

# Using the Report to Establish Rapport

Using the MBTI® Interpretive Report—or any other MBTI report—is a great first step in establishing rapport with a client and getting the conversation started on various application topics.

Here are a few questions you can use to fuel the conversation about how an individual's preferences affect the way he or she operates at work:

- (E–I) What is your preferred working environment? What is your current working environment like? How would you describe your approach to tackling work tasks? Do you typically take action right away or reflect first and act later? Is that approach satisfying and comfortable for you?
- (S–N) Consider a recent significant personal or work-related purchase. What information did you seek out about the product or service prior to purchasing it? How did you collect information? What did you do with the information you gathered?
- (T–F) How do you like to be recognized for work well done? How do you show appreciation for others? How do you tend to provide feedback? Can you describe a recent example? What was it like to provide constructive criticism? What was it like to provide praise? How do you tend to provide suggestions for further development?
- (J–P) Describe your typical approach to starting a new project. What is your approach to deadlines and planning? What is it like for you to plan far in advance? What is it like when you must alter course or meet a last-minute deadline? When do you work and when do you play? How do you manage your time?

And here are some preference-specific activities you can suggest to individuals to help them foster their own growth and meet specific career and work-related challenges:

- 1 Practice **Introversion** by counting to 10 when you feel especially action driven or enthusiastic about something; take time to reflect on ideas and plans before acting.
- 2 Practice **Extraversion** by soliciting input from others and seeking assistance with formulating plans even if you prefer to approach tasks independently.
- 3 Practice **Intuition** by creating a 1–2 page executive summary describing the trends or patterns suggested by the data under consideration.
- 4 Practice **Sensing** by using precise, exact, accurate details in a report or project that you believe doesn't merit such effort.
- 5 Practice **Feeling** by sharing some personal facts, details, or insights in a conversation with a co-worker.
- 6 Practice **Thinking** by giving simple, direct, and concise feedback to someone.
- 7 Practice **Perceiving** by scheduling one day a month at work to “go with the flow”; note any value this flexibility brings.
- 8 Practice **Judging** by determining some tasks you could be doing more consistently and then developing a routine and sticking to it.