

FACILITATOR'S NOTES

COMPELLING CONVERSATIONS

Developing Communication Style Through Myers-Briggs® Type

INTRODUCTION

Welcome to the *Compelling Conversations: Developing Communication Style Through Myers-Briggs® Type* workshop.

Workshop Objectives

This workshop is designed to enable participants to

- Self-assess their current communication style
- Increase their understanding of differences in communication styles
- Develop greater awareness of the impact of personality type when communicating
- Identify where they may need to adjust their style to maximize their impact
- Practice the skills of communicating effectively
- Put together an action plan to enhance their communication

Note: This workshop is intended to be used in conjunction with the MBTI® Step I™ Communication Style Report, but it can also be used with the MBTI® Step I™ Personal Impact Report.

Workshop Materials

This workshop facilitation kit contains the following materials:

Facilitator's Notes

These facilitator's notes contain instructions to help you prepare to deliver the workshop, a workshop agenda, and lecture script and instructions.

Training Slides

The PowerPoint training slides are ready for you to use as they are, or to incorporate into an existing program.

Compelling Conversations Worksheet

This multipage participant worksheet is provided in a PDF file and can be printed as needed for your workshop. The worksheet provides space for participants to record their reflections and learning throughout the workshop and to put together an action plan.

Communication Cards

Print out a set of these cards for each participant and cut to size ready to use in the workshop. Consider using thicker paper or card stock and/or laminating the cards for a more professional look.

Listening for Type Clues Facilitator Worksheet

Print out this facilitator worksheet and use it as a guide to what to listen for in the activities. The worksheet is intended to help you identify the aspects of communication most affected by type.

Additional Materials

This workshop was designed with flexibility in mind, so some alternative materials are suggested. These are available from CPP, Inc.

Participant Reports

For each participant, you will need to purchase an online MBTI administration for one of the following reports. For the most comprehensive user experience, use the MBTI® Step I™ Communication Style Report, the *Introduction to Myers-Briggs® Type and Communication* booklet, and *MBTI® Flip a Type Tip*.

- **MBTI® Step I™ Communication Style Report:** The workshop is designed to be used in conjunction with this report, which provides participants with comprehensive information to support their learning.
- **MBTI® Step I™ Personal Impact Report (PIR):** If you prefer to use a report that provides information on a range of applications beyond communication, the PIR is a suitable alternative. The “Your Communication Style” section of the PIR contains information on communication style, but it is not as comprehensive as the information in the MBTI Communication Style Report. If you use the PIR, it is strongly recommended that you also provide each participant with a copy of the *Introduction to Myers-Briggs® Type and Communication* booklet.

These different options are referenced throughout these notes.

Introduction to Myers-Briggs® Type and Communication (optional)

This booklet provides comprehensive information about the impact of type on communication. It is particularly useful for the “Effective Communicating,” “Identifying/Adapting Your Feedback Style,” and “Onboarding a New Employee” activities. It provides in-depth information about each of the 16 Myers-Briggs® types, which you may find very helpful in the activities and debriefs. It is strongly recommended that you provide each participant with a copy of this booklet if you are using the PIR rather than the Communication Style Report.

MBTI® Flip a Type Tip (optional)

This popular resource provides a quick and easy way for participants to compare their communication style to that of any individual they are looking to engage with, offering simple, practical tips for working together more effectively.

Type Table

This tool enables participants to see the distribution of MBTI types in the group and proves a useful prompt for conversation and learning throughout the workshop.

Before the Workshop

Complete the following tasks prior to the workshop.

Prepare the Participants

Prior to any workshop using Myers-Briggs type, it is a good idea to contact your participants to give them an outline of the day, with expectations and objectives. Preparing your participants for the day is a key step in ensuring a successful session. An important part of this is explaining that the workshop will be using their Myers-Briggs profiles and that they will be asked to participate in activities that will involve being open about their communication style and their MBTI type. It is important that you ask them for their permission for this, and that you offer them the opportunity to ask questions or share concerns. You can use the editable standard email provided on your USB flash drive to do this.

Make Sure That Participants Know Their Best-Fit Myers-Briggs® Type

Before attending the workshop, participants should already have taken the MBTI assessment and had their results interpreted by an MBTI® Certified Practitioner. They should arrive at the workshop knowing their MBTI preferences (for Extraversion or Introversion, Sensing or Intuition, Thinking or Feeling, Judging or Perceiving), as well as their reported and best-fit MBTI types. Participants are asked to share this information with you in the welcome email in advance of the session so that you can assign groups for the activities. Make sure you allow enough time for interpretation of results prior to the workshop.

Prepare the Workshop Materials

Prepare the PowerPoint training slides by adding your name and credentials to the first two slides. Make sure that you have the following on hand prior to your session:

- Participants' MBTI® Step I™ Communication Style Reports (or PIRs)
- Compelling Conversations Worksheet—one for each participant
- Communication Cards—one set for each participant, printed out and cut to size
- Listening for Type Clues worksheet for your use during the workshop
- Agenda with timeline on flipchart paper or a whiteboard (optional, but recommended)
- Type table (order from www.cpp.com or draw on a flipchart)
- Sticky notes
- Stopwatch or cell phone with stopwatch app

- Four flipcharts with stands and markers
- Pads of paper and pens
- *Introduction to Myers-Briggs® Type and Communication* booklets (optional unless using the PIR)
- *MBTI® Flip a Type Tip* (optional)

Prepare for the Activities

It is a good idea to review the facilitator notes prior to the session and think about the group you will be working with, even if you are an experienced facilitator. It is recommended that you make a note of the participants' types (from their reports) and use the distribution of types to put together the groups for activities in advance.

- "Your Communication Style" is a whole-group activity, so no sorting is required.
- "Effective Communicating" is a paired activity that looks at current communication in the workplace. While it works best with partners who differ in at least one preference, this is not essential. What is most important is that participants pair up with someone they trust and can be open with. Therefore, unless you know the group very well or are aware of potential issues in the group, it is a good idea to let the participants pair themselves up.
- "Starting the Conversation Monologue" works best with pairs of mixed P–I preferences, although this is not essential.
- "Identifying Your Feedback Style" requires splitting participants into groups of ST, SF, NF, and NT.
- "Adapting Your Feedback Style to Appeal to Others" is a paired activity. You will want each participant to work with someone with a different process pair (ST, SF, NF, NT), and ideally their exact opposite (ST with NF, SF with NT). However, it is also important that participants be paired with someone they will feel comfortable practicing providing feedback to. So it can be best to ask the groups to pair themselves up at the end of the previous activity.
- "Focus of the Conversation" is an individual reflection activity, so it does not require sorting of groups.
- "Onboarding a New Employee" works best with type-similar groups. How you sort this out will depend on the distribution of your group. For example, you may put SJs together in one group and NPs together in another group and have a final group that is all NTs. Alternatively, you may have one group of ESTJs, one group of Ps, and one group of Ns.
- "Action Planning" is a pairs or trios activity, but it isn't type dependent. It is recommended that you let the participants organize themselves.

Prepare the Facility

Plan to arrive at the training location at least 1 hour before the workshop starts to confirm that the room is properly set up.

- Ensure that tables are set up the way you want them, preferably in a circle of chairs to enable space for breaking out into pairs—not classroom or conference style.
- Post the type table in a convenient place on the wall.
- Place a flipchart in each of the four corners of the room.
- On each participant's chair, put some paper, a pen, the *Compelling Conversations Worksheet*, and the *Introduction to Myers-Briggs® Type and Communication* booklet (if using).
- Make sure that the projector works and projection is in the sight line of all participants.

CONDUCTING THE WORKSHOP

Sample Workshop Agenda

Topic	Time (4 hours total)
Opening the Workshop and Introductions	10 minutes
Raising Awareness: Your Communication Style ACTIVITY: Your Communication Style	15 minutes 12 minutes
Myers-Briggs® Refresher	10 minutes
Effective Communicating ACTIVITY: Effective Communicating	15 minutes 15 minutes
Starting the Conversation ACTIVITY: Starting the Conversation Monologue	25 minutes 22 minutes
Identifying and Adapting Your Communication Style ACTIVITY: Identifying Your Feedback Style	1 hour 25 minutes (including break) 40 minutes
BREAK	10 MINUTES
ACTIVITY: Adapting Your Feedback Style to Appeal to Others	30 minutes
Focus of the Conversation ACTIVITY: Focus of the Conversation	15 minutes 12 minutes
Putting It into Practice ACTIVITY: Onboarding a New Employee	40 minutes 40 minutes
Action Planning—Putting It All Together ACTIVITY: Action Planning	15 minutes 15 minutes
Wrap-Up and Close	10 minutes

Selected Sample Pages