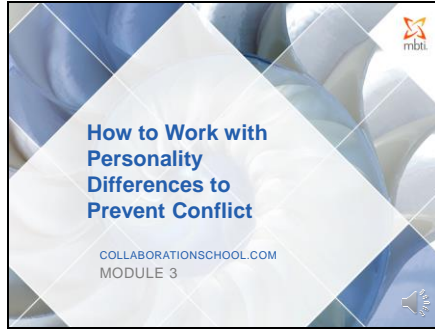
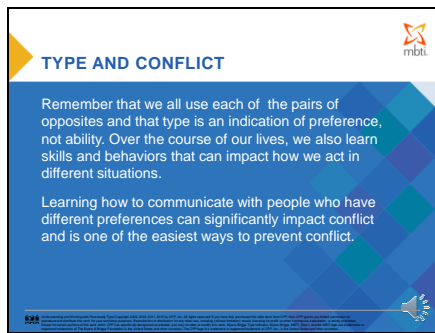


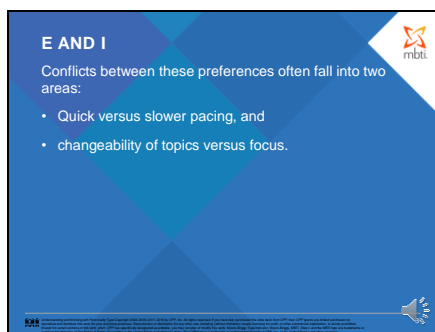
Slide 1



Slide 2



Slide 3



Slide 7

S AND N

The two conflicts that frequently relate to differences in this area are:

- agreeing on what the problem is, and
- a focus on experience versus a focus on theories.

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Slide 8

S AND N

Sensing types define problems by what actually happened, usually concrete events. Intuitive types are more likely to see the concrete event as part of a pattern that they think is the real problem.

So while Sensing types are trying to get someone to attend meetings on time, Intuitive types look at what is behind the individual coming late to meetings, such as a difficulty with authority figures. For Intuitive types, taking action to get the person to meetings on time does not deal with the real problem. For Sensing types, "difficulty with authority figures" has little meaning and no solution.

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Slide 9

S AND N



When conflicts or problems arise, Sensing types trust what they know has worked before in similar situations. Intuitive types are more likely to find theoretical explanations and solutions from sources such as books. Sensing types and Intuitive types sometimes end up in a conflict where each thinks the other "just doesn't get it."

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Slide 10

S AND N STRATEGIES

Understanding that there are differences in how you take in information is essential to having effective communication between those with S and N preference differences. From there, focussing both on present realities and future possibilities is key. At the end of this presentation, I'll show you a simple process developed by Isabel Myers that pulls in all of the function pairs in a way that satisfies the preferences of each type.





Slide 11

T AND F

Two frequent conflicts related to this dichotomy are:



- searching for the "right" answer versus exploration of people's ideas and
- choosing the logical alternative and applying it to everyone versus finding individual solutions that work for people.



Slide 12

T AND F



Thinking types tend to believe that if a problem is accurately defined, there will be a correct solution, and that's what people should do. Feeling types are more likely to think that "truth" is not cut and dried: What's right for one may be wrong for another. As a result, Thinking types may experience the decision making process of Feeling types as inconsistent. Feeling types may experience the decision making of Thinking types as cold and uncaring.



Slide 13

T AND F STRATEGIES

A willingness to focus on both practicalities and relationships will support those with different preferences to find mutually beneficial solutions. As someone with a T preference, knowing that solutions can only work if they work for the people involved may be a way to logically include values and relationships in practical problem solving. For those with an F preference, understanding that an examination of logical consequences will result in solutions more likely to work for the people involved may help communication with someone with a preference for T.





Slide 14

J AND P

Two of the common conflicts related to this dichotomy are:

- the need for structure versus the need for flexibility and
- the desire for closure versus the desire for openness.





Slide 15

J AND P

Judging types want clear goals. This allows them to create plans, structures and time frames to achieve them. They want decisions and closure. Ambiguity, delayed decisions, reopening decisions, and changing goals are extremely uncomfortable to them.

Perceiving types also want clear goals and a deadline, but they want to be trusted to meet them in their own ways. They want decisions to grow out of the process, and they have faith in their internal sense of timing and trust that when the right time comes, they will know.





Slide 16

J AND P

Judging types often have trouble trusting that Perceiving types will come through in a timely way, that decisions will be made and action will be taken.

Perceiving types often feel hemmed in, limited, and restricted by Judging types.





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Slide 17

J AND P STRATEGIES

When planning or problem solving with someone who has a different preference, agree on your goals and a deadline and discuss your preferred method of moving toward that deadline. Then, identify a structure, with timelines, that allows for freedom within it. Discuss how you might divide up tasks in a way that enables each to move at their own pace toward deadlines.





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Slide 18

PROBLEM SOLVING PROCESS

In any decision-making situation, we are likely to put most of our energy into – and spend most of our time – using our dominant function. When that function is different from those with whom we are problem solving, it can create conflict.

A simple problem solving process developed by Isabel Myers and referred to as the zig zag method, takes each of the function (S, N, T, F) preferences into account. Using this process is one way to find solutions that satisfy all of the parties when there are type differences.



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Slide 19

ZIG ZAG METHOD

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Slide 20

ZIG ZAG METHOD

- 1 Sensing: clarify what happened and the impacts
- 2 INTuition: intuit probable causes, seek patterns, generate possible solutions
- 3 Thinking: weigh the practicality of alternatives, examine consequences
- 4 Feeling: weigh impact of potential solutions on people, relationships and organizational values

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Slide 21

PERSONALITY AND CONFLICT

The most effective way to use your knowledge of personality type to prevent conflict is to share it. Have conversations before there is conflict about your type preferences and what that means in terms of communication. Ask about the needs of the other. Agree on how you can support each other to have your communication and decision-making needs met.

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