



MBTI®

Using Your MBTI® Preferences to Serve Your Patients Better

Presented by {insert name here}

Month 00, Year



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Objectives

In this workshop you will:

- Learn how to maximize connections and relationships with your patients.
- Gain self-awareness and an understanding of the role your MBTI preferences play in patient care.
- Uncover your innate biases to understand how your type preferences impact your care style.
- Learn a practical method for reframing and flexing your care style to improve patient satisfaction.
- Develop an action plan for your specific development needs.

What the
research says



What the Research Says

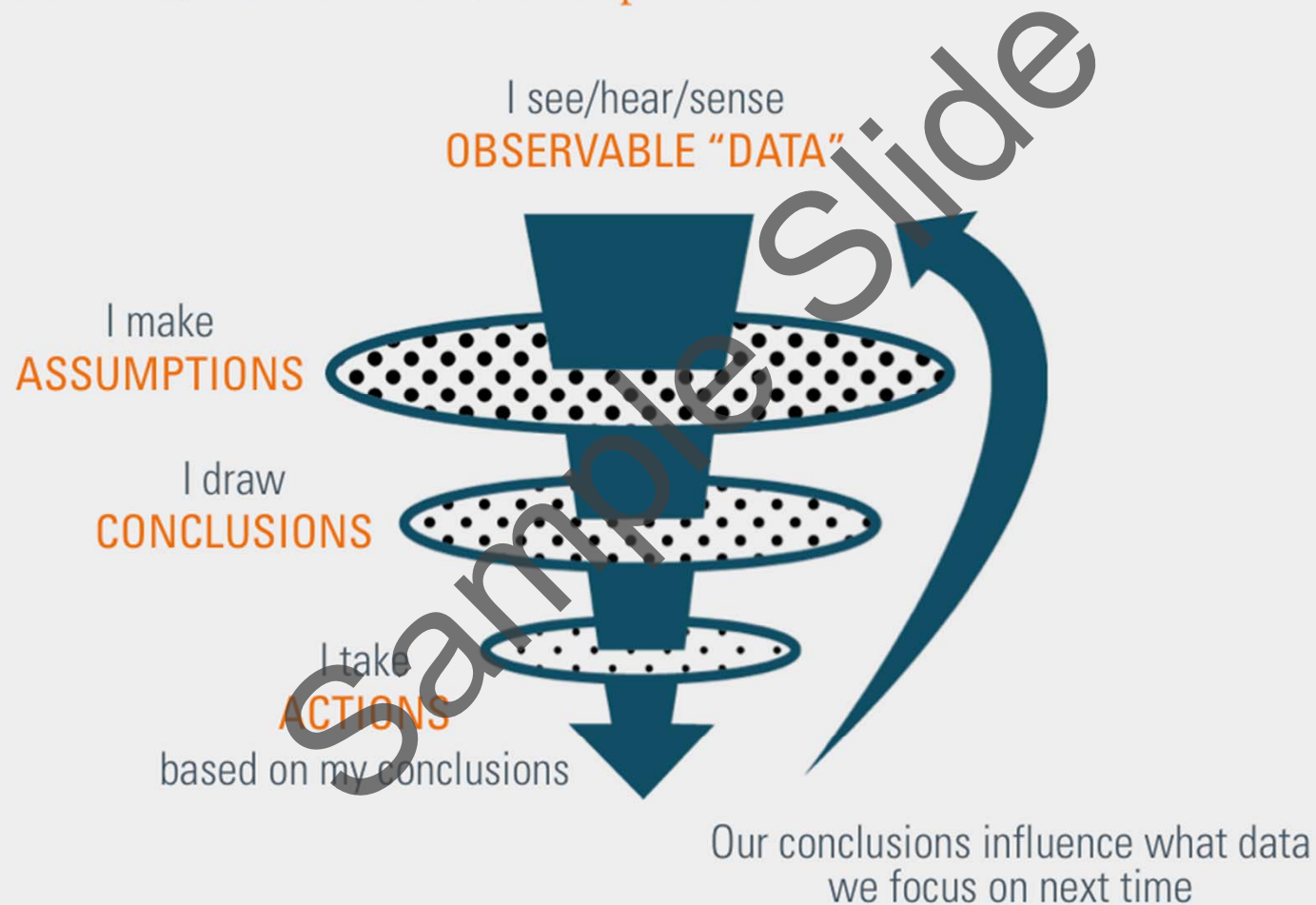
- The key is CONNECTION.
- Studies show communication was the factor with the greatest impact on overall patient satisfaction ratings.
- Better communication allows patients to form a connection with their care providers, resulting in:
 - Increased trust
 - Better understanding of their care
 - Ultimately a better overall experience



Source: HCAHPS, CAHPS, and Press Ganey data, 2010–2014

Your personality preference is a filter

as well as values, culture, skills, and experience.



About the MBTI® Instrument

- Indicator - not a test.
- There are no right or wrong answers—no better or worse types.
- All types have potential strengths and possible pitfalls or blind spots.
- Type describes preferences; it is not a measurement of behaviors.
- Type is innate and does not change over one's lifetime—however, ***behaviors can and do change.***
- How your type develops is influenced by environment.
- The goal is appropriate use of your preferences.
- You are the expert on your own experience.
- Type is not an excuse for inappropriate behavior.

Innate preferences

Sample Slide

INTP
ESTP ENTJ
ISTJ ISFP
ESTJ ENFJ
ESFP ESFJ
INFJ
ISFJ INFP
INTJ
ISTP
ENFP
ENTP

MBTI® Personality Type Theory

- We are all “hardwired” at birth.
- As with our right and left hand, we all use both sides of each preference pair—one is our natural preference, the other is learned.
- Carl Jung believed that our preferences **do not** change—they stay the same over our lifetime.
- What changes is how we use our preferences depending on the environment.
- We can learn to increase our skill in the nonpreferred parts of our personality.

MBTI® results...

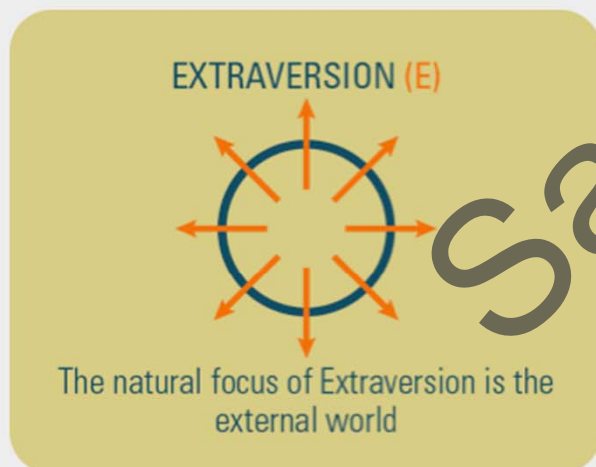
...indicate inborn predispositions on four pairs of opposite preferences.

Extraversion	E	or	I	Introversion
Sensing	S	or	N	Intuition
Thinking	T	or	F	Feeling
Judging	J	or	P	Perceiving

Where People Focus Their Energy

Extraversion (E)

- Energized by interacting with others
- Sociable and expressive
- Prefer face-to-face communication
- Talk it out



Introversion (I)

- Energized by reflection
- Private and contained
- Prefer written communication
- Think it through





Partner Exercise: Patient Concerns



- **Scenario:** The FDA is recalibrating dosage for OTC Tylenol due to overdoses occurring at minimal levels over the directed dosage.
- Your patient tells you he has always been prescribed a higher dosage than what you are giving him now.

Page 5: Assuring patients that their opinions about their care matter
Responding to their need for either details or the big picture

- Role-play: What do you emphasize? Balance the big-picture, long-range impact of treatment with details important in the moment.
- Practice using Sensing and then Intuition to discuss the dosage with the patient.
- 10 minutes each partner



SFs' Natural Style and Biases

- Feel as though they've let patients down when their pain does not decrease.
- May take bad behavior from colleagues or patients personally, rather than consider the context.
- Have difficulty dealing with conflicts between clinical professionals regarding the nature or directives of treatment.

I **SF** J

I **SF** P

E **SF** P

E **SF** J

Managing your stress

Sample Slide

“In the Grip” of the Inferior Function

- Our psyche is “self-regulating”—wants to be in balance.
- Under extreme stress, if exaggerating our main function doesn’t work, in an effort to get us back in balance our inferior (least favorite) function can erupt into the conscious mind.

