



FACILITATOR GUIDE

LESSON 3-5: Healthy You, Healthy Company Deepening Knowledge of Others

“Seek first to understand, then to be understood.” - Stephen Covey

**This Lesson addresses healthy communication at work by understanding and appreciating others’ personalities and preferences for communicating. This Lesson does not address all aspects of quality, clear, concise communication. This is focused on one-on-one personal communication. Another aspect of healthy communication is addressed in Lesson 2-6. Additional references on communication are included at the end of this lesson.*

WELCOME & PRAYER

PREVIOUS LESSON FOLLOW UP

How did your communication at home change based on your plan identified in the previous lesson?

KICK OFF QUESTION

- What is one thing about you that inhibits your communication with co-workers or clients? What is one thing about them that inhibits your communication?

PRIMARY SCRIPTURES

“Don’t be selfish: don’t try to impress others. Be humble, thinking of others as better than yourselves. Don’t look out only for your own interests, but take an interest in others, too.” - Philippians 2:3-4 (NLT)

Discussion: In light of this scripture, we want you to be completely honest with yourself - how often do you really put another person’s interest above your own? Do you ever have an attitude of arrogance or think you know better than them? Describe an example. What does putting the interest of others above yourself look like at work?

BIG PICTURE

- We show appreciation and respect for others by understanding their personalities.
- There are processes we can use to help us assess others’ personalities.
- Knowing how people are “wired” allows a new level of dialog and appreciation.





EFFECTIVE COMMUNICATION EXERCISE - PART 1

A goal of this Exercise is for you to better understand how to assess others' personalities without the benefit of a formal assessment result and to work through "best" communication strategies. It is important that you DO NOT know the other person's MBTI for Step 1 of this Part 1. Step 2 will ask the other individual to take the MBTI and you will review your initial evaluations and engage them in a discussion.

When we understand others' personalities and communication styles, we appreciate their strengths and challenges. With this appreciation, we can become more intentional and adapt or adjust our natural style to accommodate others. This allows us to communicate more effectively with others in a manner that they desire to listen. This is one of the things Paul is trying to convey in the referenced Scripture.

It is also what Jesus shared when he said: "Do to others as you would like them to do to you." In other words, "communicate with others the way they would like to be communicated with."

Whether Jesus was telling a story to a crowd, talking with a prostitute or speaking with the rich young ruler, His communication was powerful because He was able to specifically relate to the individual(s) with whom he was conversing.

This Exercise asks you to move beyond merely discussing conflicts in the workplace, which may be rooted in different values, character, or similar issues, and to intentionally develop a common respect and appreciation for others. Having worked on understanding our own tendencies, this Exercise seeks to equip you to understand others and their personality tendencies. This mutual understanding enables us to communicate better in our work.

This Exercise has two parts: Part 1 asks you to identify someone else to attempt to figure out his/her personality, and then meet with them as your weekly assignment. This should be fun and enlightening to you and the person you select. This Exercise continues as Part 2 in Lesson 3-6. In Part 2, you will identify the person's preferences for communication. We will evaluate how to have a conversation in which they want to listen and be more engaged than in the past.

Step 1 - Identify another individual and estimate their MBTI.

- Pick somebody that you want to have better communication with. This could be a co-worker with whom you are working on a current project. It could be your supervisor. It could be a staff person or a client. It could be a person that you have conflict with, or someone that you work with a lot and just want to "figure out" and understand better.
- Complete the attached MBTI Evaluation Chart at the end of this Lesson. From what we have learned about the MBTI and the following article, use the Chart to record your evaluation of their MBTI in the chart at the end of this Lesson.
- Consider reading following article: <https://thoughtcatalog.com/heidi-priebe/2015/07/how-to-recognize-each-myers-briggs-personality-type-in-real-life/>





Step 2 - Have that individual take the MBTI and discuss the results with them.

- For the person identified in Step 1, ask that person to take the free MBTI at: <http://www.humanmetrics.com/cgi-win/jtypes2.asp>. Have the person tell you their MBTI. Record their assessment in the MBTI Evaluation Chart including the percentages. The percentages indicate the level of dominance of each TYPE.
- Set down with the person you selected. Share each other's MBTI and ask the following questions prior to Lesson 3-6:
 - Does the assessment give a reasonably accurate description of you? (At this time, share what you learned about yourself.)
 - What does this teach us about each other?

DISCUSSION QUESTIONS

- From the Exercise, describe your evaluation process and conclusion. What are your reactions to identifying personalities that are different from your own?
- What challenges or benefits do you see in working with this person?
- From this process, identify one thing that you now appreciate about that person that you did not before? What does the person bring to the table that you do not?
- Does your personality, as you express it in the workplace, ensure lines of communication stay open? Why or why not?

WEEKLY APPLICATION

- From the discussion with your co-worker, be prepared to discuss during the next Lesson changes in communication with that co-worker following your better understanding of their personality tendencies discussed in Step 2.

CLOSING PRAYER





ADDITIONAL RESOURCES

- *Introduction to Myers-Briggs Type and Communication*, by Donna Dunning
- Great web resource: <http://www.humanmetrics.com/cgi-win/jtypes2.asp>
- *How to Win Friends and Influence People*, by Dale Carnegie

ADDITIONAL SCRIPTURE READINGS

- Romans 12:3-5, 9-13
- Matt 5:23-24
- Heb 12:14
- Gen 18:2-5
- Num 10:29-32
- Num 30:1-2
- Eph 6:6-8
- Philemon 1:12



MBTI EVALUATION CHART

<u>MBTI Type</u>	<u>MBTI Description</u>	<u>MBTI Guess?</u>	<u>Record observations that led you to this conclusion</u>
Where do they gain their energy?	Introvert or Extrovert? Talkativeness isn't the issue, it's what energizes a person. Watch whether the person goes off to themselves to recharge their batteries or seems to get wound up by being in a large crowd of people.	E or I	
How do they perceive the world?	Sensing vs iNtuition. Telling an Intuitive from a Sensing person is fairly easy. You won't see a Sensor misplacing too many things or overlooking much and they don't do much daydreaming. Intuitive people are the daydreamers you'll find missing the "obvious" because their heads have gone off in the clouds.	S or N	
How do they make decisions?	Feeling vs Thinking. Thinkers lead with their heads, Feelers with their hearts, but this is only a straight forward matter when you deal with Judgers. Judgers actually project their true Feeling vs. Thinking nature to the world. Perceivers project the OPPOSITE and this makes them tougher to read.	F or T	
What is their approach to living?	Perceiver or Judger? For discerning Perceiving vs. Judging there are several good cues. The desk in their office, their dress, their grooming, a peek at the inside of their car. Perceivers are "pilers", Judgers are "filers". The Perceiver isn't going to get too irritated when people show up a little bit late and is going to be more relaxed and casual about the state of their attire and grooming. Judgers are neat, tidy and punctual and they tend to take it personally if you show up late without a very good reason.	P or J	
Your MBTI evaluation: _____			
Their Actual MBTI (from Weekly Application): _____			

- (For a more in depth understanding of how to recognize others' MBTIs, consider reading following article: <https://thoughtcatalog.com/heidi-priebe/2015/07/how-to-recognize-each-myers-briggs-personality-type-in-real-life/>)