

# Re-energising your feedback

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# Objectives for this session



1. Consider the challenges of feedback especially when you have been doing them for a while
2. Explore what these challenges have encouraged us to do
3. Share some exercises that cut to the core of each preference
4. Network and share stories and examples to bring preferences to life



- Stand up if...

You have done more than 100 feedbacks



- Stand up if...

You have done more than 500 feedbacks



- Stand up if...

You use the same examples each time



- Stand up if...

You are sitting next to someone you know



# Challenges of Feedback



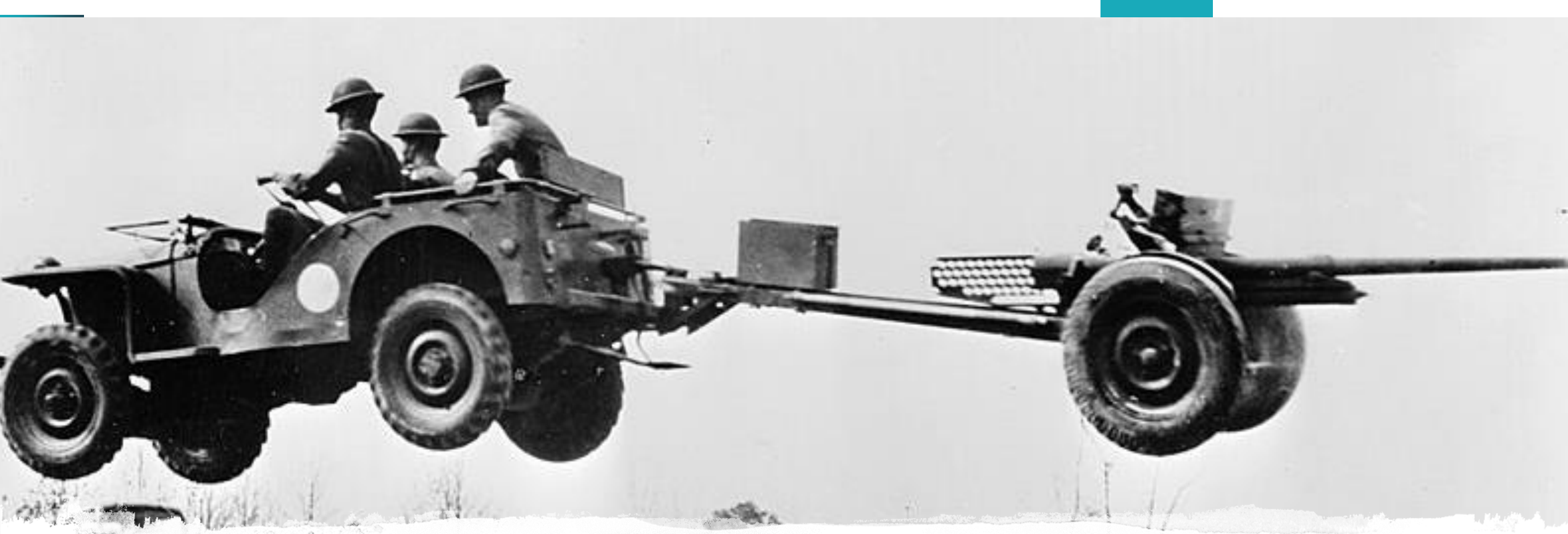


**Being short on time**





**Keeping the client on track**



**Keeping yourself on track!**

**Pressure of  
getting to best fit**



**Staying fresh**





**Losing the  
application**

**Jumping straight  
into coaching mode**



# Challenges of giving virtual feedback



- Building rapport
- Managing non-verbal communication
- Providing the information in an engaging way
- Knowing when to move on
- Keeping the client's attention



# Ways of managing this in virtual feedback

- Establish rapport
- Use the camera
- Make use of eBooks or physical materials
- Engage client as much as possible
- Focus on:
  - Signposting
  - Checking in
  - Probing
  - 'Chunking' information
  - Asking questions

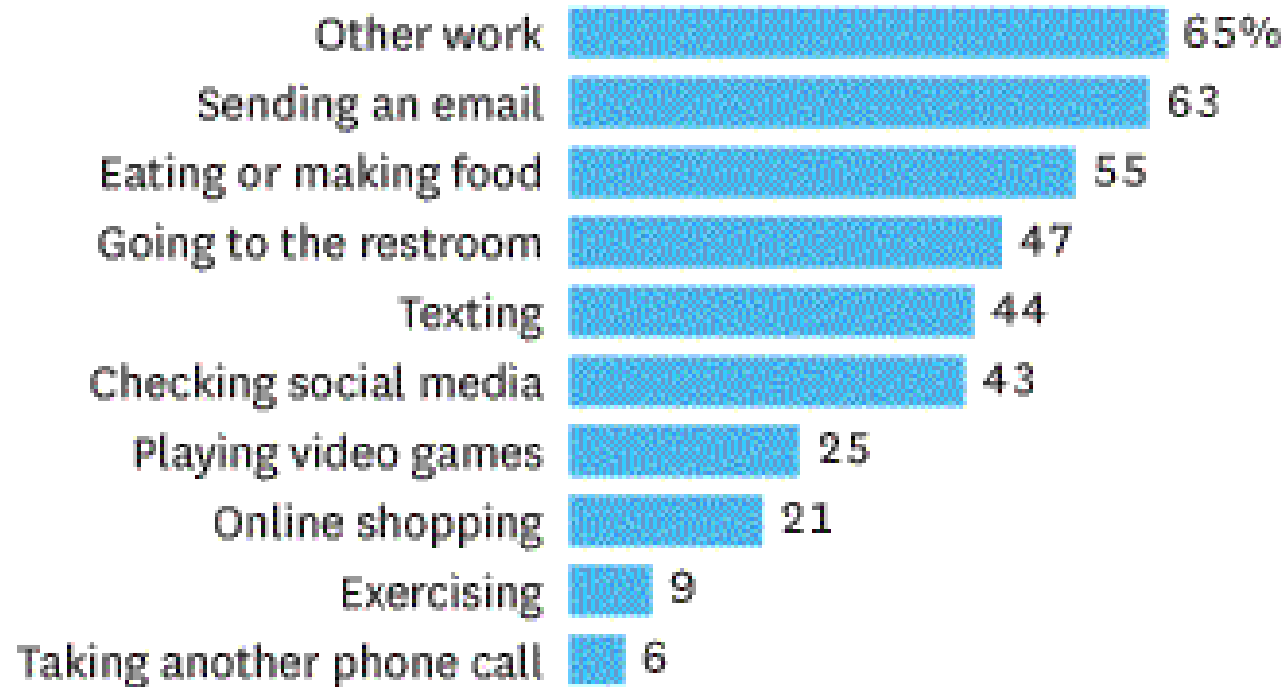


# Attention Span

- Conflicting data about whether attention spans have decreased over the years
- BUT attention spans on conference calls are shorter than face to face



## WHAT ELSE ARE EMPLOYEES DOING DURING A CONFERENCE CALL?



# Attention span on calls

SOURCE INTERCALL

HBR.ORG

# But the typical challenges still exist...



- Being short on time
- Keeping the client on track
- Keeping yourself on track!
- Pressure to get to Best Fit
- Going stale with the same examples
- Losing connection



# Remember, structure is still important!

- Feedback, history and consideration of purpose; in virtual sessions, you may do this before session
- Contracting and positioning MBTI
- Preference exercise
- Preference pair explorations: Define, Explain, Explore, Decide, Develop
- Whole type - use short succinct summaries
- Conclude



# Feedbacks: virtual and face-to-face

- Keep focused
- Engage the client as much as possible
- Bring exploration back to the core of the preference pair
- Maximise each question by probing, fully exploring and discovering what drives the behaviour
- Encourage client to understand ...then apply



**EXTRAVERSION**

**INTROVERSION**

Where do you get your energy from?

**SENSING**

**INTUITION**

What kind of information do you prefer to use?

**THINKING**

**FEELING**

What process do you use to make decisions?

**JUDGING**

**PERCEIVING**

How do you deal with the world around you?



# Challenges with Extraversion - Introversion



- First pair
- Confusion with everyday use of word extravert and introvert
- Use of extraversion as a trait
- We have to do both
- May be social bias

# E – I activity

**EXTRAVERSION**



**INTROVERSION**

**Where do you get your energy from?**

In silence:

- Think about yesterday, reflect on how your energy levels varied during the day
- Pair up with someone and discuss
- Now share with your table groups what you noticed about your own energy levels



# E – I activity

**EXTRAVERSION**



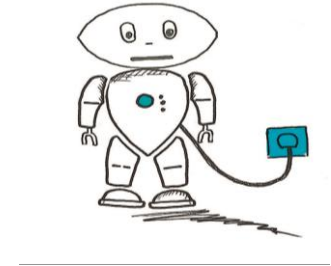
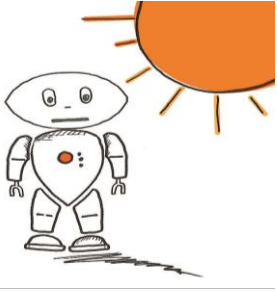
**INTROVERSION**

**Where do you get your energy from?**

(adapted for 1:1)

Think about yesterday, talk me through how your energy varied during the day

- When did you notice you were most energised?
- When did you feel most de-energised?
- Generally, what do you feel impacts on your energy levels?



- Likely to be most energised when actively engaged in a lively, busy environment
- Often feel drained when there is lack of interaction or when have to spend too long reflecting
- May need to spend time with others to top up energy levels

- Likely to be most energised in a quiet, calm and spacious environment
- Often feel drained when there is little time for reflection or when they have spent too much time with others
- May need time to themselves to top up energy levels



# Challenges with Sensing - iNtuition

- Difficulty coming up with examples and activities to explore Sensing and iNtuition
- Issues with describing Sensing as we can slip into just describing Introverted sensing
- Potential confusion with J-P

# S - N activity

**SENSING**

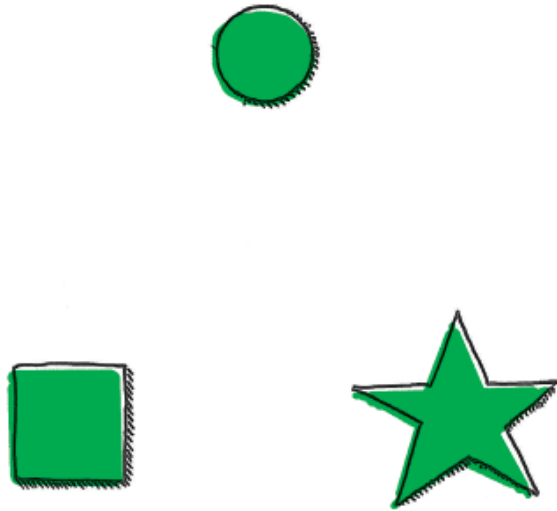
**INTUITION**

**What kind of information do you notice?**

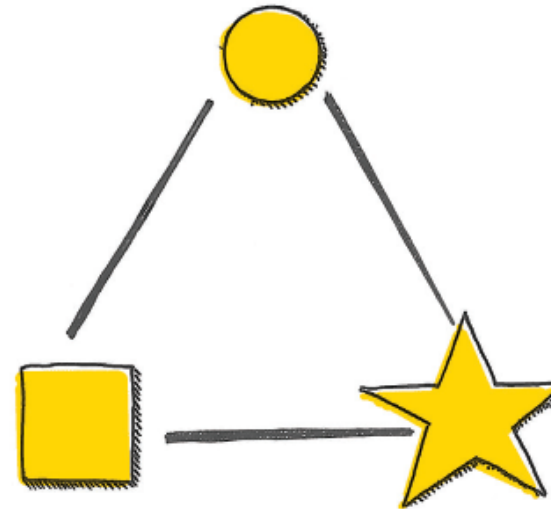
Look at the picture, what do you see?



# Debrief – Looking at a picture



- 
- > Will tend to state what is in the picture
  - > Likely to state the specifics
  - > Will focus on what's realistic
  - > Focus on the here and now
- 



- 
- > Will go beyond the picture to make associations
  - > Likely to talk about the 'big picture'
  - > Engaged by imagination
  - > Anticipate the future
-

# Challenges with Thinking - Feeling



- 'Ought to', 'have to', 'must' getting in the way
- Social bias
- Business bias
- Gender bias
- Overusing the feedback example, which is heavily influenced by training, procedures and organisational culture

# T – F activity

**THINKING**



**FEELING**

**What process do you use to make decisions?**

- When would you give a gift voucher as a present?
- Focus on exploring the underlying rationale and motives that drive the decision





- Likely to say “if I give them a voucher they can get what they want”
- I don’t really know what other people want
- Its logical and makes sense to give a voucher
- Saves time

- Its too impersonal
- Doesn’t show how much I value the individual
- I enjoy buying a special present for somebody
- If I have to give a voucher, I would give it for their favourite shop

# Challenges with Judging - Perceiving



- Confusion between home and work
- Early starting Ps and pressure prompted Js
- Valuing Judging preference in many organisations

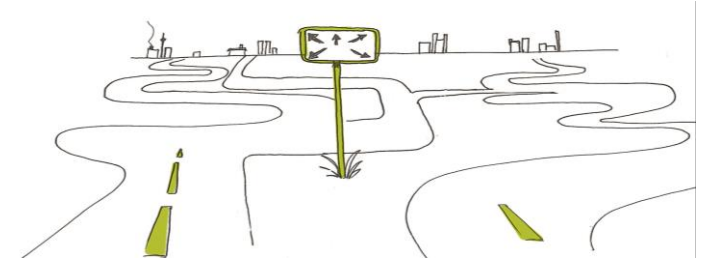
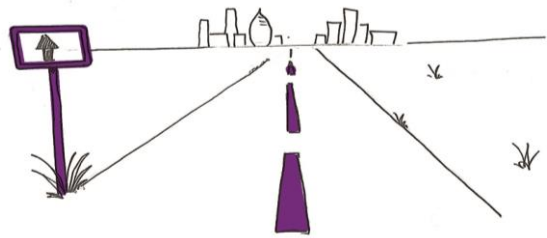
# J – P activity

**JUDGING**

**PERCEIVING**

**How do you deal with the world around you?**

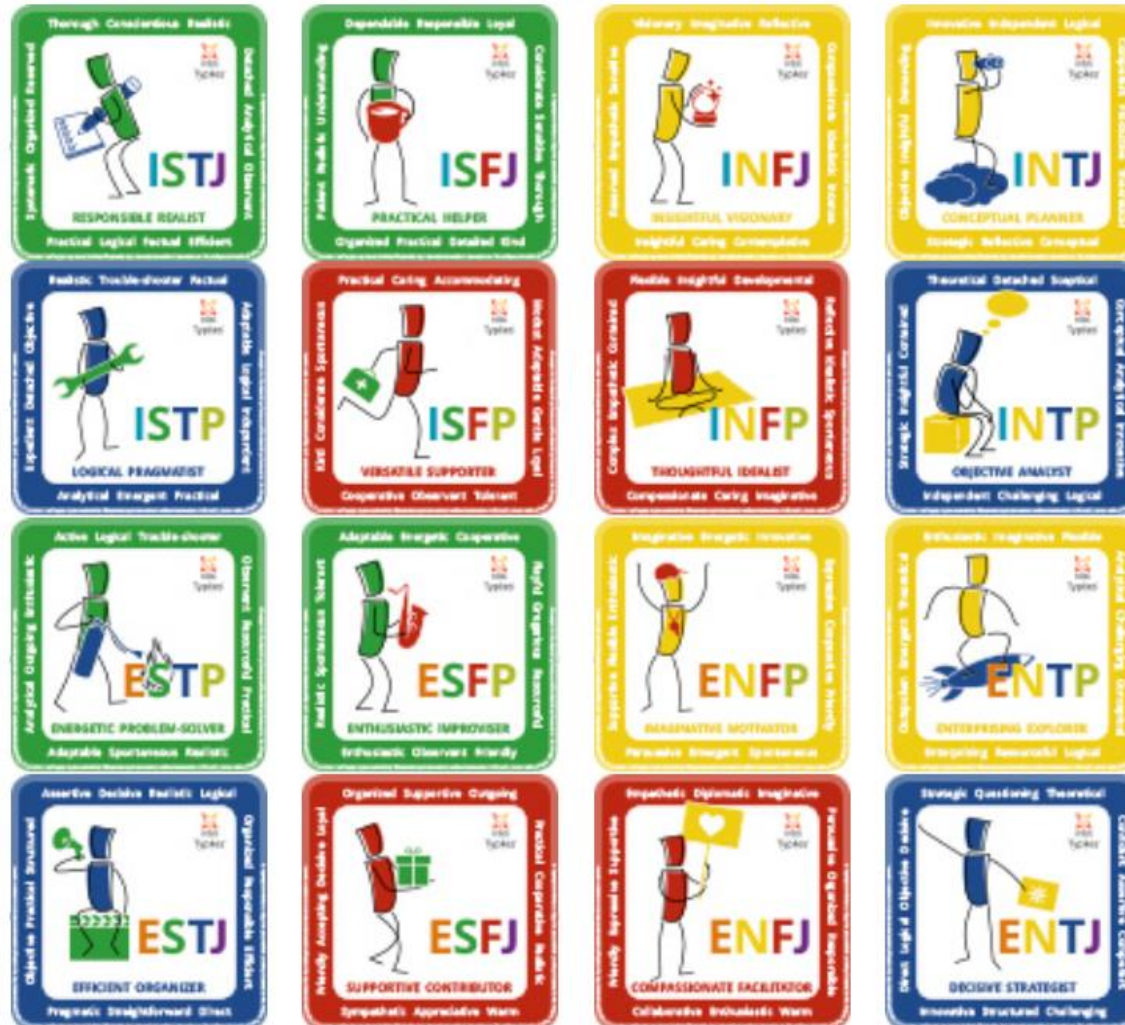
- To what extent am I more likely to miss out on something because...
  - I have stopped looking for information and made my decision
  - I'm still looking for information to make a decision



- Will generally have a strong desire for closure and getting things decided
- May decide too early, without taking in enough information
- Can result in missing out on opportunities that may have occurred later on

- Will generally have a strong desire to keep their options open to new information and possibilities
- May delay making a decision too long, believing that they are not yet in a position to decide
- Can result in missing out on opportunities that have already passed them by

# Simplifying Type Dynamics using free materials on [themyersbriggs.com](http://themyersbriggs.com)





# Inside-Outside Typies

Inside-Outside Typies

**EXPLORER**  
Extraverted iNtuition

**CONSCIENCE**  
Introverted Feeling

**ENFP**  
IMAGINATIVE MOTIVATOR

opp  
Core Characters™

A yellow 3D character stands in the center, holding two large red pom-poms. To the left, a speech bubble contains an illustration of a character pointing to a board with a starburst diagram, labeled 'EXPLORER' and 'Extraverted iNtuition'. To the right, a thought bubble shows a character meditating with a yin-yang symbol, labeled 'CONSCIENCE' and 'Introverted Feeling'. The character is positioned above the large text 'ENFP' and 'IMAGINATIVE MOTIVATOR'. The 'opp' logo and 'Core Characters™' are in the bottom right of the graphic.

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ENFPs are likely to be driven by exploring new possibilities and ideas, considering what could be. When generating ideas ENFPs love to brainstorm

Their desire to explore new possibilities will be balanced and supported by a strong desire to stay true to their own personal values. When deciding ENFPs will need some time to themselves to consider which options sits most comfortably with them. Whilst acting like a moral compass for them, these values will often be less visible to others.

# ENFP



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# Moderate Stress Reaction Types

**EXPLORERS**  
AT THEIR BEST



**EXPLORERS**  
UNDER EVERYDAY STRESS

Dominant Extraverted intuition  
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Louder and more active

Too much information-gathering



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# 'In the Grip' Typies



Become louder and more active

Withdraw into the inner world

Allow yourself to say "no" and set boundaries

# Final activity



Talk to each other and find someone who has

- an E-I example, question or activity you have not used before
- an S-N example, question or activity you have not used before
- a T-F example, question or activity you have not used before
- a J-P example, question or activity you have not used before
- An application activity that is new to you

