MBTI[®] Step I[™] Exercise

You've got mail!

This is a fun exercise, based on Myers-Briggs Company research into type and email preferences that helps create a conversation about email communication.

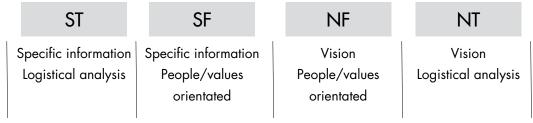
The exercise uses the process lens, focusing on the type table's four columns: ST, SF, NF and NT. These process pairs are particularly useful when exploring communication between the different MBTI® personality types.

Materials required

Flipchart paper and pens (one per group)

Instructions

- Put one piece of flipchart paper in each corner of the room, labelled ST, SF, NF and NT
- Split people into these four process pair groups.



You can use these high-level description as clues on your flipchart paper, or refer your participants to other resources.

 Ask groups to design a poster to appeal to their opposite proces pair grouping: (ST
 NF) (SF



Applications:

- Communication
- Email

Type preferences studied

 Sensing, Intuition, Thinking and Feeling

Time required

- 30 minutes



Participants should write out the email in full, including subject heading and greeting. Use one of the following scenarios or create your own:

- Send a meeting request to a colleague to discuss a new project you are going to be working on together.
- A colleague has asked for your feedback on an article they have written.
 Write an email giving your feedback.
- A client has asked you how to get to your office for a meeting with you.
 Write an email response.

Ask each group to read out their email to their opposite group, at whom the communication is aimed. Ask the group receiving the email to comment on the effectiveness of the communication. Ask what the 'target' group liked and what worked for them, plus one thing they would change to make the email more appealing to them.

Debrief

Use the functional pair posters and the following points to debrief the exercise.

STs may:

- Value specific information (e.g. where/ what is the meeting? what time? what will happen?)
- Be annoyed by vague or inaccurate information
- Want the email to have a clear point.

NTs may:

- Be drawn in by an email that intrigues them, provides a novel perspective or flatters their sense of competence
- Be irritated by emails that contain excessive detail or irrelevant information
- Want the email to have a clear point an be concise.

Further reading

- Quick Guide to effective emailing and your personality

- Type and Email Survey Report 2016
- Communication Style Report
- Introduction to Type and Communication, Donna Dunning, 2003.

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SFs may:

- Value specific, accurate information (as for STs, but with particular interest in 'who' questions)
- Want the email to have a clear point
- Value personal emails that include greetings and pleasantries

NFs may:

- Value an appealing and intriguing concept
- Like emails to have a personal touch and want the writer to be supportive and approachable
- Be turned off by impersonal treatment and excessive detail, especially facts or instructions.

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