



# Unlocking the door to human behavior – The Myers-Briggs® Type Indicator (MBTI)

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# Agenda

- What is the MBTI?
  - Concepts
  - History
- Why is it important? How can I use it as a volunteer?
- Preferences
- The Functions
  - E/I
  - S/N
  - T/F
  - J/P
- What now?

# Introduction



Leigh Ann S. Larson's 25-year career in the healthcare industry has been dedicated to the fields of training and education. In her extensive training experience, she has primarily focused on the areas of leadership skills and development, professional communication skills, conflict resolution, stress management, problem solving and the Myers-Briggs Type Indicator (MBTI)® for which she has earned a Master Practitioner Certification designation. Leigh Ann has held the roles of Vice President of Education and Marketing with the Wisconsin Hospital Association (WHA) and Executive Director of the WHA Foundation since 2019. In these roles, she is responsible for the overall direction and oversight of the WHA Education Department. She works to provide timely, relevant, high quality, cost-effective, and transferable education to members. This is designed to assist them in maintaining their quality patient care delivery, as well as remaining current about trends and best practices in healthcare. Her past roles include Learning and Development Manager with both Group Health Cooperative of South-Central Wisconsin and Dean Health Plan. Leigh Ann earned a Bachelor of Science degree from the University of Wisconsin – La Crosse in Education with emphasis in Speech Communications and English.

# The Myers Briggs Type Indicator (MBTI)



- Personality Assessment
- Not a test/No right or wrong
- World's most well known, trusted, and utilized personality assessment
- Hard wired
- Today's goal – Basic understanding and framework for you to go and learn more

# What is the Myers-Briggs Type Indicator?

- Carl Jung
  - Theory of Psychological Types (1913)
  - Expanded research (1921)
  - Psychological Types (1923)
- Katherine Briggs and daughter Isabel Briggs Myers
  - 1930s - Combined research with Jung's research
  - WWII – Developed instrument
- 1975 – First became public

# Myers-Briggs Type Indicator (MBTI)

- Self-awareness and Self-management
- Supports effective communication and team development.
- Preference does not equal skill
- Does not explain EVERYTHING
- Reflects you - Not your role, job or expectations that are on you.
- Self selection
  - Take assessment
  - Class
  - Self identify
  - Review assessment
  - Self section

# How can the MBTI help me as a Volunteer at my organization?

- Self awareness - Only then can you understand others
- Appreciate differences/Approaching problems in a different way can be healthy and beneficial.
- Communication skills
- Making the most of your human resources
- Improving teamwork
- Conflict resolution
- Customer Service
- Problem solving



# MBTI – All about preferences





# Myers Briggs Type Indicator (MBTI)

How do I prefer to get my energy?

**E**xtroversion \_\_\_\_\_ **I**ntroversion

How do I prefer to take in information?

**S**ensing \_\_\_\_\_ **iN**tuition

How do I prefer to make decisions?

**T**hinking \_\_\_\_\_ **F**eeling

How do I prefer to organize my world?

**J**udging \_\_\_\_\_ **P**erceiving

# Extroversion and Introversion



## Extrovert

- Externally directed
- Action
- Gregarious
- Expressive
- Speak to think
- Breadth

## Introvert

- Internally directed
- Reflection
- Reserved
- Contained
- Think to speak
- Depth

# E/I – What do these look like while volunteering?



## Extrovert

- Variety
- Impatient with long/slow jobs
- Welcomes interruptions
- Develops ideas/Decides by discussion

## Introvert

- Quiet
- Long projects
- Interruptions = Intrusive
- Develops ideas/Decides by reflection

# E/I





“If you don’t know what an Extravert is thinking, you haven't been listening. If you don’t know what an Introvert is thinking, you haven’t asked.”

Isabel Briggs Myers

# Sensing and Intuition



## Sensing

- Present
- Here and Now
- Details
- 5 Senses

## Intuition

- Future Focused
- Possibilities
- Generalizations
- 6<sup>th</sup> Sense

# S/N – What do these look like while volunteering?



## Sensing

- Detail oriented
- Step by Step
- Trusts experience

## Intuition

- “Big Picture”
- Vision
- Trusts inspiration

# S/N







“A frequent mistake intuitive types make, in communicating about change, is to assume that the amount of information that convinced them of the need for change will be sufficient for the sensing type.”

Sue G. Clancy

# Thinking and Feeling



## Thinking

- Objective
- Logical
- Problem first, person second

## Feeling

- Subjective
- Personal Values
- Person first, problem second

# T/F – What do these look like while volunteering?



## Thinking

- Uses impersonal analysis to reach conclusion
- Good at analyzing plans

## Feeling

- Uses personal impact to reach conclusion
- Good at understanding people

# T/F





“I tell executives that Thinking and Feeling are like two TV channels or radio stations. You can tune into logical content or what people care about. But if you only listen to one channel, you're missing a lot of good information.”

Catherine Fitzgerald

# Judging and Perceiving



## Judging

- Closure
- Structure
- Scheduled

## Perceiving

- Options
- Open ended
- “Go with the flow”
- Flexible

# J/P – What do these look like while volunteering?



## Judging

- “Yes” to comments of closure.
- Feels discomfort until decision is made.
- “Cross off” the list

## Perceiving

- “Yes” to comments of openness.
- Feels discomfort when options are rejected.
- Open to changing the solution.

# J/P







“Civilization is the encouragement of differences.”



Mahatma Gandhi

# Myers Briggs Type Indicator (MBTI)



- Framework for understanding
- Adjust to needs and personality types of others
- Shared language
- Know better – Do better

# Myers Briggs Type Indicator (MBTI)

ISTJ	ISFJ	INFJ	INTJ
ISTP	ISFP	INFP	INTP
ESTP	ESFP	ENFP	ENTP
ESTJ	ESFJ	ENFJ	ENTJ

# What now?

- Peaked your interest
- Read and learn
- Take a class!!!!

# Review

- What is the MBTI?
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- Why is it important? How can I use it as a volunteer?
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- The Functions
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- What now?

**What questions do you  
have??**

# Thank you!

<https://www.myersbriggs.org/my-mbti-personality-type/myers-briggs-overview/>

MBTI Manual: A Guide to the Development and Use of the Myers-Briggs Type Indicator, Third Edition; Isabel Briggs Myers, Mary H. McCaulley, Naomi Quenk and Allen L. Hammer