

## PERSONALITY TYPES

We were recently approached to undertake a team building session for a day care centre which would take into account the diverse range of personalities amongst the staff.



The activities needed to address the fact that whilst everyone has a different personality, as individuals and teams we can effectively work together in ways that complement each other and which ultimately benefit the business and their customers.

Prior to the team building session, each employee was asked to complete an assessment called the Jung Type Indicator, which is a modern alternative to the Myers-Briggs Type Indicator. The dimensions measured in the assessment are:

- \* Extroversion-introversion
- \* Sensing-intuitive
- \* Perceiving-judging
- \* Thinking-feeling

The responses from this assessment place each individual on a continuum between two extremes i.e. highly extraverted and highly introverted.

Knowing the 'type' of each employee enabled activities to be planned around the different dimensions, demonstrating the differences in personality.

The session highlighted the differences, the frustrations and the ways in which employees can support their colleagues i.e. a highly extroverted employee may feel that their introverted colleague never has anything to contribute because they don't say anything. Conversely the introverted employee may have great ideas to contribute, but says nothing because they feel their extroverted colleague never shuts up long enough for them to say anything. Therefore, the extraverted colleague may ask the introverted colleague if they have any feedback, suggestions or comments and allowing time for them to respond.

Some activities separated the different personality types and some activities required similar types to work together on problem solving exercises - emphasizing personality strengths.

At the end of the session, participants were given their reports - confirming their 'type.' Individual feedback on the report was given to each team member.

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DATE: MARCH 2015

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The team building activities are a way to provide high-impact learning and have produced a number of benefits for the client:

- Encourages employees to understand the value of working together and improved working relationships
- Improved communication through breaking down barriers between individuals
- Increased performance and the employees were more motivated
- Greater satisfaction from the perspective of children and parents attending the day care as the employees are happier in the workplace
- Better able to create project teams that will achieve successful outcomes.

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