

Understanding Different Personality Types: *Communicating Effectively in the Workplace*



Presented by: Reginald A. Randles, MOL, SHRM-PC



UC ANR: Core Values



UC ANR Mission and Vision

Engage UC with the people of California to achieve innovation in fundamental and applied research and education that supports:

- Sustainable, safe, and nutritious food production and delivery.
- Economic success in a global economy.
- A sustainable, health, and productive environment.
- Science literacy and youth development programs.

Support of the Mission

People

Financial Stability

Administrative
Excellence

Value of UC ANR

California



“Workplace demographics now span four generations, meaning that 20-year old new hires can find themselves working side-by-side with colleagues who are older than they are by 50 years (or even more).”

Open System





Personality Preferences



Users of the MBTI® Instrument

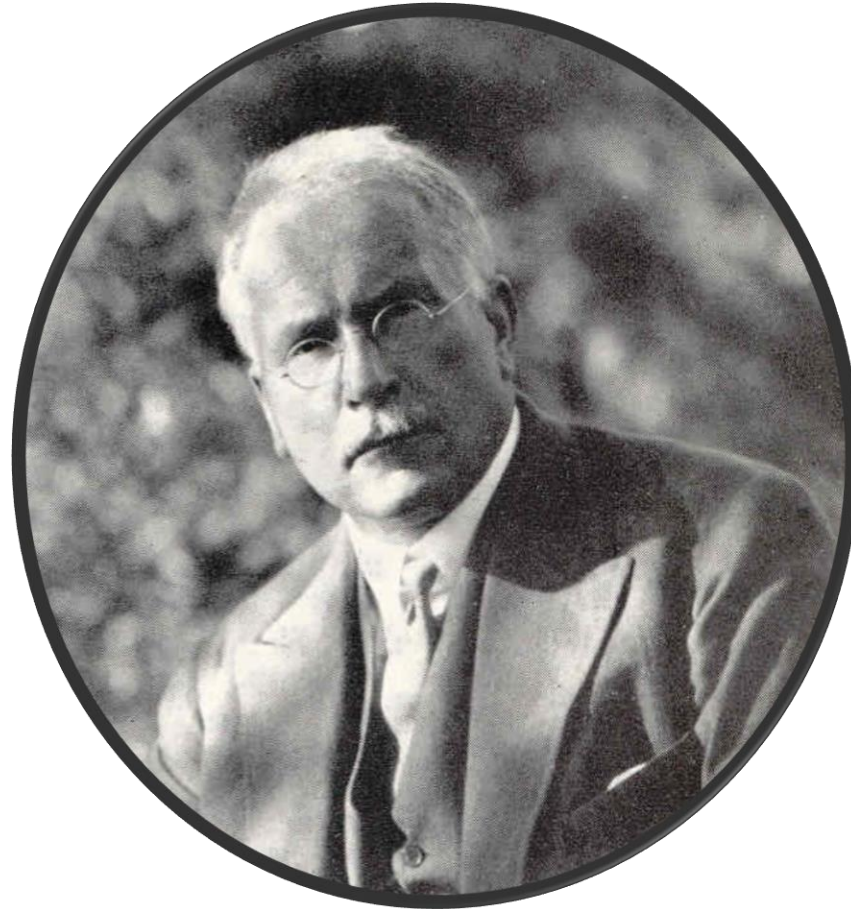
- Most Fortune 100 companies use it
- The most widely used personality assessment in the world—more than 2 million people worldwide each year
- Translated into two dozen+ languages
- Used in 70+ different countries

Where the MBTI® Tool Is Used



- USA
- Canada
- Mexico
- South America
- UK
- Europe
- Australia
- New Zealand
- China
- India
- Japan
- Korea
- Malaysia
- Singapore
- Middle East
- Dubai
- South Africa
- Kenya

Carl G. Jung



University of California

Agriculture and Natural Resources

Katharine C. Briggs



Isabel Briggs Myers

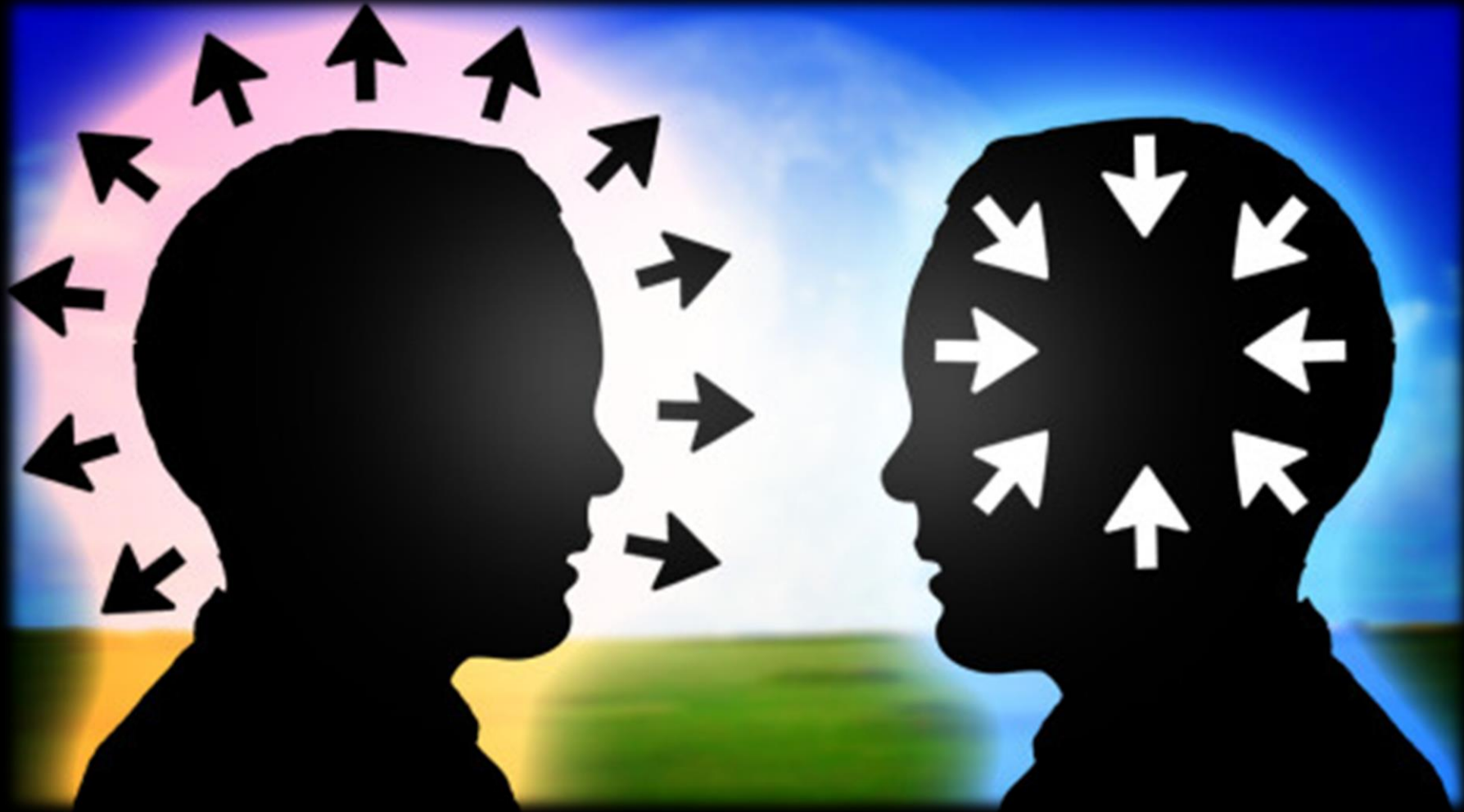


Jung's Personality Theory

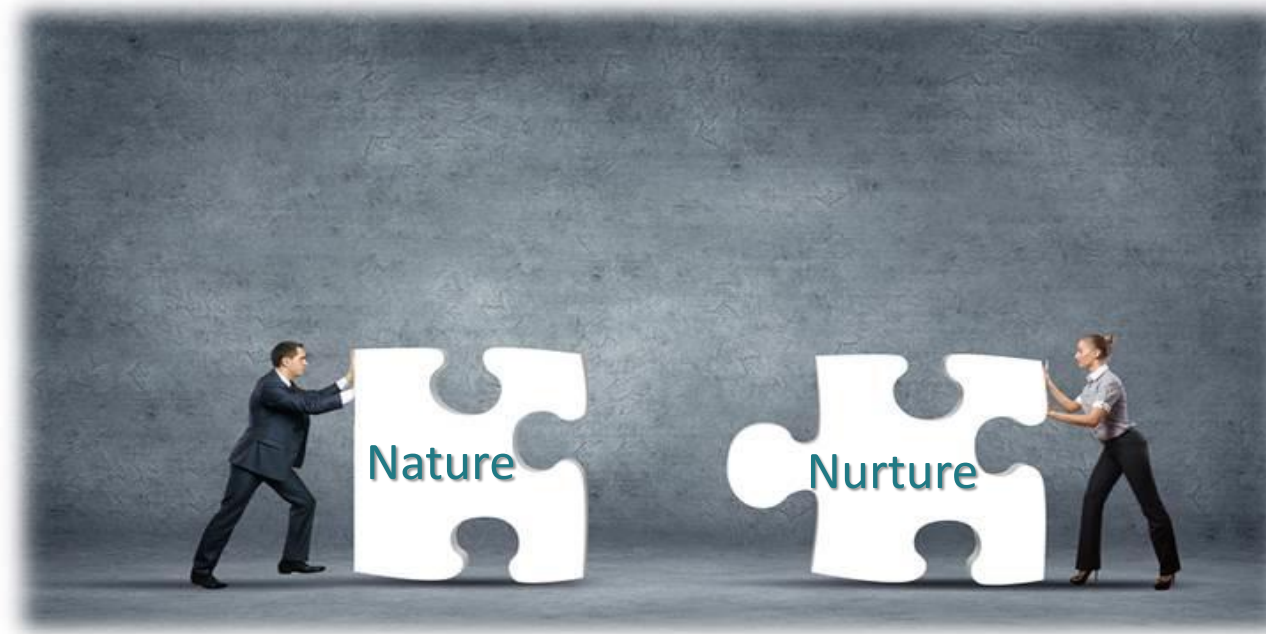


- Every person carries out two kinds of mental processes:
 - We take in information
 - Then we make decisions about the information

Jung's Personality Theory (cont.)



Jung's Personality Theory (cont.)



Nature

MBTI[®] instrument

vs.

Nurture

Environment

“Handedness” Activity



“Handedness” Activity (cont.)

- Where do we get our preference for using one hand over the other?
- How does the environment influence our preference for using one hand over the other?

Note: We all can and do use both hands; for writing, one is natural, comfortable, automatic

The MBTI® Dichotomies

The MBTI® instrument indicates preferences on four pairs of opposites, called *dichotomies*:

Extraversion **E** or **I** Introversion

Sensing **S** or **N** Intuition

Thinking **T** or **F** Feeling

Judging **J** or **P** Perceiving

Theory

Extraversion (E) or Introversion (I)



Where we focus our
attention and get energy

Source: *Introduction to Type* (6th ed.), I. B. Myers

E–I Differences

People who prefer Extraversion:

- Direct their energy and attention outward.
- Focus on the outer world of people and activity.

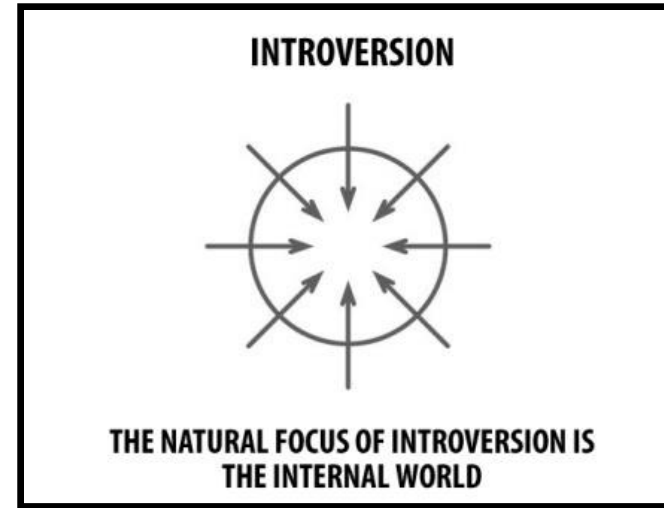
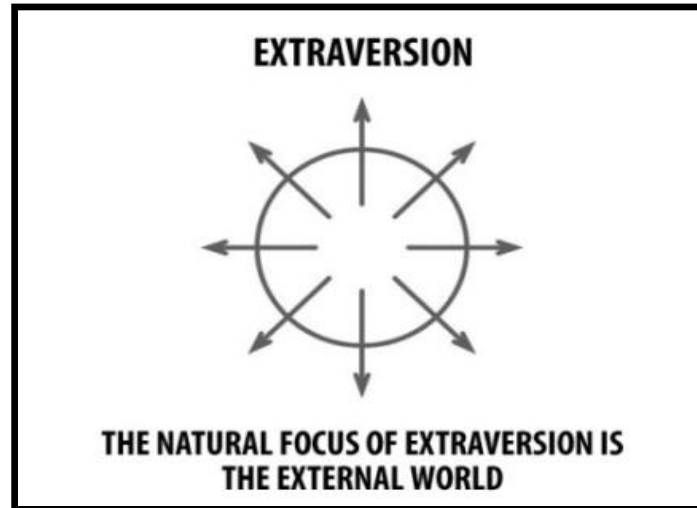
People who prefer Introversion:

- Direct their energy and attention inward.
- Focus on their inner world of ideas and experiences.

*We all use both preferences, but usually
not with equal comfort.*

Source: *Introduction to Type* (6th ed.), I. B. Myers

E-I Illustration



Source: *Introduction to Type[®] and Change*, N. J. Barger & L. K. Kirby

Where People Focus Their Attention

People who prefer **Extraversion (E)**

- Are energized by interacting with others.
- Are sociable and expressive.
- Prefer to communicate face-to-face.
- Work out ideas by talking them through.

People who prefer **Introversion (I)**

- Are energized by opportunity to reflect.
- Are private and contained.
- Prefer to communicate by writing.
- Work out ideas by thinking them through.

Source: *Introduction to Type*® (6th ed.), I. B. Myers

Where People Focus Their Attention

(cont.)

People who prefer **Extraversion (E)**

- Have broad interests in many things.
- Learn best through doing or discussing.
- Readily take initiative in work and relationships.

People who prefer **Introversion (I)**

- Focus in depth on their interests.
- Learn best by reflection, mental “practice.”
- Take initiative when the situation or issue is very important to them.

Source: *Introduction to Type*® (6th ed.), I. B. Myers

Key Words Associated with E-I



Extraversion

Action

Outward

People

Interaction

Many

Expressive

Do-Think-Do



Introversion

Reflection

Inward

Privacy

Concentration

Few

Quiet

Think-Do-Think

We Have a Preference

We all do **Extraverted** and **Introverted** things.

But we usually do ~~not~~ do them
Most of us have a **preference** for one
with **equal comfort**
of the other.

Sensing (S) or Intuition (N)



The way we take in information
and the kind of information we
like and trust

Source: *Introduction to Type*® (6th ed.), I. B. Myers

S–N Differences

People who prefer Sensing:

- Focus on present realities, verifiable facts, and experience.

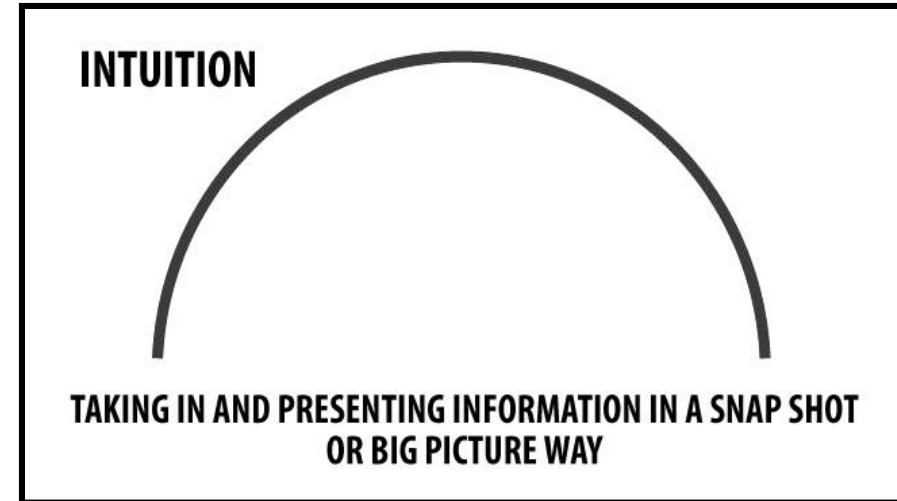
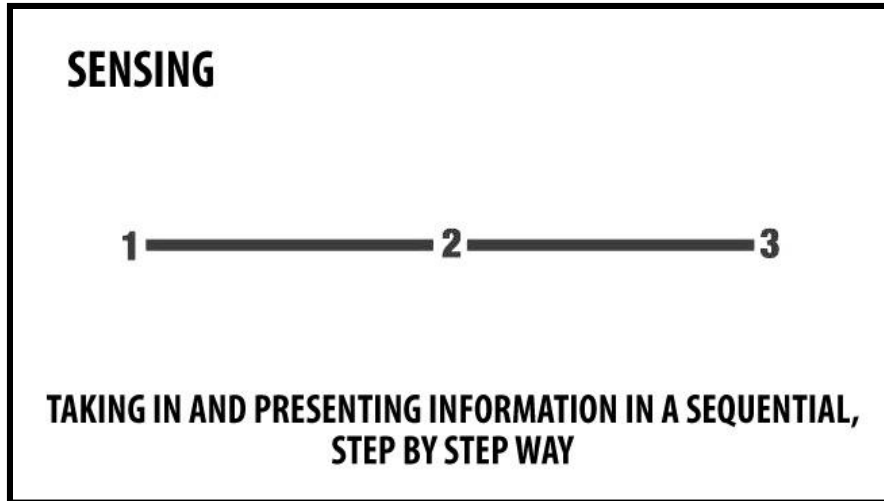
People who prefer Intuition:

- Focus on future possibilities, the big picture, and insights.

We all use both ways of preferences, but we typically prefer and trust one of them more.

Source: *Introduction to Type*® (6th ed.), I. B. Myers

S–N Illustration



Source: *Introduction to Type[®] and Change*, N. J. Barger & L. K. Kirby

How People Take In Information

People who prefer

Sensing (S)

- Focus on what is real and actual.
- Observe and remember specifics.
- Are factual, concrete, and sequential.

People who prefer

Intuition (N)

- Focus on patterns and meanings.
- Remember specifics when they relate to a pattern.
- Are abstract and imaginative.

Source: *Introduction to Type*® (6th ed.), I. B. Myers

How People Take In Information (cont.)

People who prefer **Sensing (S)**

- Build carefully and thoroughly toward conclusions.
- Understand ideas and theories through practical applications.
- Are specific and literal
- Trust experience.

People who prefer **Intuition (N)**

- Move quickly to conclusions, follow hunches.
- Generate ideas and theories; application is secondary.
- Use metaphors and analogies.
- Trust insight.

Source: *Introduction to Type*® (6th ed.), I. B. Myers

Key Words Associated with S–N

S

Sensing

Facts

Realistic

Specific

Present

Keep

Practical

What is

N

Intuition

Ideas

Imaginative

General

Future

Change

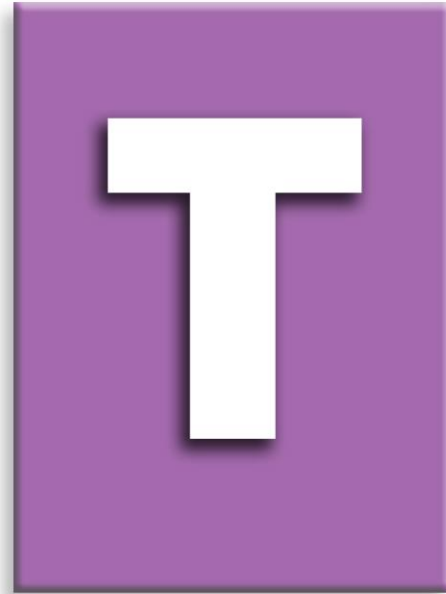
Theoretical

What could be

We Have a Preference



Thinking (T) or Feeling (F)

A purple square with a white letter 'T' centered inside. The square has a slight drop shadow.A purple square with a white letter 'F' centered inside. The square has a slight drop shadow.

The way we make decisions

Source: *Introduction to Type*® (6th ed.), I. B. Myers

T–F Differences

People who prefer Thinking:

- Make their decisions based on impersonal, objective logic.

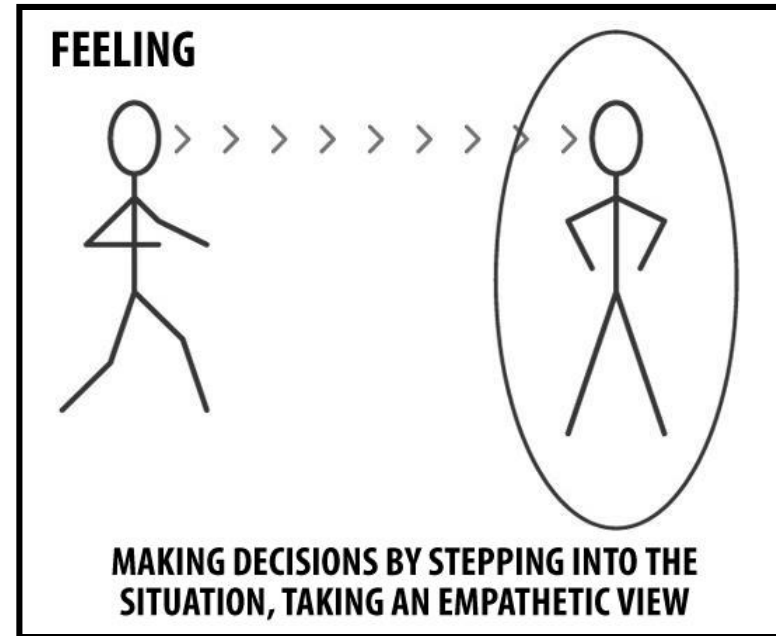
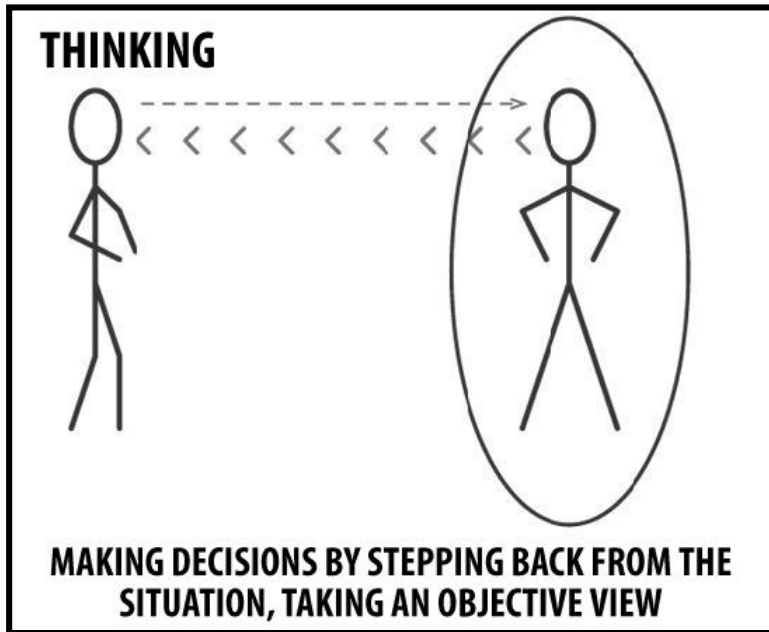
People who prefer Feeling:

- Make their decisions based on personal priorities and relationships.

*Both processes are rational and we use both,
but usually not with equal ease.*

Source: *Introduction to Type*® (6th ed.), I. B. Myers

T-F Illustration



Source: *Introduction to Type[®] and Change*, N. J. Barger & L. K. Kirby

How People Make Decisions

People who prefer Thinking (T)

- Step back to get an objective view.
- Analyze.
- Use cause-and-effect reasoning.
- Solve problems with logic.

People who prefer Feeling (F)

- Step in to identify with those involved.
- Empathize.
- Are guided by personal and group values.
- Assess impacts of decisions on people.

Source: *Introduction to Type*® (6th ed.), I. B. Myers

How People Make Decisions (cont.)

People who prefer Thinking (T)

- Strive for an objective standard of truth.
- Are “reasonable.”
- Can be “tough-minded.”
- Are fair—want everyone to be treated equally.

People who prefer Feeling (F)

- Strive for harmony and positive interactions.
- Are compassionate.
- May appear “tenderhearted.”
- Are fair—want everyone to be treated as an individual.

Source: *Introduction to Type*[®] (6th ed.), I. B. Myers

Key Words Associated with T–F

T

Thinking

Head

Detached

Things

Objective

Critique

Analyze

Firm but fair

F

Feeling

Heart

Personal

People

Subjective

Praise

Understand

Merciful

We Have a Preference



Judging (J) or Perceiving (P)

A large, white, bold letter 'J' is centered within a blue square. The square has a slight gradient and a drop shadow effect.A large, white, bold letter 'P' is centered within a blue square. The square has a slight gradient and a drop shadow effect.

Our attitude toward the external world
and how we orient ourselves to it

J–P Differences

People who prefer Judging:

- Want the external world to be organized and orderly.
- Look at the world and see decisions that need to be made.

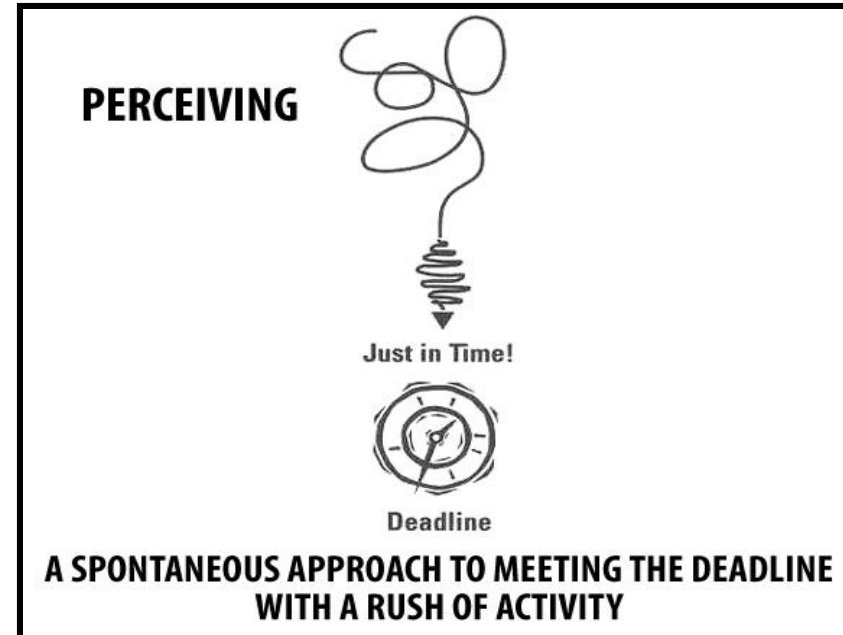
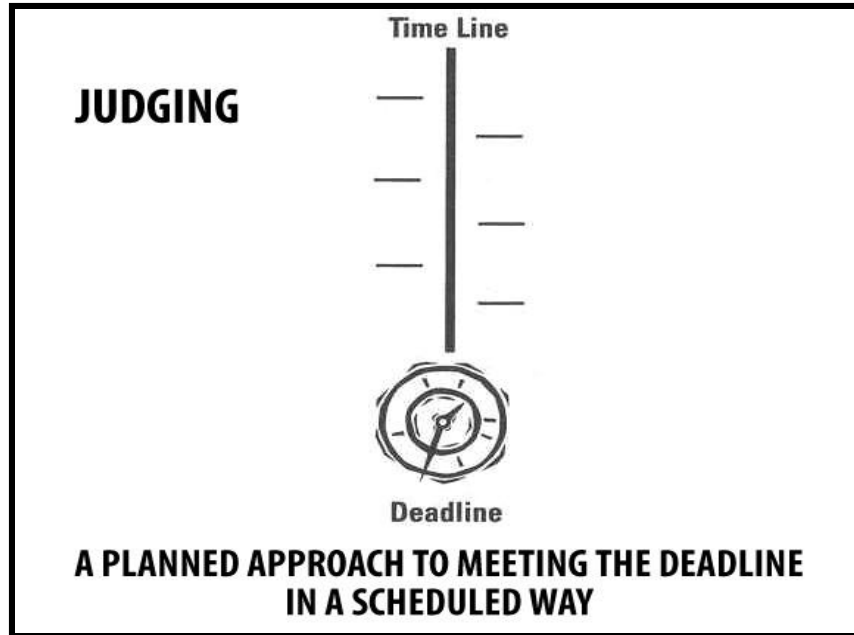
People who prefer Perceiving:

- Seek to experience the world, not organize it.
- Look at the world and see options that need to be explored.

*We all use both attitudes, but usually
not with equal comfort.*

Source: *Introduction to Type*® (6th ed.), I. B. Myers

J-P Illustration



Source: *Introduction to Type[®] and Change*, N. J. Barger & L. K. Kirby

How People Approach Life

People who prefer **Judging (J)**

- Organized.
- Systematic.
- Methodical.
- Make short- and long-term plans, and then follow them.

People who prefer **Perceiving (P)**

- Adaptable and curious.
- Casual.
- Open-ended.
- Adjust flexibly to new information and changes.

Source: *Introduction to Type*® (6th ed.), I. B. Myers

How People Approach Life (cont.)

People who prefer **Judging (J)**

- Like to have things decided.
- Resist reopening decisions.
- Try to avoid last-minute stresses.

People who prefer **Perceiving (P)**

- Like to explore options.
- Resist cutting off options, making decisions too soon.
- Feel energized by last-minute pressures.

Source: *Introduction to Type*® (6th ed.), I. B. Myers

Key Words Associated with J–P



Judging

Organized

Decision

Control

Now

Closure

Deliberate

Plan

Perceiving

Flexible

Information

Experience

Later

Options

Spontaneous

Wait

We Have a Preference



Personality Type

When combined, your preferences indicate your personality type.

E *or* **I**

S *or* **N**

T *or* **F**

J *or* **P**

16 Personality Types

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

Constructive Use of Differences

Improve your interpersonal prowess by:

- Becoming aware of differences.
- Acknowledging the value of differences.
- Practicing new behaviors, seeking out others with differences.
- Incorporating different perspectives into your interactions.

Reginald A. Randles, MOL, SHRM-PC

rrandles@mednet.ucla.edu



thank you

Understanding Different Personality Types: *Communicating Effectively in the Workplace*



Presented by: Reginald A. Randles, MOL, SHRM-PC

