



## Communication and Understanding Personality

- I. Introduction
  - a. Definition
  - b. Overview
- II. Myers-Briggs Type Indicator
  - a. Instructions and introduction
  - b. Self-assessment
- III. The Four Components of Personality
  - a. What are the four components?
- IV. Score Reports
  - a. Which personality type am I?
  - b. What are the sixteen personality types?
  - c. Discussion of personality types
  - d. Discussion of overlap
- V. Recognizing Personality Preferences in Others
- VI. The Four Temperaments
- VII. Making Decisions
  - a. Decision making under different personality types
- VIII. Solving Problems
- IX. Connecting MBTI Scores with Communication
- X. Coordination
  - a. Coordinate and exchange information clearly and accurately
- XI. Receiving
  - a. Clarify and acknowledge the receipt of information
- XII. Elements of Communication
  - a. Understand the elements of effective communication skills
- XIII. Communication Styles
  - a. Recognize and understand your own and others' communication styles
- XIV. Functions
  - a. Organize communications by functions
- XV. Diversity
  - a. Communicate effectively with diverse clients and coworkers
    - i. Gender
    - ii. Values
    - iii. Perspectives
    - iv. Culture
- XVI. Forms of Communication
  - a. Understand the various forms of communication and be able to use them effectively
- XVII. Effective Communication
  - a. Identify elements of effective interpersonal skills



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- XVIII. Non-Verbal vs. Verbal Communication
  - a. Build rapport through attentive body language
- XIX. Gather Information through effective listening techniques
- XX. Conclusion
  - a. Questions and answers
- XXI. Assessment
  - a. Skill Assessment and Perceptions of Training