



MBTI®

Using Your MBTI® Preferences to Serve Your Patients Better

Presented by {insert name here}

Month 00, Year



Objectives

In this workshop you will:

- Learn how to maximize connections and relationships with your patients.
- Gain self-awareness and an understanding of the role your MBTI preferences play in patient care.
- Uncover your innate biases to understand how your type preferences impact your care style.
- Learn a practical method for reframing and flexing your care style to improve patient satisfaction.
- Develop an action plan for your specific development needs.

What the
research says



What the Research Says

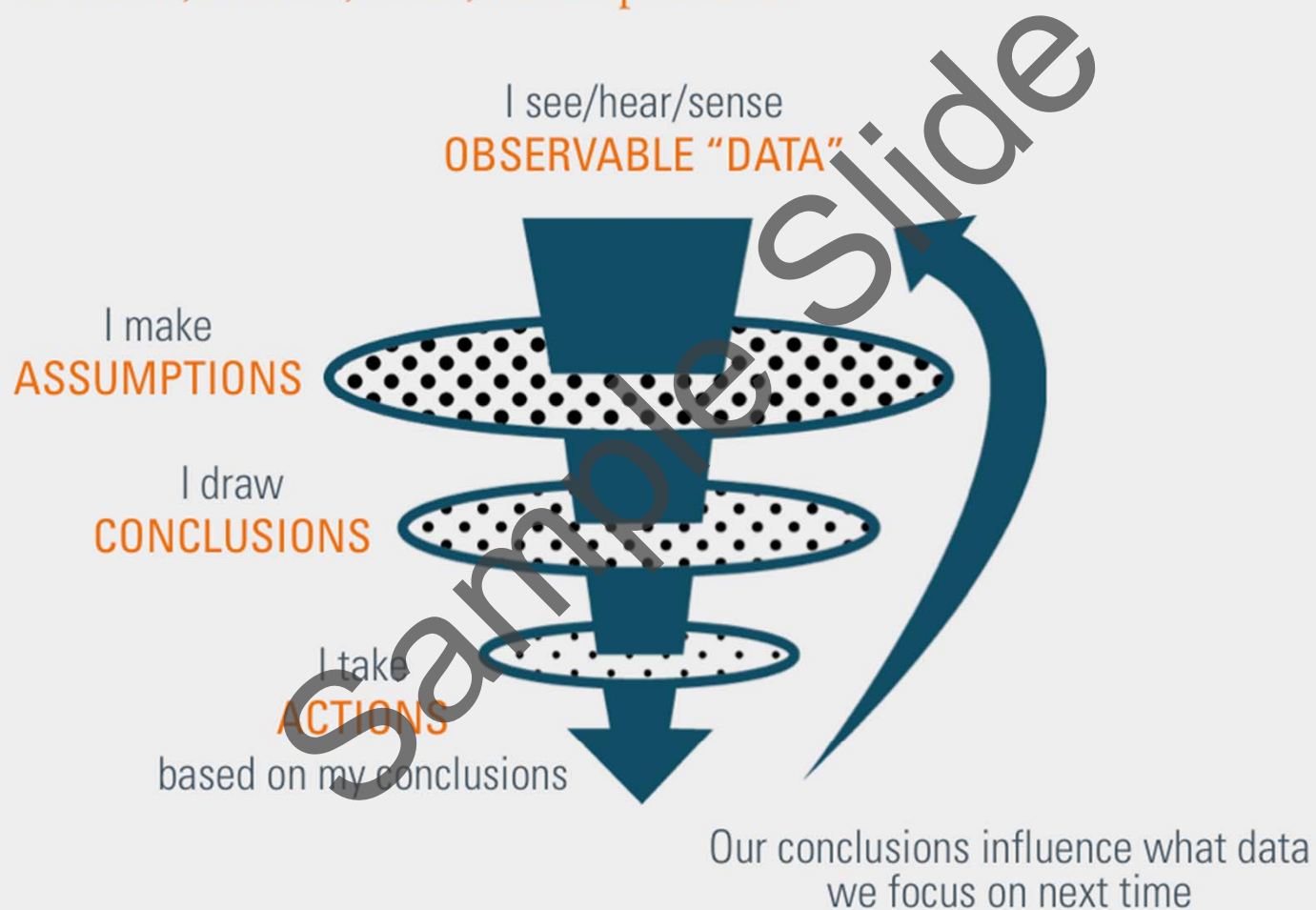
- The key is CONNECTION.
- Studies show communication was the factor with the greatest impact on overall patient satisfaction ratings.
- Better communication allows patients to form a connection with their care providers, resulting in:
 - Increased trust
 - Better understanding of their care
 - Ultimately a better overall experience



Source: HCAHPS, CAHPS, and Press Ganey data, 2010–2014

Your personality preference is a filter

as well as values, culture, skills, and experience.



About the MBTI® Instrument

- Indicator - not a test.
- There are no right or wrong answers—no better or worse types.
- All types have potential strengths and possible pitfalls or blind spots.
- Type describes preferences; it is not a measurement of behaviors.
- Type is innate and does not change over one's lifetime—however, **behaviors can and do change.**
- How your type develops is influenced by environment.
- The goal is appropriate use of your preferences.
- You are the expert on your own experience.
- Type is not an excuse for inappropriate behavior.

Innate preferences

Sample Slide



MBTI® Personality Type Theory

- We are all “hardwired” at birth.
- As with our right and left hand, we all use both sides of each preference pair—one is our natural preference, the other is learned.
- Carl Jung believed that our preferences **do not** change—they stay the same over our lifetime.
- What changes is how we use our preferences depending on the environment.
- We can learn to increase our skill in the nonpreferred parts of our personality.

MBTI® results...

...indicate inborn predispositions on four pairs of opposite preferences.

Extraversion	E	or	I	Introversion
Sensing	S	or	N	Intuition
Thinking	T	or	F	Feeling
Judging	J	or	P	Perceiving

Where People Focus Their Energy

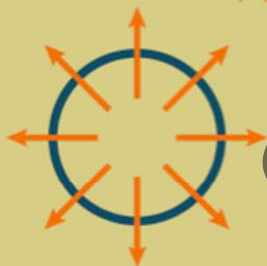
Extraversion (E)

- Energized by interacting with others
- Sociable and expressive
- Prefer face-to-face communication
- Talk it out

Introversion (I)

- Energized by reflection
- Private and contained
- Prefer written communication
- Think it through

EXTRAVERSION (E)



The natural focus of Extraversion is the external world

INTROVERSION (I)



The natural focus of Introversion is the internal world



Partner Exercise: Patient Concerns



- **Scenario:** The FDA is recalibrating dosage for OTC Tylenol due to overdoses occurring at minimal levels over the directed dosage.
- Your patient tells you he has always been prescribed a higher dosage than what you are giving him now.

Page 5: Assuring patients that their opinions about their care matter
Responding to their need for either details or the big picture

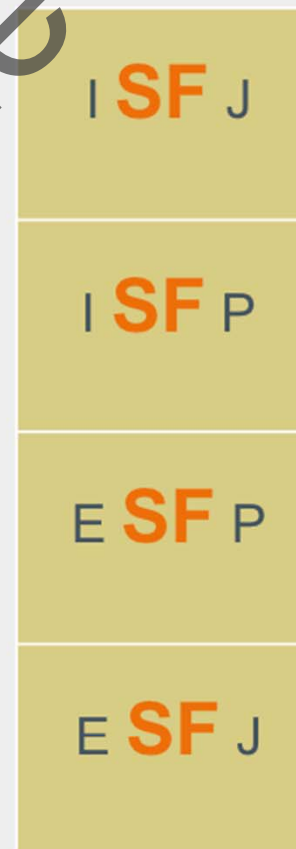
- Role-play: What do you emphasize? Balance the big-picture, long-range impact of treatment with details important in the moment.
- Practice using Sensing and then Intuition to discuss the dosage with the patient.
- 10 minutes each partner



SFs' Natural Style and Biases

- Feel as though they've let patients down when their pain does not decrease.
- May take bad behavior from colleagues or patients personally, rather than consider the context.
- Have difficulty dealing with conflicts between clinical professionals regarding the nature or directives of treatment.

Sample Slide



Managing your stress

Sample Slide

“In the Grip” of the Inferior Function

- Our psyche is “self-regulating”—wants to be in balance.
- Under extreme stress, if exaggerating our main function doesn’t work, in an effort to get us back in balance our inferior (least favorite) function can erupt into the conscious mind.

Sample Slide

