

Personality Types in the Workplace

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Objectives

- Describe characteristics of different personality types as defined by the Myers-Briggs Type Indicator personality framework
- Discuss how to work with different personality types in the workplace



Personality

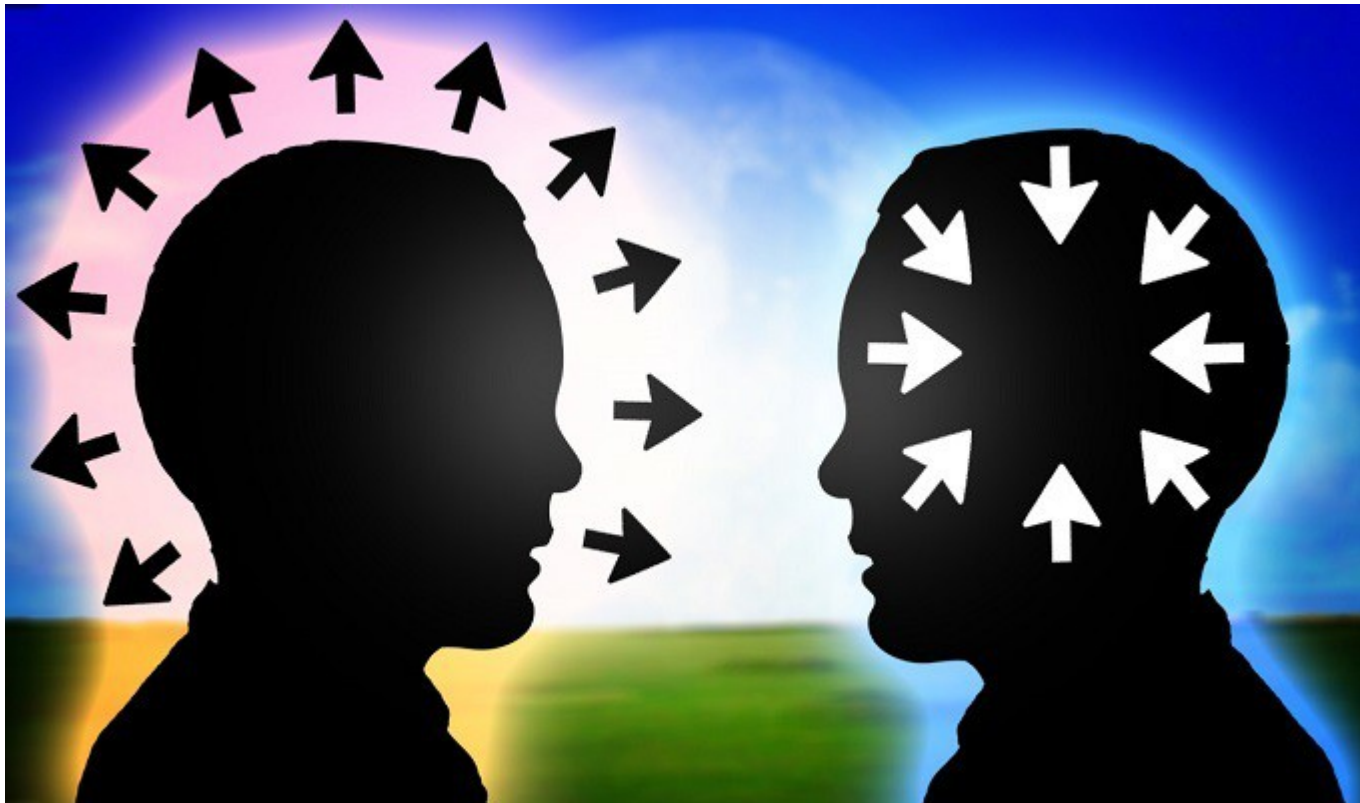


- 'Natural' expression vs. going against your natural preference
 - Time
 - Energy
 - Patience
- Everyone differs in what is 'natural'
- Relatively stable – dominant preference is not likely to change
- Accept and work with differences



Extraversion vs. Introversion

How do I direct and receive energy?



Working with Extraverts and Introverts

Extraverts

Enjoy verbal communication and affirmations

They think by talking – give them time and space to do so, but encourage them to reflect before speaking

Silence is ambiguous to them

Know they will talk about a variety of topics

Keep the pace quick, want to take immediate action

Introverts

Enjoy written communication and affirmations

Ask them questions, then stop talking, *listen*, and *do not interrupt* – clarifying questions are helpful

Know they will talk in depth about one topic

Need time to reflect before speaking and taking action – give them this time



Sensing vs. Intuition

How do you take in information?



Working with Sensors and Intuitives

Sensors

Give clear, precise statements, with complete thoughts

Be prepared with your facts and examples

Offer your information in a sequential fashion – they are linear

Have practical applications for your ideas and share real examples/experiences

Intuitives

Offer the big picture and its implications – they don't want and become overwhelmed with details

Share the vision of what is possible – engage their imagination

Use stories, metaphors, analogies to communicate your message



Thinking vs. Feeling

How do you make decisions and come to conclusions?



Working with Thinkers and Feelers

Thinkers

Use logic and be organized and concise

Be prepared with your facts and examples, and have considered consequences

Ask what they think first, then how they feel

Appeal to sense of fairness and justice

Feelers

Use points of agreement as a starting point in the conversation

Must legitimize their feelings

Must express appreciation for their contributions and efforts

Talk about people and concerns

Be considerate of their feelings, and their concern for others feelings and relationships



Judging vs. Perceiving

How do I approach the outside world?



Working with Judgers and Perceivers

Judgers

Get to the point quickly – be efficient, organized, and don't waste their time

Be definitive and decisive; unresolved issues are not acceptable

Allow them to bring closure to a topic

Stick to the plan

Perceivers

Know there will be questions, and encourage them to ask

Premature decisions are not preferable – give them choices

Offer opportunities to discuss options, share new information, and change plans

Focus on process, not outcome/goal







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