

The Benefits of Understanding and “Bridging” Personality Differences in the Workplace



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Goal: Interesting and Useful



Brief introduction:

- “Speed Dating” MBTI preferences
- What is Bridging and how it benefits you and your business
- Small groups or on your own apply to your workplace

If want more opportunities to learn:

- Lunch and Learn: Jan, Feb
- Contact me for more options

Myers Briggs Type Indicator

One of the most common used personality tests in the workplace



Why Understanding Personality can have positive impact in workplace



- **Conflict**
 - **Cost organizations: time, money, resources, low employee satisfaction, turnover**
- **MBTI is a tool that can prevent a great deal of conflict from starting**
 - ✦ Understand self and triggers/needs -Not take things personally
 - ✦ Understand others
 - ✦ Decrease assumptions
 - ✦ Intentional
 - ✦ Increase effectiveness
- **When there are conflicts due to personality differences –learn tools to navigate**
 - **Focus on effective vs. being right**
 - **Bridging**

What MBTI Is and Isn't



MBTI is:

- ✦ Continuum
- ✦ Preference vs. ability
- ✦ Positive way to understand self and others

MBTI isn't

- ✦ An explanation for everything
- ✦ A test that identifies a “right” type
- ✦ Not excuse for bad behavior

ENERGY HOW TO REFUEL



How You Get Your Energy



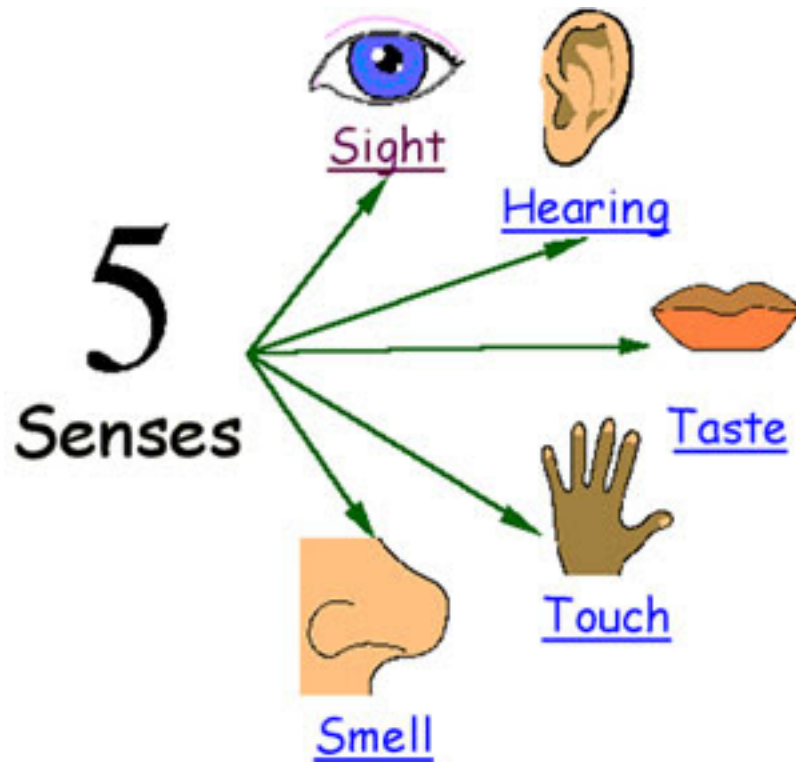
- **Introvert**

- Energized by inner world and reflection
- Need time alone
- Think things through
- Need time to think and process
- May not attend any or some of social events
- Final answer after process in head

- **Extravert**

- Energized by people and things outside of them
- Process out loud
- Plunge in
- If work alone too long – seek interactions- restless

INFORMATION



How You Take In Information



- **Sensing**

- Focus on details
- Concrete – things that are known
- Here and now
- 5 senses to take in information
- 70% of population
- Step by step
- Facts to build big picture

- **iNtuitive**

- Focus on big picture
- Possibilities, what could be
- Future focus
- Can get bogged down with details
- Like large chunks of time
- 6 th sense, gut
- Bursts of energy – doesn't always have to finish things
- Start with big picture and use facts to support it

DECISION MAKING



Thinking



Feeling



How You Make Decisions



- **Thinking**

- Logic, reason, facts
- Ask lots of how and why questions
- Appreciation in concrete ways
- Detach from emotional climate
- 60% males
- Quick to give advice
- Thinkers feel

- **Feeling**

- How does this make me feel, How will others feel?
- Feedback that appreciate them
- Avoid conflict
- 60% female
- People pleasers
- Quick to give comfort
- Feelers think

STRUCTURE OR SPONTANEAITY



How You Like Outer World Structured



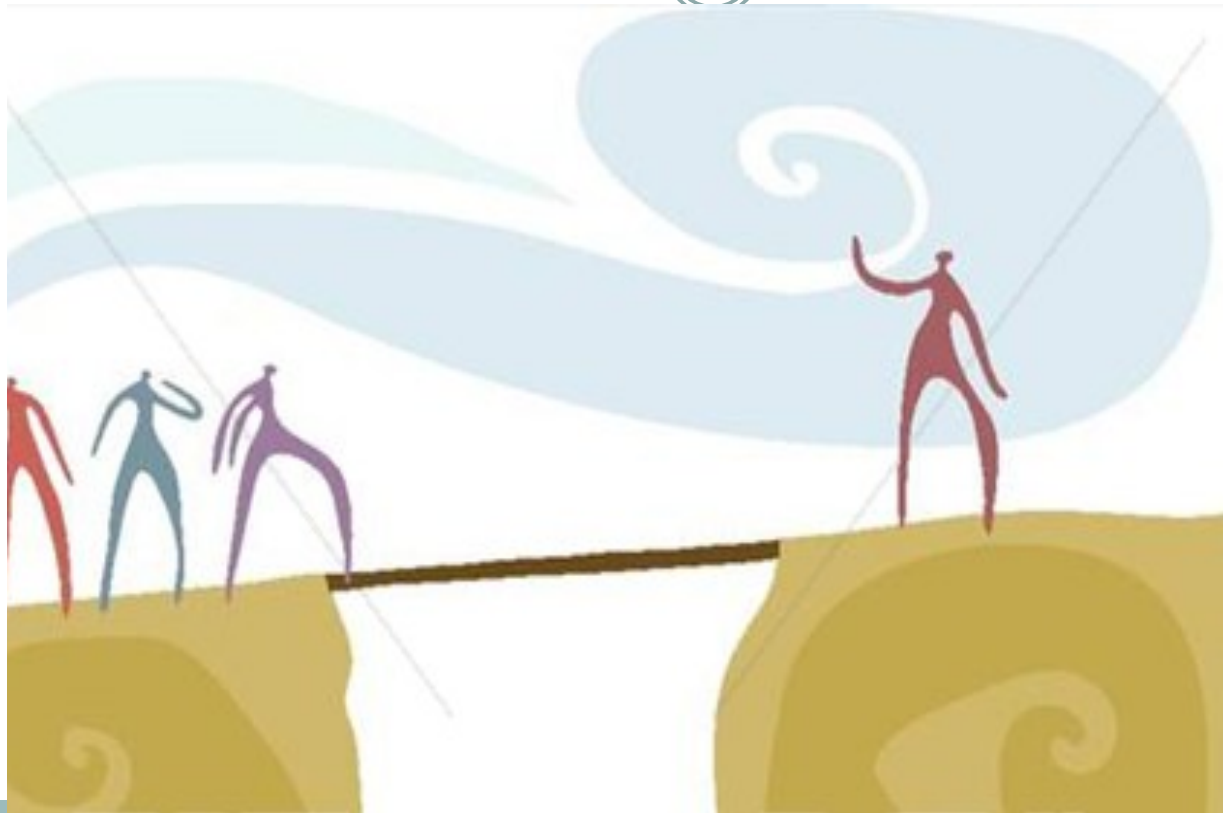
• Judging

- Best day- plan and follow it
- Structure and routine = secure
- Want to know rules to follow them
- Finish work before play
- Closure
- Deadlines and stay ahead of them
- “Lighten up”
- More difficult to adapt to change
- Approach life by planning work and working the plan

• Perceiving

- Best day – no plan and go with flow all day
- Routines die them down
- Want to have fun
- Work well under pressure
- Keep options open
- Rules are “guidelines”
- “Grow up”
- Open to change
- Approach life –take advantage of the moment

BRIDGING



BRIDGING



- Know yourself
- Know your audience
- Bridge the gap
- Intentional
- Focus on effective vs. being right

Bridging Energy



Extrovert

- Organize thinking first before discuss or share ideas
- Ask if ok to meet now or set up time
- Recognize when have been working alone too long
- Opportunities to work in group vs. alone

Introvert

- Send agenda out ahead of time to prepare thoughts
- Ask questions and give them time to answer
- Write answers first
- Recognize when have need some time alone

Small Group Discussion: Bridging Practice



- Are you an I or E? _____
- Pick one or more of the following topics to discuss
 - Does your work environment favor E or I?
 - ✦ Ex: Are workspaces private or all together?
 - ✦ What would be the “perfect “work environment for your type?
 - ✦ How can you help Advocate/ Bridge for work environments that support both?
 - Are you meetings facilitated in a way that favor E or I?
 - ✦ Ex: agendas planned and delivered ahead? Is there process that gives I’s time to think or E’s time to organize their thoughts?
 - ✦ What strategies can you use to better engage the type often left out?
 - How is recharging your energy viewed in workplace?
 - ✦ Do options support E’s? I’s?
 - ✦ Are you expected to attend social events to show your engagement? Do you have workplace wellness that supports both E’s and I’s? Is taking time for your self supported or seen as a weakness?
 - ✦ What are some strategies to bridge with someone at work who is other type?
- Pick someone to share your ideas with larger group

Bridging Strategies What Learned



TAKE AWAY
ONE SMALL STEP

THANK YOU!



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Books on Personality



- **Type Talk** by Otto Kroeger and Janet Thuesen
- **Differentiation through Personality Types** by Jane A. G. Kise
- **Do What You Are** by Paul Tieger and Barbara Barron-Tieger
- **Looking at Type and Learning Styles** by Gordon Lawrence
- **Please Understand Me II** by David Keirsey

- **Mother Styles** by Janet Penley
- **The MOMS Handbook** by Janet Penley and Diane Stephens