

GE Foundation Workplace Skills Program

Module Two Understanding Ourselves

Participant Booklet

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Introduction to Module Two

Understanding Others

The purpose of this module is to help you understand how personality traits and emotional intelligence (EI) abilities have a profound impact on your success and wellbeing in life and work. The study of personality is about exploring who we are and understanding our individual identity in the world. Emotional intelligence is connected to personality, but more specifically, it is a different way of being smart that is focused on how well we handle ourselves and our relationships.

Human personality is very complex and a number of factors contribute to shaping our identity. We know that genetics and your environment, culture, and social group contribute greatly to the development of one's personality. One way to view personality is through the idea of stable traits. This is the notion that people have long lasting ways of thinking, feeling, and behaving that separate them from others. These traits can influence how we interact with one another and often can predict the success we have in our chosen careers and relationships. Understanding personality traits can also help you make more informed choices. Psychologists and researchers who study human personality generally agree that there is a fifty-fifty split between the influence of nature and nurture on personality development

Emotional intelligence helps us to successfully understand and manage ourselves, as well as help us navigate effectively in the world while building relationships with others. Studies have shown that people with high EI have greater mental health, stronger leadership skills, and increased influence in relationships. People with highly developed EI have proven to be more successful in the workplace because they can understand their emotions and why they behave the way they do. They use their EI to understand others, their behaviors, and their views on different issues.

In this module you will learn about two topics – emotional intelligence and personality traits. You will be introduced to what emotional intelligence is and is not. You will also be introduced to personality types. You will complete two assessments and learn about your strengths and behaviors that create difficulties and roadblocks in relationships. Both of these topics will give you insights into why you behave the way you do and help you to understand and connect with others. This knowledge will also help you participate more effectively in teams.

Part One

Emotional Intelligence

Mary's Story

Mary is a receptionist in a doctor's office. She has an enthusiastic smile and an outgoing positive presence. She greets every patient as they come through the door with a welcoming "Hello, how are you today?" She is calm and considerate with each individual. She listens carefully to upset patients and asks how she can help them. Mary pays attention to everyone and brings a sense of softness to the situation. She seems to be able to connect with a wide range of people and somehow creates a caring atmosphere among the patients in the reception area. Her friendly demeanor and kindness brings a calm to people who are stressed and anxious.

Identify someone you know in your personal or professional life who has the same kind of qualities as Mary.

1. How do you feel being around them?
2. How do other people see them?
3. What is it that these people do to attract and connect with people?

The Three Keys to Emotional Intelligence

“Emotionally intelligent people know how to be smart in their interactions with people. They adapt their words and actions to the needs of particular people in changing situations.”

Daniel Goleman, Harvard University

The three keys to being EI smart are

1. Using social skills to communicate effectively with others.
2. Controlling one’s emotions to deal with anger and cope with stress.
3. Being flexible to adapt when change happens.

Emotional Intelligence Is ...

- Being intelligent about emotions.
- The capacity for recognizing our own feelings and those of others.
- It fuels our motivation.
- The ability to successfully manage emotions in ourselves and others.
- An emotional competence is a learned ability that contributes to satisfaction in all aspects of life.
- It is a different way of being smart. It is connected to IQ and technical expertise, but EI is more important to success in work and life.
- EI is based on studies of thousands of people and it reflects the character traits or personal qualities of an individual.

Emotional Intelligence is Not ...

- merely being nice
- only developed in early childhood
- women vs. men
- the same as IQ – cognitive intelligence
- genetically fixed

IQ

EQ

**Cognitive
Intelligence**

**Emotional
Intelligence**

<p>The ability to</p> <ul style="list-style-type: none">• concentrate and plan• use words effectively• analyze• interpret facts• understand and assimilate information	<p>The ability to:</p> <ul style="list-style-type: none">• understand oneself and others• get along in the world• deal with life's demands• develop positive relationships• adapt to change in our environment
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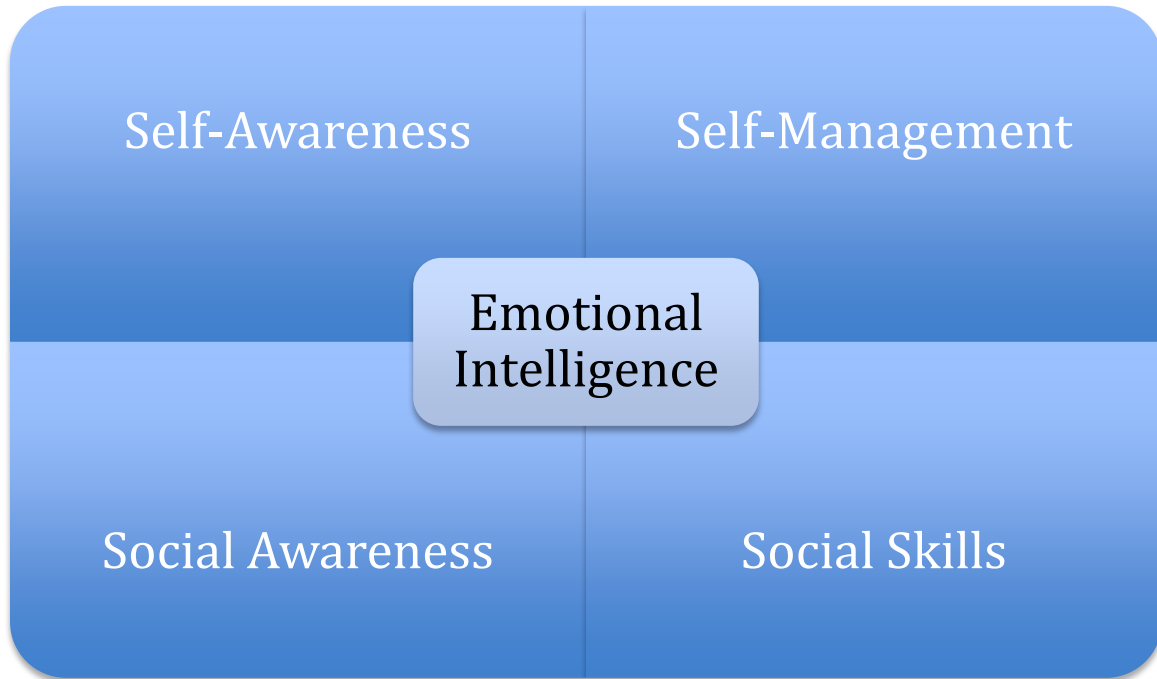
Emotional Intelligence Pre-Assessment

Rate yourself on the five cornerstones of emotional intelligence on a scale of 1 to 10. One is low and 10 is high. Circle the number that best describes you.

EI Abilities	Rating	Example
1. The ability to understand oneself and other people.	Low High 1 2 3 4 5 6 7 8 9 10	
2. The ability to get along in the world and work out your differences.	1 2 3 4 5 6 7 8 9 10	
3. The ability to deal with life's demands and pressures.	1 2 3 4 5 6 7 8 9 10	
4. The ability to develop positive relationships with a variety of people.	1 2 3 4 5 6 7 8 9 10	
5. The ability to adapt to change in your environment.	1 2 3 4 5 6 7 8 9 10	

Share your ratings and examples with your partner.

Four Domains of Emotional Intelligence



Goleman, D. (2005). *Emotional intelligence: Why it can matter more than IQ*. New York, NY: Bantam Books.

Self-Awareness

Your ability to:

- recognize your own emotions and their effects on yourself and others
- know your internal world (preferences, abilities, limits, and values)
- be willing to receive feedback and consider new perspectives
- target personal areas for change
- believe in your capacity to achieve your goals
- convey your ideas and opinions in a confident manner

Self-Management

Your ability to:

- keep your impulsive feelings and emotions under control (restraint)
- act consistently with what you say and value (openness and honesty)
- be reliable, authentic, and take responsibility for yourself
- follow through on commitments and promises
- be flexible in a variety of situations
- see the good in others and in situations
- work towards high standards
- consistently strive to do better (new challenges and opportunities)
- identify a problem and take appropriate actions

Social Awareness

The ability to:

- understand other people
- accurately pick up emotional cues
- sense others' needs and concerns
- understand what people are saying and why
- connect with different kinds of people
- understand power relationships in the workplace
- know who can influence and who are the real decision makers
- accurately read workplace expectations
- be motivated and proactive to help or serve others

Social Skills

The ability to:

- facilitate and foster the development of others
- help others find their own way to success
- take on the role of leader to get the job done
- build a strong sense of belonging within the group
- persuade, convince, or influence others
- send clear and convincing messages
- energize and lead groups to bring about specific changes
- handle difficult individuals, groups, or tense situations with diplomacy and tact (talent with dialogue)
- maintain friendly, two-way relationships
- work cooperatively and collaboratively with others – being part of a team rather than working competitively

Competencies Within Emotional Intelligence

Self-Awareness	Self Management	Social Awareness	Social Skills
Emotional Self-Awareness	Self-Control	Empathy	Developing Others
Accurate Self-Assessment	Trustworthiness	Organizational Awareness	Leadership
Self-Confidence	Conscientiousness	Service Orientation	Influence
	Adaptability		Communication
	Optimism		Change Catalyst
	Achievement Orientation		Conflict Management
	Initiative		Building Relationships
			Teamwork and Collaboration

Emotional Intelligence Competencies Assessment

	Low			High
1. Emotional Self-Awareness The ability to recognize your own emotions and their effects on yourself and others	1	2	3	4
2. Accurate Self-Awareness Knowing your inner resources, abilities, and limits. Being aware of your strengths and limitations.	1	2	3	4
3. Self Confidence The belief in your own abilities to accomplish your goals or a task. Communicating in a self-assured manner.	1	2	3	4
4. Emotional Self Control The ability to keep your impulsive feelings and emotions under control. Restraining negative reactions.	1	2	3	4
5. Trustworthiness This means creating consistency between your values and your behaviors. It means being open, honest, reliable, and caring.	1	2	3	4
6. Conscientiousness This is about taking responsibility for your personal performance and behavior. It means people can count on you and you deliver good work.	1	2	3	4
7. Adaptability The ability to be flexible and to be able to work effectively with different people in a variety of different situations.	1	2	3	4
8. Optimism This competency is about seeing the good in others and the situation at hand. It is about seeing opportunities and possibilities.	1	2	3	4

	Low			High
9. Achievement Orientation This means working toward a standard of excellence. It means trying to improve your performance.	1	2	3	4
10. Initiative This is the ability to identify a problem, obstacle, or opportunity and take action on it.	1	2	3	4
11. Empathy This competency is about understanding other people. The ability to pick up emotional cues and to appreciate what they are saying or going through.	1	2	3	4
12. Organizational Awareness This is the ability to understand the power relationships in the group. Being able to identify real decision makers and who can influence them.	1	2	3	4
13. Service Orientation This competency is driven by the desire to help or serve others in order to meet their needs.	1	2	3	4
14. Developing Others This is the ability to help others learn and to find their own way towards growth.	1	2	3	4
15. Leadership This is the ability to step-up and take on the role of leader of a team or group. It is about a desire to lead.	1	2	3	4
16. Influence This is the ability to persuade, convince, or influence others in order to get them to go along with or support your direction.	1	2	3	4

	Low			High
<p>17. Communication This is the ability to send clear and convincing messages to an audience in an open and effective way.</p>	1	2	3	4
<p>18. Change Agent This competency is having the ability to alert, energize, and lead groups to bring about specific changes in the way things are done.</p>	1	2	3	4
<p>19. Conflict Management This is the ability to handle difficult individuals, groups of people, or tense situations with diplomacy and tact.</p>	1	2	3	4
<p>20. Building Relationships This is about working to build or maintain friendly, two-way, and warm relationships or networks of contacts.</p>	1	2	3	4
<p>21. Teamwork and Collaboration This competency is about working cooperatively with others, not separately and competitively within a team.</p>	1	2	3	4

My Emotional Intelligence Strengths and Weaknesses

Strengths

- 1. _____
- 2. _____
- 3. _____
- 4. _____

Weaknesses

- 1. _____
- 2. _____
- 3. _____
- 4. _____

Share your strengths and weaknesses in small groups in a round robin fashion. First round share strengths. Second round share weaknesses.

Developing EI Competencies

**EI
Competency**

**Development
Strategies**

1. _____

a) _____

b) _____

2. _____

a) _____

b) _____

3. _____

a) _____

b) _____

My EI Growth Plan

Competency	1.	2.	3.
Strategy (What you will do)			
Action Steps			

Part Two

Personality Types, Traits, and Temperaments

The Big Five Personality Framework

There is a growing consensus among psychology researchers that the Big Five Personality dimensions give us the most credible research-based framework for understanding stable personality traits. The Big Five include:

1. Conscientiousness
2. Agreeableness
3. Neuroticism
4. Openness
5. Extraversion

Each one of these dimensions has a cluster of more specific traits that describe different personality types.

- **Conscientiousness** is the preference for self-discipline where individuals are focused on achieving certain goals. They maintain a sense of duty and tend to be planners. People who fall in this dimension will typically shy away from acting impulsively and prefer to act in a more controlled manner.
- **Agreeableness** in individuals is described as being cooperative and compassionate. This translates into having a talent for getting along with a variety of people. They are helpful, generous and friendly, and they typically see the good in people rather than seeing what is wrong. People who fall in this dimension are willing to compromise for the sake of creating harmony.

- **Neuroticism** in people is the tendency to experience over time a variety of negative emotions such as anger, frustration, and anxiety. They often see a threat where there is no threat and they see big problems where there are normal life challenges. People who fall in this dimension do not deal with stress very well, they tend to over react emotionally, and they can carry a bad mood for days and weeks.
- **Openness** is a general appreciation for adventure and learning new and unusual ideas. People who fall into this dimension are typically described as curious and imaginative, and they are interested in pursuing a variety of life experiences. They tend to be more creative than others, they are tuned into their own emotions, and they usually have eccentric beliefs.
- **Extraversion** is a person's preference for action and focusing energies on the external world. They enjoy being with people and group experiences often charge them up, giving them more energy and enthusiasm. People who fall in this dimension typically have no problem asserting themselves and often thrive on being the center of attention.

Nettle, D. (2007). *Personality: What makes you the way you are*. New York, NY: Oxford University Press.

The Big Five Opposites

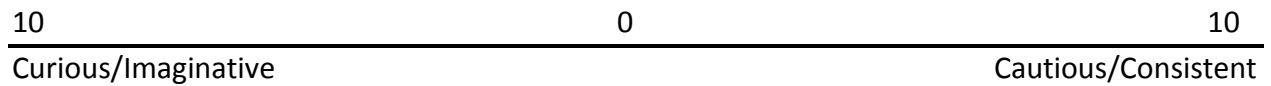
Re-read “The Big Five” and individually list the positive attributes of these personality dimensions. As a group then agree on the opposite attributes of each personality traits.

Big Five Dimensions	Positive Attributes	Opposite Attributes
Conscientiousness		
Agreeableness		
Neuroticism		

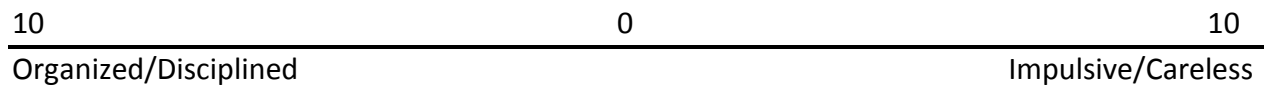
Openness		
Extraversion		

The Big Five Personality Continuums

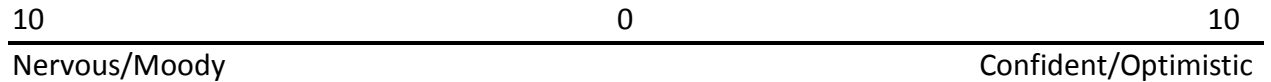
Conscientiousness



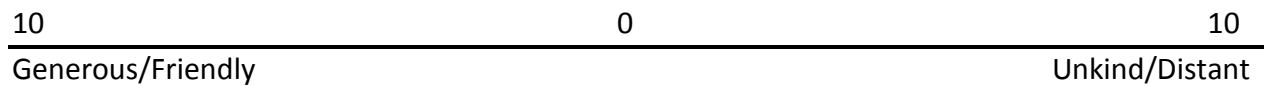
Agreeableness



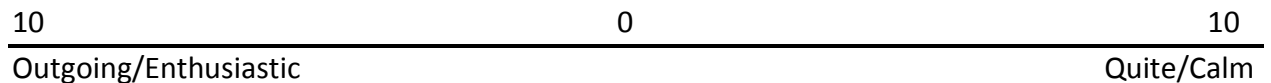
Neuroticism



Openness



Extraversion



Jungian Personality Types

Extraversion



Introversion

Does the person's interest flow to the outer world of actions or to the inner world of ideas and concepts?

Sensing



Intuition

Does the person prefer to gather information and perceive the world through five or six senses?

Thinking



Feeling

Does the person prefer to make decisions or judgments through rational thinking or by weighing values and emotions?

Judgment



Perception

Does the person mostly prefer to live in a planned and orderly way or in a flexible and spontaneous way?

Personality Preferences Pre-Assessment

Extraversion	Interest Flow	Introversion
10	0	10

Sociable
 Enjoy many experiences
 Have many friendships
 Interested in the external world

Reserved
 Enjoy deep experiences
 Have limited friendships
 Interested in the internal world

Sensing	Gather Information	Intuitive
10	0	10

Realistic
 Want the facts
 Down to earth
 Focused on the past

Speculate
 Creative solutions
 Head in the clouds
 Focused on the future

Thinking	Decision Making/Judgments	Feeling
10	0	10

Objective
 Firm
 Analytical
 Laws

Subjective
 Persuasive
 Sympathy
 Depends on circumstances

Judgment	Prefer to Live	Perception
10	0	10

Fixed
 Planned
 Organizes one's life
 Plan ahead

Flexible
 Open-minded
 Let life unfold
 Adapt as you go

<p style="text-align: center;">E</p> <p style="text-align: center;">EXTRAVERT TYPES</p>	<p style="text-align: center;">I</p> <p style="text-align: center;">INTROVERT TYPES</p>
<ul style="list-style-type: none"> • Clearly focus their attention and energy outward on people and things. • Crave action. They like to do things. • Like to share their ideas and enjoy participating in a variety of activities. • Often think things through by talking about them. • Can often operate better when there is an external source of motivation. • Enjoy sharing many friends. • Are good at interacting with people. They are typically at ease in groups. • Understand life by living it. • Demand a breadth of understanding. Being a generalist seems natural. • They express ideas, even feelings easily. 	<ul style="list-style-type: none"> • Prefer to focus their attention on the inner world of ideas. • Crave reflection time. Their energy flows inward. • Typically are reserved and questioning. Like to concentrate on a few select tasks at a time. • Carefully listen to what is being communicated. • Tend to trust their inner sense of motivation and values. • Tend to have a few close friends. • Need to mull over, examine, and understand ideas before discussing or acting on them. • Need time alone. • Demand a depth of understanding. Being a specialist seems natural. • May find it difficult to express emotions.

<p style="text-align: center;">S</p> <p style="text-align: center;">SENSING TYPES</p>	<p style="text-align: center;">N</p> <p style="text-align: center;">INTUITIVE TYPES</p>
<ul style="list-style-type: none"> • Maintain acute power of observation and awareness. • Enjoy dealing with details and facts. • Enjoy dealing with present realities. • Rely on experience more than theory. • Trust customary ways of doing things. • Tend to move cautiously from the known to the unknown. • Like working with tested ideas. • Are patient with routines. They enjoy predictable ways of doing things. • Develop a very sound practical attitude towards life. They are known for their common sense. 	<ul style="list-style-type: none"> • Rely on inspiration more than direct experience. • Tend to pass quickly over details. • See and understand in flashes of insights. • Works on hunches or gut feelings. • Enjoy solving new problems. • Are inventive and creative. • Enjoy learning a new skill more than using it. • Tend to be impatient with routine tasks. Are patient with complicated situations. • Can be quite impractical.

<p style="text-align: center;">T THINKING TYPES</p>	<p style="text-align: center;">F FEELING TYPES</p>
<ul style="list-style-type: none"> • Value logic. • Can come across as impersonal. • Want to establish objective criteria for making decisions. • Are quite task-oriented. • Can be good negotiators. They look objectively at the evidence. • Value analysis and clarity. • Require logical order in their discussions. • Perceive the world to be in a true-false relationship. • Can have difficulties expressing personal feelings, especially if they are an introvert. 	<ul style="list-style-type: none"> • Rely on personal values • Come across as warm and personable. • Establish personal and subjective criteria for making decisions. • Want harmony in relationships. • Care mostly about the principles behind issues. • Express emotions easily. • Enjoy pleasing people. • See issues in terms of right and wrong. • Tend to be sympathetic.

<p style="text-align: center;">J</p> <p style="text-align: center;">JUDGING TYPES</p>	<p style="text-align: center;">P</p> <p style="text-align: center;">PERCEIVING TYPES</p>
<ul style="list-style-type: none"> • Like things to be settled. • Believe the world should be a “certain way.” • Have definite and preferred ways of doing things. • Organize themselves according to specific schedules and long-term plans. • Want to bring things to closure. They like to finish what they begin. • Are often high achievers. They are determined to achieve impressive results. • Have a need to have things resolved or decided. • May decide things too quickly. • Are at their best when they plan and can follow the plan. 	<ul style="list-style-type: none"> • Do not have preconceived notions about how things are. • Prefer an investigative attitude to things. • Have a high need for an open, spontaneous lifestyle. • Have a zest for experience. • Can tolerate a good deal of uncertainty. • Like to deal with the unexpected. They need flexibility. • May procrastinate in searching for more and better information. • Have more of a process orientation to life. • Maintain an exciting sense of curiosity.

Keirsey Bates Temperament Assessment

1. Complete the personality assessment on-line at www.keirsey.com
2. Print – The Keirsey Temperament Sorter® II
Classic Temperament Report
3. Read your profile (page 4) and write key words and phrases below that describe your specific type.

4. Read your temperament type (page 3 in the Classic Temperament Report).

Ideal Work Environments for Different Temperaments

1. You will be working in your personality temperament group.

2. Read a description of your personality temperament:
 - a. Idealists – page 43
 - b. Rationalist – page 44
 - c. Artisans – page 45
 - d. Guardians – page 46

3. Have a discussion about “your ideal work environment” based on your temperament.
 - a. How does work need to be organized?
 - b. How do we manage our time?
 - c. How do we interact with people?
 - d. What motivates us?
 - e. What stresses us?

4. Prepare a 5-10 minute presentation to share with the other temperament groups.

Our Ideal Work Environment

1. How does work need to be organized?

2. How do we manage our time?

3. How do we interact with people?

4. What motivates us?

5. What stresses us?

The Four Temperaments

Researchers who specialize in personality development have studied traits, types, and temperaments for decades. The temperaments we describe in this section evolved from the work of David Keirsey who identified four temperaments: Idealists (NF), Rationalists (NT), Guardians (SJ), and Artisans (SP),

It is important to note that these are general categories to help us understand personality and that we actually have elements of all four temperaments within us. On the other hand, one of these personality temperaments tends to be dominant in individuals, that is, the one we use more frequently.

Each temperament has four types as shown in the table below:

Idealists (NF)	Rationalists (NT)	Guardians (SJ)	Artisans (SP)
ENFJ - Teacher INFJ – Counselor ENFP – Champion INFP – Healer	ENTJ – General INTJ – Mastermind ENTP – Inventor INTP – Architect	ESTJ – Supervisor ISTJ – Inspector ESFJ – Provider ISFJ – Protector	ESTP – Promoter ISTP – Crafter ESFP – Performer ISFP – Composer

Idealists

People with the Idealist temperament are typically interested in personal growth and they enjoy helping others learn. Idealists like to please people, sometimes to a fault. They want people to care about them. They are often attracted to the arts and can be seen as eccentric in their thinking and behavior.

Idealists strive to be authentic and when they are pushed to act outside who they really are it can be very stressful for them. Having social status is not really important to them. They just want to be understood and accepted for who they are.

The Idealist wants to live in peace and harmony, they tend to focus on the future, and people often describe them as optimists. They believe the world can and will get better if people are given the opportunity to develop their potential.

Typically their intuition or sixth sense is very strong and they are quite diplomatic. They understand what motivates different people. Idealists are described as warm, considerate, and caring, and they often end up working in counseling, teaching, social work, and psychology.

For the Idealists, rules are merely guidelines to follow and under special conditions rules can and should be bent or broken. They believe details will take care of themselves if you get the big picture right and if the big picture is aligned with fundamental principles and values.

Idealists are driven by purpose and their lives need to have meaning. They want harmony in their workplace and their relationships. They are frequently attracted to Rationalists because of their intellectual abilities.

Rationalists

Rationalists can be very abstract in their thinking and their conversations because they tend to focus on theories and concepts. They can grasp ideas quickly and can become bored when learning is at a slow pace. They are more interested in the big picture rather than all the details, although they can take care of the details. Rationalists are good at problem solving, planning, and implementing projects. Wise is a term often used to describe Rationalists who are continually acquiring knowledge.

People who have this temperament want to feel competent and they enjoy taking on challenges. They tend to set high standards for themselves and others, and they can be impatient. Rationalists are drawn to careers in science, technology, math, engineering, research, and manufacturing. Typically there are three times more males than females within this temperament, although this appears to be changing.

Rationalists are primarily thinkers who are continually trying to figure out why things work the way they do. Having this knowledge gives them a sense of control. They are always searching for logical answers to explain everything. It can be very challenging for a Rationalist to understand and express their emotions.

Rationalists can have a strong sense of social justice, especially when they see people being treated unfairly. They are often seen as overly critical, but may not see themselves this way. People usually describe them as cool and distant and they often approach relationship building in an intellectual way.

Artisans

Artisans express themselves through their talents and their tools. Actors, musicians, athletes, tradespeople, and sales people are often Artisans. They have an instinctive knowledge of how to use a tool to its best advantage. Artisans are very concrete and factual when they are in conversations. Artisans don't like to plan. They like to let things unfold and see what turns up. They have the confidence that they can deal with any situation.

Artisans often have the impulse and energy to do something right now. They are able to solve very practical problems, such as putting a piece of furniture together, fixing things around the house, or solving a complex engineering problem. They know how to do things and have an urgency to get things done. They often find formal learning boring and tedious and don't necessarily need to read books to master an academic subject. When they want to, they have the discipline and focus to achieve their goals.

Artisans like their freedom. They get bored, restless, and stressed when they are in a restrictive environment. They like lots of variety and hands-on activities energize Artisans. They do things because it is fun. When Artisans are confined and controlled their motto is: "Don't get mad. Get even." Artisans want to have an impact on people and want recognition for their efforts and achievements.

Guardians

Guardians act as the steadying element in our society. They feel the duty to serve and improve the world. They make up the largest group, with approximately half of the total population having the guardian temperament. Accountants, assembly workers, personal assistants, and event planners tend to be Guardians. In conversations, they tend to use more concrete words, rather than abstract ones. They like to talk about their everyday lives, their families, and their work.

Guardians like work that involves details. They feel more comfortable when they can see and touch their work. They are industrious and great planners. Their motto is “Be prepared.” Guardians like to have contingency plans and think about the future. They like structures, rules, and traditions. Guardians like the predictability of life patterns. “They hope for the best and prepare for the worst.”

Guardians are interested in facts rather than ideas. They need to know the details. They want to be told what they need to know, rather than doing research to find out on their own. They like learning in groups, but want the group to stay focused so the task is completed correctly.

Guardians have a core need to belong. They value family and take pride in caring for their families. They like to be part of a group and are interested in status and hierarchy. Guardians need to know where they stand and having a title is important to them. They are concerned about the welfare of others. Guardians expect to be held responsible for their actions or inaction. They like to get tasks done on time and to ensure things are done right.

Different Approaches to Solving Workplace Problems

How would different personality types approach problem solving in the following four scenarios?

Scenario One – Bullying

A group of electricians are working together on a construction site. Whenever they come together to plan or problem solve, Sam tends to dominate the conversation, is critical of others' ideas, and pushes his ideas forward. He tries to get the group to agree with his strategies and he embarrasses colleagues by using jokes. Two of the electricians are female and they are offended by his sexist comments in the lunchroom. The foreman on the job is unaware that this bullying behavior is becoming a problem.

*How would these electricians on different ends of the **extravert – introvert continuum** approach solving this problem?*

Scenario Two – Funding Crisis

A construction company is building a drug-manufacturing laboratory that is funded by a major pharmaceutical company. The project team has been given six-month, one-year, eighteen month, and two-year budget targets. After the first year, the project is already five million dollars over budget. The funder was very clear that they expected the construction company to stay within the budget. Workers have been asked to provide their views on what they think is causing the escalating costs.

*How would project team members on different ends of the **sensing-intuitive continuum** approach solving this problem?*

Scenario Three – Lack of Recognition

The vice president at head office of an engineering company writes a weekly online bulletin outlining the upcoming events for the week. Frequently he recognizes individuals in his weekly bulletin. Some people are recognized regularly and others receive no recognition. This is creating tension in the workplace because there are a number the engineers who think they are doing really good quality work, but are not being acknowledged. They are worried that this lack of recognition is going to affect their promotion and salary increase opportunities.

*How would engineers on different ends of the **thinking – feeling continuum** approach solving this problem?*

Scenario Four – Purchasing a Property

A newly married couple who have lived in small towns want to move to the city. They are thinking about buying a house that can also be used as an office. One of the partners works on an oilrig, where there is a two-week on / two-week off rotation. The other partner has a small business and works from home. They want to spend between \$300,000 – \$350,000 and have agreed they want to live in the center of the city.

*How would this couple on different ends of the **judgment – perception continuum** approach solving this problem?*

Different Ways of Solving Problems Template

How do these varied personality types approach problem solving differently?

1	Extraverted Electricians	Introverted Electricians
2	Sensing Project Team Members	Intuitive Project Team Members
3	Thinking Engineers	Feeling Engineers
4	Judgment Partner	Perception Partner

Adapting to Different Personality Types

It is very important to understand that different personality types can adapt their behavior based on their context or circumstances. Think about a person where you believe there is a personality conflict or very strong differences between you and them.

1. Identify what you think the other person's type is _____.

Extravert (E) or Introvert (I)	Sensing (S) or Intuitive (N)	Thinking (T) or Feeling (F)	Judgment (J) or Perception (P)
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2. What can you do to improve your relationship with this individual?

What can you STOP doing?

What can you START doing?

3. Share your plan with a partner.

Lessons Learned

Think about all the content covered in part 2 on “personality traits, types, and temperaments.”

What are the three most important lessons you have learned?

1. _____

2. _____

3. _____

Share your lessons learned with a partner.