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
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