

# Interior Health Authority of British Columbia

case study | healthcare

## Mid-level leaders improve communication and team building with MBTI instrument

The Organizational Learning and Development department at Interior Health is involved in leadership development.

Key management initiatives include attracting and retaining a diverse caliber of employees and increasing knowledge and learning capacity. The department started using the Myers-Briggs Type Indicator® (MBTI®) instrument as a communication tool for managers with the aim of creating better self-awareness and awareness of others.

### Business Challenges

- Attracting and retaining quality staff
- Increasing knowledge and learning

### Company Profile

The Interior Health Authority of British Columbia is responsible for providing publicly-funded health services and quality patient care to over 700,000 clients in British Columbia's Southern Interior. It has more than 20,000 employees and an annual budget of more than US \$2 billion.

# Interior Health Authority of British Columbia

## Solution

Interior Health administers the MBTI instrument online in a group format as part of its leadership development program for mid-level leaders called the People Management Series.

The People Management Series consists of a foundational course on management and leadership development and six stand-alone modules that focus on specific people management competencies.

The goal of the program is to assist managers in working with their direct reports to implement change and to move the strategic objectives of the organization forward. At the beginning of the program each participant develops a Personal Learning Plan and completes the MBTI assessment. The leader's learning plan and MBTI results are revisited in each of the successive modules, building upon their understanding of these tools as they relate to themselves and their teams.

## Solution

- Include MBTI assessments in People Management Series, the leadership development program

“ Our managers have embraced the MBTI instrument as a tool for communication and now have a common language to describe their personal preferences and the preferences of others ”

**Christine Bonney,**  
Leader, Organizational  
Learning and Development

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## Results

“The reason we originally selected the instrument was for its construction and ease of use. Our managers have embraced the MBTI instrument as a tool for communication and now have a common language to describe their personal preferences and the preferences of others,” said Christine Bonney, leader, Organizational Learning and Development.

“We were also very happy with the abundance of information on the instrument. We knew that beyond the Introduction to Type® series we hand out in the courses, our managers could easily obtain deeper, richer information on their type.”

“Using the MBTI instrument has been a great resource in building formal and informal teams,” stated Pat Jones. The instrument has also been a catalyst for learning within the organization, a coaching tool, and a problem-solving tool for work groups.

## Results

- Better building of teams, both formal and informal
- Catalyst for learning within the organization



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