

Facilitator CHIPS



Constructive, Helpful, and Informative Practices

Prepared by the ORO Facilitator Program to help enhance individual and organizational excellence

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Facilitation Services Available:

- ♦ Process Improvement
- ♦ Team Building
- ♦ Change Management
- ♦ Strategic Planning
- ♦ Customer Focus and Assessment
- ♦ Baldrige Quality Award Criteria for Performance Excellence
- ♦ Valuing Differences
- ♦ Problem Solving, Decision Making, and Consensus Building Tools
- ♦ 360° Feedback Instruments
- ♦ Problem Identification and Clarity
- ♦ Reengineering
- ♦ Integrated Organizational Renewal
- ♦ Facilitator Skills Training for Supervisors

For more information about facilitator services or to suggest a CHIP topic, e-mail or call:

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Increasing Communication Effectiveness

One of the most effective and easily understood instruments used to assist individuals and groups to increase their ability to communicate more effectively is the Myers-Briggs Type Indicator (MBTI)TM.

The MBTI utilizes four scales to determine our personality type. The first scale addresses our **orientation of energy** or how a person is energized. This scale looks at the characteristics of **Extraversion (E)** and **Introversion (I)**. Those preferring (E) draw their energy from the external world of engaging activities, interacting with other people and things. Those preferring (I) draw their energy from their internal world of individual thoughts, ideas and impressions.

The second scale addresses our perceptions based on **how we take in our data**. The **Sensing (S)** function is more a literal/hands-on approach set in the present, whereas the **Intuitive (N)** function is more of an abstract/conceptual approach with an orientation toward the future.

The third scale addresses **how we make judgments** on the data once we have taken it in on the second scale. The **Thinking (T)** function uses an objective and logical process to evaluate observations, whereas the **Feeling (F)** function uses a subjective and value-based process to come to judgment.

The fourth scale addresses our **orientation to the outside world** as to how we like to live our daily lives. The **Judging (J)** function prefers a more planned and organized fashion, whereas the **Perceiving (P)** function operates through a spontaneous and more flexible approach.

It is easy to understand how the difference in preference on the four scales of the MBTI (orientation of energy, how we take in our data, how we make judgments, orientation to the outside world) can lead to conflicting modes of preferences for work tasks and communication.

By focusing on creating a diverse team relative to personality, every team, organization or group can increase their effectiveness. No preference is right or wrong; they are just different. The greatest benefits of using the MBTI for any group or organization are to learn individually how our communication and work style preferences are received by those which are different from our preferred style. The feedback from the MBTI is one of the most easily understood and least expensive tools to help facilitate understanding of differences in a short time frame to individuals, organizations and intact teams.

The ORO Facilitator program is available to assist your team or work group with organizational development needs, including dealing with and implementing changes (see sidebar).