



Myers-Briggs® Report for Healthcare Professionals

European Edition

Report prepared for

A Test

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This profile is designed to help you understand your results on the *Myers-Briggs Type Indicator*® (MBTI®) assessment. Based on your individual responses, the MBTI instrument produces results to identify which of sixteen different personality types best describes you. Your personality type represents your preferences in four separate categories, with each category composed of two opposite poles. The four categories describe key areas that combine to form the basis of a person's personality as follows:

- **Where you focus your attention – Extraversion (E) or Introversion (I)**
- **The way you take in information – Sensing (S) or Intuition (N)**
- **The way you make decisions – Thinking (T) or Feeling (F)**
- **How you deal with the outer world – Judging (J) or Perceiving (P)**

Your MBTI type is indicated by the four letters representing your preferences. Based on your responses to the assessment, your reported MBTI type is ENTP, also described as Extraverted Intuition with Thinking. Your results are highlighted below.

Reported Type: ENTP

Where you focus your attention



Extraversion

People who prefer Extraversion tend to focus their attention on the outer world of people and things.



Introversion

People who prefer Introversion tend to focus their attention on the inner world of ideas and impressions.

The way you take in information



Sensing

People who prefer Sensing tend to take in information through the five senses, and focus on the here and now.



Intuition

People who prefer Intuition tend to take in information from patterns and the big picture, and focus on future possibilities.

The way you make decisions



Thinking

People who prefer Thinking tend to make decisions based primarily on logic, and on objective analysis of cause and effect.



Feeling

People who prefer Feeling tend to make decisions based primarily on values, and on subjective evaluation of person-centred concerns.

How you deal with the outer world



Judging

People who prefer Judging tend to like a planned and organised approach to life, and prefer to have things settled.

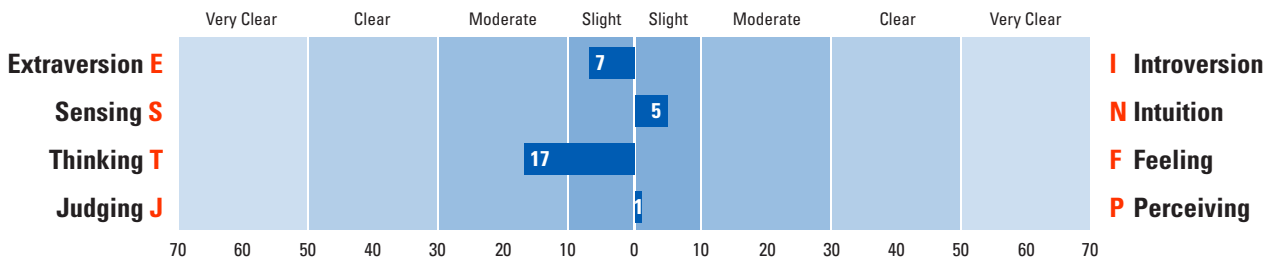


Perceiving

People who prefer Perceiving tend to like a flexible and spontaneous approach to life, and prefer to keep their options open.

Your responses to the MBTI assessment not only indicate your preferences; they also indicate the relative *clarity* of your preferences – that is, how clear you were in expressing your preference for a particular pole over its opposite. This is known as the *preference clarity index*, or pci. The bar graph that follows charts your pci results. Note that a longer bar suggests you are quite sure about your preference, while a shorter bar suggests you are less sure about that preference.

Clarity of Reported Preferences: ENTP



PCI Results Extraversion 7 Intuition 5 Thinking 17 Perceiving 1

Your type professional can give you more insight into your Profile results as well as elaborate on the type description provided for you in the chart below. Does the description of your reported type seem to fit you? Many people find that their MBTI results describe them quite well. For others, changing a letter or two may help them discover an MBTI type that more accurately captures their personality. If you feel the characteristics do not fit you quite right, the person who administered the MBTI instrument can help you identify a better-fitting type.

Type Description: ENTP

ISTJ	ISFJ	INFJ	INTJ
ISTP	ISFP	INFP	INTP
ESTP	ESFP	ENFP	ENTP
ESTJ	ESFJ	ENFJ	ENTJ

- Creative, imaginative, clever, enterprising and resourceful
- Theoretical, conceptual and curious
- Good at seeing opportunities and possibilities in the outer world; see patterns and connections not obvious to others
- Adept at generating possibilities and then analysing them strategically
- Stimulated by difficulties; quickly devise creative responses and trust their ability to improvise
- Likely to value competence, intelligence, precision and efficiency
- Usually seen by others as independent, enthusiastic, assertive and outspoken

Each type, or combination of preferences, tends to be characterised by its own interests, values and unique gifts. Whatever your preferences, you may use some behaviours that are characteristic of contrasting preferences. For a more complete discussion of the sixteen types, see the *Introduction to Type*® booklet by Isabel Briggs Myers. This publication and many others to help you understand your personality type are available.



MYERS-BRIGGS® Report for HEALTHCARE PROFESSIONALS

Increasing patients' satisfaction with their care

Using your MBTI® preferences to serve your patients better

The success of healthcare organizations depends on many factors, including skilled talent, the dedication and hard work of staff, connected and integrated care teams, state-of-the-art equipment and technology, and funding. While success can be measured in a number of ways, the quality of patient care remains a central concern for healthcare providers.

Service users' and carers' experiences remain key measures through which healthcare organizations assess the quality and performance of their services. These measures are often benchmarked against a set of local standards, and can cover a range of themes, such as provision of information, care planning, dignity and respect, communication, listening and engagement, and rights and responsibilities.

The Myers-Briggs® Report for Healthcare Professionals helps doctors, nurses, healthcare assistants and clinical staff to improve all aspects of their communication. It helps you to become aware of how your individual personality type preferences impact on the style of care you give. This awareness gives you access to a whole range of other styles of interaction with patients—and small, deliberate changes in care style can have a profound impact on patients' perceptions of and satisfaction with the care they receive.

Learning about your care style

The information in this report can help you understand how to interact with your patients more effectively. It increases your self-awareness and understanding of your own care style, based on your four personality type preferences. The report highlights what comes naturally to you, as well as areas where you need to stretch or *flex* your style. Included are specific recommendations for how you can flex your particular care style to increase patients' satisfaction, which you can do by being open to alternative ways of interacting related to your opposite preferences. Most of these recommendations will add only a few minutes to your time with patients.

The report provides additional insights into how you deliver information to and spend time with patients, as well as why misunderstandings and conflicts may sometimes arise during your care. The report also describes the impact of job stress as it affects your care style, which can alter the choices you make in your patient interactions.



Your MBTI® type description: ENTP

Key descriptors

The following key descriptors of ENTPs can help you understand the effect your care style has on your patients:

- Motivated to create solutions for everything
- Prone to playing devil's advocate
- Passionate about developing mastery
- Tenacious and skilled in debate
- Innovative and entrepreneurial
- Flexible and spontaneous
- Creative and visionary
- Detached and clinical
- Curious
- Strategic
- Resourceful
- Autonomous

Examining your preferences

ENTPs express their preference for **Extraversion (E)** by reaching out to others as a way to share information. They enjoy the back-and-forth dialogue involved in exploring theories and benefit from the energy that debate brings them. Whether in a large group or in one-on-one situations, ENTPs want the opportunity to connect with people face-to-face.

For ENTPs the world is full of promise and possibilities, and they express their preference for **Intuition (N)** by innovating and sharing their ingenuity with the world. When ENTP care providers are working with challenging patients, they try to devise alternatives to meet their needs and make them more comfortable. ENTPs' desire to imagine new possibilities and opportunities makes them valuable and inspiring to both patients and colleagues.

Logic is paramount for ENTPs, and they make sense of the world through their preference for **Thinking (T)**. Even their intuition feels logical to them, and they rely on facts to support their innovative ideas. In their relationships with patients, ENTP care providers focus mostly on keeping them updated on their condition, as well as other factual information, and remain objective and contained even in difficult circumstances.

Flexibility and variety are key elements of ENTPs' preference for **Perceiving (P)**. Other people notice that ENTPs can stay in the moment with them and "go with the flow" based on whatever is necessary. ENTP care providers' spontaneity and free-flowing nature help patients feel comfortable, and their attitude conveys that everything is going to work out just fine in the end.



Myers-Briggs® Report for Healthcare Professionals

Increasing patients' satisfaction with their care

Making patients feel comfortable

Patient: "Do you care about me and about making me feel comfortable?"

ENTP care providers are curious about the ways in which people view the world differently from them and enjoy talking things through. They tend to show confidence and expertise on a multitude of subjects and do their best to make sure that patients have what they need. ENTPs tend to be more clinical than personal, but their flexibility allows them to innovate and customize treatment as well as offer unique solutions. Their penchant for brainstorming and considering new options demonstrates to patients that they are thoroughly equipped to make difficult decisions.

Challenges for ENTP care providers

ENTPs tend to feel they don't need to have personal relationships with people to work with them, and sometimes do not like to take on the responsibility of making people feel better. They may not know always exactly how to react when patients feel emotional or scared. You can develop a better bedside manner and rapport with patients by imagining what they might need to hear from you to feel more in control of their situation. Start by listening and echoing back their concerns, then reassure them that you are dedicated to a positive outcome for their care.

What you can do to show patients courtesy and respect

Below are some of the attributes of your natural care style based on one of your four type preferences, along with suggestions on how you can increase your effectiveness by stretching, or *flexing*, that style.

Flexing your Thinking care style with the opposite preference: Feeling

Your natural care style: Thinking

- You provide accurate information and make patients feel well informed
- You present a realistic and rational approach to potential treatment methods
- You take time to learn about patients' challenges and imagine how you can improve on what has been accomplished so far
- You are thorough in explaining interventions needed to improve patients' condition
- You offer objective opinions based on expertise, facts and data, as well as ideas on how patients can be involved in the direction of their treatment

Flex with the opposite preference: Feeling

- Remember that when patients express fear or concern about their condition, you can show empathy simply by stating, "I understand"
- Connect with patients by tapping your sense of compassion and emphasizing a more personal touch
- To develop patients' trust in you, let them know more about who you are (e.g., Do you have any children? What sports do you like? Did you grow up in the area?)



Helping patients understand the details of their care

Patient: "Can you help me understand what is happening to me?"

ENTP care providers enjoy pondering possibilities and excel at simplifying concepts to make them relatable to patients. They exude an air of confidence and tend to describe patients' medical condition to them in a logical, sequential, straightforward way: what likely caused the problem, its overall impact on their health and possible treatments required for a positive outcome. While they typically don't initially go into details, they do provide the essential information patients need to consider.

Challenges for ENTP care providers

ENTPs like to present the big picture, but sometimes patients want more specific information, especially when they are in pain or fearful about what is happening or could happen to them. ENTPs also tend to be direct and to-the-point, and patients may prefer a more gentle approach when you are sharing negative test results or difficult treatment options, and they are looking for some reassurance from you. Sometimes you may go off on a tangent based on your own interests; try to focus on what the patient in front of you needs first.

What you can do to help patients be better informed

Below are some of the attributes of your natural care style based on two of your four type preferences, along with suggestions on how you can increase your effectiveness by stretching, or *flexing*, that style.

Flexing your Extraversion care style with the opposite preference: Introversion

Your natural care style: Extraversion

- You tend to explain things directly and verbally rather than in writing
- You see educating your patients as a way to get them involved in their recovery
- You accommodate patients' desire to talk through things related to their care

Flex with the opposite preference: Introversion

- Provide reading materials so patients can learn more about their condition, and then check in to see if they have concerns (educating them first and then interacting, rather than the other way around)
- After explaining a procedure or other aspect of care, ask patients whether they have understood completely; make it clear that you will give them the time they need to process the information and formulate questions

Flexing your Thinking care style with the opposite preference: Feeling

Your natural care style: Thinking

- You tend to emphasize pertinent medical data in shaping and informing the course and nature of patients' care
- You feel that an objective, logical approach is the best way to diagnose and treat patients

Flex with the opposite preference: Feeling

- Take the time to ease patients' concerns by simplifying their results through conversation, allowing questions and fears to surface, and to offer clarification
- Slow down so patients have time to comprehend the impact or gravity of the news you are sharing
- Listen to patients' descriptions of their personal life that could possibly facilitate or interfere with their treatment and care, either in the hospital or as a part of their discharge planning



Assuring patients that their opinions about their care matter

Patient: "How much does my opinion matter in the care and treatment I receive?"

ENTP care providers tend to be confident in their opinions and present them in a direct and rational manner. They often want to communicate their level of expertise to help get their points across and sometimes get so caught up in a topic that have a hard time moving on to something else. ENTPs often enjoy tossing ideas back and forth with patients, which can be helpful in assessing and prioritizing treatment and care methods. It can also help patients better understand and express their own ideas and opinions to others.

Challenges for ENTP care providers

ENTPs often communicate to patients their level of expertise, and at times that can restrict conversation. Remember that even though you may be the medical expert, patients are the expert of their history and experience and can share information that is vital to their care. Some patients may be offended by your direct approach and feel less comfortable sharing personal information with you. Pay attention to how patients are responding to you and when you need to show more consideration for their feelings.

What you can do to show patients you are listening to them

Below are some of the attributes of your natural care style based on two of your four type preferences, along with suggestions on how you can increase your effectiveness by stretching, or *flexing*, that style.

Flexing your Extraversion care style with the opposite preference: Introversion

Your natural care style: Extraversion

- You believe that progress with patients is accomplished best through conversation and back-and-forth dialogue
- You remember to reiterate what patients say so that you have all the facts straight
- You take it upon yourself to make sure other members of the care team are aware of patients' concerns

Flex with the opposite preference: Introversion

- Give patients time to fully express their thoughts; be careful not to interrupt them
- Slow down when it seems that patients do not understand what you're saying
- Acknowledge patients' comments nonverbally on occasion (e.g., with head nods, eye contact, etc.)

Flexing your Intuition care style with the opposite preference: Sensing

Your natural care style: Intuition

- You understand the nature and significance of patients' concerns
- You look for the larger meaning and import of patients' statements before responding
- You suggest ideas or alternatives for creating a plan

Flex with the opposite preference: Sensing

- Listen for both specific and general concerns to address
- Extract keywords from patients' statements to help identify issues requiring attention
- Observe patients' manner of communicating to better understand how to get more information from them



Being responsive to patients' needs

Patient: "Will you make an effort to honor my requests?"

ENTP care providers are flexible and react quickly when their expertise is needed. They pride themselves on their versatility, ingenuity and composure in difficult circumstances and can shift strategies as required. They also have the ability to jump from one thing to another and address multiple requests at the same time. ENTPs consider innovative options to cater to each patient's unique presenting problems and find it particularly rewarding when a new approach is successful.

Challenges for ENTP care providers

Even when ENTPs are trying to inform patients why certain steps have to be taken for safety reasons, their detached delivery can at times communicate a lack of care or concern for their well-being. Establish eye contact to instill trust in patients and smile when appropriate to demonstrate warmth and help them feel at ease. When you receive multiple requests, make sure you follow through on all of them, as you sometimes can get distracted and need to focus on completing one task at a time.

What you can do to create a supportive environment

Below are some of the attributes of your natural care style based on one of your four type preferences, along with suggestions on how you can increase your effectiveness by stretching, or *flexing*, that style.

Flexing your Extraversion care style with the opposite preference: Introversion

Your natural care style: Extraversion

- You are comfortable discussing patients' condition and treatment openly
- You like to move through points quickly and tend to move from topic to topic
- You involve patients' family in advocating for patients and increasing support for them

Flex with the opposite preference: Introversion

- Appreciate patients' need for a quiet space that provides solitude
- Apologize when constant interruptions (e.g., checking blood pressure and other vital signs) are necessary
- Remember that discretion can be very important—not all patients will appreciate your having frank conversations with colleagues about their condition in their presence or want to hear about other patients
- Follow a "do not disturb" policy when possible; you may not be aware that your effusiveness can be annoying to some patients
- Follow up with patients after they are discharged to assess their recovery and comfort level; the feeling that they are still being cared for can increase their compliance with your recommendations



Myers-Briggs® Report for Healthcare Professionals

Increasing patients' satisfaction with their care

What you can do to help patients manage pain

Below are some of the attributes of your natural care style based on one of your four type preferences, along with suggestions on how you can increase your effectiveness by stretching, or *flexing*, that style.

Flexing your Thinking care style with the opposite preference: Feeling

Your natural care style: Thinking

- You recognize that pain is real but believe that patients can distract themselves to reduce the extent to which they experience it
- You are careful not to overmedicate patients with chronic pain so they don't develop unnecessary dependency
- You sometimes promote a "mind-over-matter" approach to pain management
- You may believe that pain is a part of life; that patients need to accept their condition and move on

Flex with the opposite preference: Feeling

- Ask patients when they tend to feel the most intense pain and recommend a dosing schedule accordingly so they can comply with your recommendations and the medication will be effective; just having some control over when medication is administered can help patients feel better
- Encourage patients to express their difficulties and demonstrate understanding that pain is a challenge to manage; a little understanding goes a long way in pain management

What you can do to help patients manage the side effects of treatment

Below are some of the attributes of your natural care style based on one of your four type preferences, along with suggestions on how you can increase your effectiveness by stretching, or *flexing*, that style.

Flexing your Thinking care style with the opposite preference: Feeling

Your natural care style: Thinking

- For some patients you wonder whether their reported side effects are as pronounced as they have indicated
- You diligently check for pharmaceutical contraindications to minimize patients' side effects
- You check in with patients to ascertain whether new symptoms are indicative of developing syndromes or setbacks
- You keep current with research on the likelihood of certain side effects with specific populations

Flex with the opposite preference: Feeling

- Listen to patients' concerns about the impact of side effects on their daily level of functioning; even if you can't ease their symptoms, they may feel better just having stated how they feel
- Don't let patients you may perceive as "whiny" or a "complainer" ruin it for those patients who have valid concerns; always take time to listen and to assess the degree of the side effects, as well as consider other methods of treatment that could be more effective



Educating patients about their condition and making healthy choices

Patient: “Can you teach me how to improve my health?”

ENTP care providers use their skills in innovation and strategy to help patients switch from unhealthy habits to behaviors that improve their overall health. Their enthusiasm for developing new approaches is inspiring to even the most difficult patients, resulting in their increased buy-in and commitment. They can share with patients their extensive knowledge of a wide range of resources to make it easier for them to change behaviors sustainably and make better health choices.

Challenges for ENTP care providers

Once patients are discharged, ENTPs tend to be ready to move on to the next case, but some patients need more follow-up to stay on track. Patients' compliance improves when a personal relationship with a care provider serves to continue to hold them accountable. When patients need more of your time and energy it can be draining, but remind yourself that you can be a decisive factor in patients' positive results and overall care experience.

What you can do to explain medical issues appropriately

Below are some of the attributes of your natural care style based on one of your four type preferences, along with suggestions on how you can increase your effectiveness by stretching, or *flexing*, that style.

Flexing your Extraversion care style with the opposite preference: Introversion

Your natural care style: Extraversion

- You build on questions by continuing the dialogue
- You ask questions to address areas of confusion or doubt
- You assume that patients can and will articulate their concerns

Flex with the opposite preference: Introversion

- Try not to overwhelm patients with too much information, and give them the time they need to process it
- Think through the ramifications of sharing pertinent information first before relating it to patients



Myers-Briggs® Report for Healthcare Professionals

Increasing patients' satisfaction with their care

What you can do to facilitate patients' post-hospital transition

Below are some of the attributes of your natural care style based on two of your four type preferences, along with suggestions on how you can increase your effectiveness by stretching, or *flexing*, that style.

Flexing your Thinking care style with the opposite preference: Feeling

Your natural care style: Thinking

- You include patients by giving them self-directed instructions for follow-up care
- You involve the personnel and social services required for a holistic approach that covers multiple aspects of recovery
- You believe that patients have better possible outcomes when they follow protocol and your recommendations

Flex with the opposite preference: Feeling

- Keep in mind that patients remember what happens after they leave the hospital and appreciate when you personally check in on their status
- Enlist the help of family and friends to encourage habit changes that will make the most difference
- Compliment patients for making the efforts they have made; praise can do wonders for motivation and sustained change

Flexing your Perceiving care style with the opposite preference: Judging

Your natural care style: Perceiving

- You like to share stories about people who have had related concerns or symptoms and experienced a positive outcome
- You explain to patients the need to monitor their condition and check in if things change
- You challenge patients to grow from their experience and make changes

Flex with the opposite preference: Judging

- Describe next steps and phases of recovery in the treatment plan
- Connect patients with external resources that will prepare them for managing setbacks
- Anticipate complications and instruct patients on what to do if certain symptoms persist



Myers-Briggs® Report for Healthcare Professionals

Increasing patients' satisfaction with their care

Some tactical recommendations

Patients judge the care they receive by the amount of time they have to wait and how much time you spend with them once you enter the room. To maximize your efforts with patients, in the first 60 seconds

- Introduce yourself
- Ask patients how they are feeling
- Ask them whether they have any questions
- Ask them whether they have everything they need
- Ask them how you can make them more comfortable
- Explain to them what happens next in their treatment

Leverage your natural talent for educating people to provide high-quality, productive care that leaves patients satisfied. Consider a few behaviors you want to develop and practice them in situations or with patients where they will have the most impact. Then you can achieve the results you want and ultimately help patients feel good about their care.



Managing your stress and the impact it has on patients

ENTPs like to feel competent as they relate to the world around them. However, when they experience ongoing stress that appears to have no end in sight, they can find themselves “in the grip,” a phrase that denotes a state of feeling almost paralyzed and unable to stop from making poor choices or behaving inappropriately. When that happens to you, the key is to first recognize the feeling and then engage in behaviors that will help bring you back to the version of you that operates best. Following is some information about ENTPs in the grip.

Indicators that you are “in the grip”

- Feeling micromanaged
- Feeling inhibited by too many rules
- Experiencing less energy and productivity
- Feeling hypersensitive or more emotional than usual
- Being hyperactive
- Isolating yourself from others
- Being passive-aggressive
- Overanalyzing irrelevant details

How to get yourself back

- Identify areas where you can say no
- Take time for yourself away from the situation or stressor
- Practice self-care (rest, eat healthy food, etc.)
- Take a vacation or just some time off
- Ask trusted colleagues for support and validation that your feelings of stress are appropriate
- Put together a plan about how to address the stressor

What to do in the meantime

- Write a list of things you will do when you feel better and more like yourself
- Spend time with family and people you trust
- Give yourself unstructured time to spend however you choose
- Don't make any significant life changes or decisions until you feel more like yourself
- Slow down and make a list of priorities to see where you need to start
- Take five minutes in the break room to compose yourself before meeting with patients
- Be kind to yourself and know that feeling in the grip will pass