time to understand the communication style of different types.**

*When communicating in the workplace, consider the following:*

- ENTP, ENFP, ESTP, and ESFP types share a preference for Extraversion and Perceiving. They tend to communicate with a flexible and open style and prefer to take in and consider novel information and ideas.
- ISTJ, ISFJ, INFJ, and INTJ types share a preference for Introversion and Judging. They usually like to understand things in depth. Once they have time to consider an issue thoroughly, they like to take action to complete the required tasks and goals.
- ESTJ, ENTJ, ESFJ, and ENFJ types share a preference for Extraversion and Judging. They are apt to be most engaged when they can take steps to set and meet goals and deadlines, and they are organized and effective in their approach.
- ISTP, INTP, ISFP, and INFP types share a preference for Introversion and Perceiving. They generally approach the world in a flexible way, while evaluating information internally.

When you approach a communication situation, consider the type preferences of the parties involved:

- How can you customize your communication approach to maximize the chance that your message is heard?
- When in a leadership role, how can you adjust your approach to ensure that each employee understands your expectations as well as your feedback?

*Remember:* It's important to strike a balance between meeting your needs and the needs of others. Some personality types may need to challenge themselves to state their desires and perspectives up front, while others may need to make a conscious effort to ask for and consider what others are seeking to accomplish. As you approach communication opportunities, consider how assertive you typically are as well as the relative importance of the communication. Choose wisely when and where to assert yourself and when to be more accommodating.

*To learn more about the role of type in communication, read Introduction to Myers-Briggs® Type and Communication, by Donna Dunning, [www.psychometrics.com](http://www.psychometrics.com)*

*Source:* Adapted from Dunning, *Introduction to Myers-Briggs® Type and Communication*, 2nd ed. (2016), pp. 6–13.