

Being People Smart

Lesson 7-2: Understanding Others

Discussion Guide – Confidentiality Reminder

One Word Check-in

Update – Personal, Business, Leadership

“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. You must have the same attitude that Christ Jesus had.” Philippians 2:3-5 (NLT)

Before meeting: 1) Take one person that you know well and try to guess his/her MBTI using the information below and your own intuition. 2) Ask this person to take the [personality assessment](#). 3) Discuss both of your assessments. This is the basis for your discussion.

A second step in being people smart is to understand others so that you can create stronger relationships.

Business is based on relationships. The stronger your relationships, the stronger your business will be. This applies to staff and customers. If you want people to listen, it is important to communicate in a manner that they want to communicate. Myers-Briggs (MBTI) is a personality assessment tool to help you understand yourself and others better. It is just a tool, but it helps you understand you and your co-workers’ (or spouses and friends) preferences, strengths, decision-making and diversity of thought, which ultimately allows each person to communicate better with others. MBTI can also help identify where areas of conflict or misunderstanding exist and provide suggestions for resolution. For example, an extravert wants to process their thoughts verbally with others, while an introvert’s preference is to quietly ponder the issue alone.

Below is a simple presentation of the MBTI type descriptors. A more complete list follows on page two.

- **Introvert or Extravert? Question: Where do they gain their energy?**
 - Being talkative isn’t the issue, it is 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. An introvert can be very talkative with one or two people but quiet in a crowd.
- **Sensing or iNtuition? Question: How do they perceive the world?**
 - A Sensing person will not misplace many things or overlook much, and they tend to not daydream. Intuitive people are daydreamers, and they can sometimes act like their heads are in the clouds. They are idea people.
- **Feeling or Thinking? Question: How do they make decisions?**
 - Thinkers lead with their heads. Feelers lead with their hearts, but this is only straightforward when you deal with Judgers (see next item). Judgers project their true Feeling versus Thinking nature to the world. Perceivers project the *opposite*, and this makes them tougher to read.
- **Perceiver or Judger? Question: What is their approach to living?**
 - Judgers are neat, tidy and punctual (likely early to a meeting) and they tend to take it personal when people show up late for meetings. Perceivers do not get irritated when someone shows up a little late for a meeting and they are going to be more casual.

Combine the letters you developed for each category above, then review the MBTI at [16personalities.com](https://www.16personalities.com). Does this description match what you perceive the other person’s personality to be?

Shared Experiences:

- Can someone share how well they were able to predict the other person’s MBTI? What were the key thoughts that you used to make your assessment?
- What did you learn through this process?
- How do they prefer to communicate versus how you prefer to communicate?
- How might learning about your customer’s personality help you in your business?

Bottom line: Being a humble team player, follower, manager, and leader requires everyone to know how they are gifted and how others are gifted. This allows everyone to be fully engaged in their strengths so that they can appreciate others. This results in improved communication and great teams.

One Word Check-out

Dig Deeper

Want to learn more?

- *Article:* [How To Recognize Each Myers-Briggs Personality Type In Real Life](#) by The Myers-Briggs Company
- *Article:* [A Beginner’s Guide to Identifying Someone’s Myers-Briggs Personality Type](#) by psychologyjunkie.com
- *Video:* [How to Recognize Each of the 16 Personalities!](#) by Frank James. This is not a simple presentation, but it is good.
- *Video:* [How To Spot Each MBTI Personality Type Instantly](#) by Psychology Refresh
- *Article:* [Using the Myers-Briggs instrument with Lencioni’s 5 Dysfunctions of a Team model](#) by The Myers Briggs Company
- *Resources:* [The Myers-Briggs Company Resources](#). This is a list of MBTI resources developed for specific needs such as decision making, communication, leadership, teams, etc. Some of these may be available at Amazon.
- *Article:* [Here’s What You Need to be Inspired, Based On Your Myers-Briggs® Personality Type](#) by Susan Storm writing in psychologyjunkie.com

Why is it important to understand the preferences of others? Below is an elementary discussion about communication.

- **Extraverts** (speak-think-speak) get their energy from being around people, so they are energized by having robust conversations in group settings. They prefer to think out loud. Their statements are the random thoughts that are running through their brain. As the discussion progresses, their thinking matures to something that might be considered reasonable.
- **Introverts** are the opposite (think-speak-think). They prefer a calm setting to think through an issue. An introvert can be talkative in a one-on-one setting, but not in a large group. To get this person to fully engage in a discussion, they must have time to let their thinking mature; hence, the topic should be given to them ahead of time to give them time to process.
- **Application:** When an extravert reports to someone that prefers introversion, they should not expect an immediate response. This person needs to think for a few days or more before they give a response.

Below are word pairs that give a general description of MBTI types.

EXTRAVERSION	INTROVERSION	SENSING	INTUITION
Action	Reflection	Facts	Ideas
Outward	Inward	Realistic	Imaginative
People	Privacy	Specific	General
Interaction	Concentration	Present	Future
Sociable	Private	Keep	Change
Expressive	Quiet	Practical	Theoretical
Do – Think – Do	Think – Do – Think	What is	What could be
THINKING (in decision making)	FEELING (in decision making)	JUDGING	PERCEIVING
Head	Heart	Organized	Flexible
Detached	Personal	Decision	Information
Objective	Subjective	Control	Experience
Critical	Praise	Now	Later
Analyze	Understanding	Closure	Options
Resolve Conflict	Avoid conflict	Deliberate	Spontaneous
Firm but fair	Empathize	Plan	Wait and see
Principles	Values	Destination	Journey