



## Practitioner workshop guides

### MBTI® Conflict Management Program: Leader's Resource Guide

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The practitioner workshop guides are ready-made 'workshops in a box', providing you with an off-the-shelf solution to help you run your own development intervention using the MBTI® instrument. The workshops are pre-designed and ready for you to use for a variety of applications, including teambuilding, emotional intelligence, conflict management, organisational development and facilitating change. Each guide contains a complete set of pre-purposed MBTI workshop materials, along with step-by-step instructions on how to run the workshop, giving you everything you need to hit the ground running and fully engage your participants.

Recent research by OPP found that UK employees spent an average of 1.8 hours a week dealing with conflict in their workplace, translating to 370 million working days lost every year. Almost half of these conflict situations were seen as being caused by personality issues, demonstrating vividly the relevance of conflict-management interventions based around the personality framework that the MBTI instrument can provide.

This practitioner workshop guide supports the MBTI practitioner in conducting an MBTI workshop geared towards developing effective conflict-management strategies within an organisation. It will increase your repertoire of type activities, enhance and expand your use of the MBTI tool, and better serve your clients through practical and engaging experiences with psychological type.

This illuminating resource focuses on how organisations can best approach, communicate during and resolve conflict situations. The approach to conflict is not so much *training* for participants as it is an exploration of their deeper points of view. It is therefore important that the facilitator feels comfortable asking probing questions and allowing the learning to unfold for participants, as opposed to using more traditional types of instruction.

### What you get in a pack

- **Introduction and planning sections**

These help you and your participants get the most out of the workshop

- **Sample workshop agendas**

These show you how to combine the training sessions in various ways

- **Detailed plans for each workshop session**

Including agendas, scripts, lists of materials required, activities and worksheets

- **Presentation materials in reproducible handouts and a CD-ROM of Microsoft PowerPoint® presentations**

- **21 participant activities and 14 worksheets**

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## Structure and content of your workshop guide

This practitioner workshop guide proposes a unique three-stage model for managing conflict through type, based around three modular training sessions: Type Basics, Exploring Conflict and Managing Conflict Through Type (Parts Three to Five below).

It is important before running this workshop that you have a comprehensive understanding of the four dichotomies, the eight preferences and the 16 types, as well as a strong grasp of the fundamentals of type dynamics. You should have a high degree of comfort with and experience in administering, scoring, and interpreting the MBTI instrument. If you have not used these skills and knowledge in some time, you may wish to work alongside someone with more recent experience or refer to any of the materials listed in the resources section.

### Part One: Introduction

Part One introduces the topic of type and conflict to the workshop leader, and provides an overview of the purpose and content of the practitioner guide.

### Part Two: Planning the Sessions

This section addresses some fundamental questions prompting you to provide the best possible learning experience for your participants. Various agenda options are provided as well as facilitator's worksheets outlining pre-session interview questions and workshop evaluation.



### Part Three: Type Basics

This workshop session is for those unfamiliar with type. It introduces participants to the concept of preference, the eight preferences of the MBTI assessment, and reported and best-fit type. This session is optional for those already aware of their best-fit type.

### Part Four: Exploring Conflict

This session uses type as a lens through which to view conflict. It emphasises the importance of gaining an understanding of how people both experience and respond to conflict, and offers exploratory questions and participatory exercises to illuminate how the different 'conflict pairs' interact in conflict.

### Part Five: Managing Conflict Through Type

The final session focuses on harnessing the knowledge gained in the Exploring Conflict session and applying it to a simple model for navigating through conflict more effectively. Exercises on and discussion of real-life scenarios bring the model into sharp focus and encourage immediate application.

#### ***Useful supporting materials and activities that complement this workshop***

Our companion booklet, *Introduction to Type<sup>®</sup> and Conflict*, is designed as a support piece for workshop participants and is one of the key materials needed for an effective session. We recommend providing all participants with a copy of the booklet so that they have comprehensive and accurate information to take away with them. The booklet also includes two key exercises incorporated into the sessions: a self-assessment for best-fit type and a personal development plan.