Interpretive Report
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Report prepared for
Chris Oakland
29 October 2014
The MBTI® Personality Assessment

This Step II report is an in-depth, personalised description of your personality preferences, derived from your answers to the Myers-Briggs Type Indicator® Step II European Edition. It includes your Step I results (your four-letter type), along with your Step II results, which show some of the unique ways that you express your Step I type.

The MBTI® instrument was developed by Isabel Myers and Katharine Briggs as an application of Carl Jung’s theory of psychological types. This theory suggests that we have opposite ways of gaining energy (Extraversion or Introversion), gathering or becoming aware of information (Sensing or Intuition), deciding or coming to a conclusion about that information (Thinking or Feeling), and dealing with the world around us (Judging or Perceiving).

- **If you prefer Extraversion**, you focus on the outside world to get energy through interacting with people and/or doing things.
- **If you prefer Introversion**, you focus on the inner world and get energy through reflecting on information, ideas, and/or concepts.

- **If you prefer Sensing**, you notice and trust facts, details, and present realities.
- **If you prefer Intuition**, you attend to and trust interrelationships, theories, and future possibilities.

- **If you prefer Thinking**, you make decisions using logical, objective analysis.
- **If you prefer Feeling**, you make decisions to create harmony by applying person-centred values.

- **If you prefer Judging**, you tend to be organised and orderly and to make decisions quickly.
- **If you prefer Perceiving**, you tend to be flexible and adaptable and to keep your options open as long as possible.

It is assumed that you use each of these eight parts of your personality but prefer one in each area, just as you have a natural preference for using one hand rather than the other. No preference pole is better or more desirable than its opposite.

The MBTI instrument is not a measure of your skills or abilities in any area. Rather it is a way to help you become aware of your particular style and to better understand and appreciate the helpful ways that people differ from one another.
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Your Step I Results

The graph below and the paragraphs that follow it provide information about the personality type you reported. Each of the four preferences you indicated is shown by a bar on that side. The longer the bar, the more clearly you have expressed that preference.

**CLARITY OF PREFERENCES**

- **EXTRAVERSION (E)**
- **SENSING (S)**
- **THINKING (T)**
- **JUDGING (J)**

**Your type came out to be**

**ESFP**

*(Extraversion, Sensing, Feeling, Perceiving)*

ESFPs are typically outgoing, friendly, adaptable realists. They quickly assess situations and search for solutions that work well for people. They are not necessarily blocked by rules but rather adapt them to the current situation.

Noticing details and facts, ESFPs rely on experiences to guide them rather than theories. They are curious and open-minded and often tolerant of different ways of doing things.

They prefer to talk things over and try things themselves rather than simply listen to others’ advice. Searching for relevant information in their own experiences and in the lives of those close to them, ESFPs quickly apply what they learn and then move on to the next situation.

They try to make life fun and often enjoy material possessions as well as physical activity. Their attitude is that life is to be lived now, not analysed; thus they are not ones to sit still.

ESFPs are likely to be most satisfied in a work environment that is friendly, realistic, flexible, and action-oriented. People can count on them to focus on the current situation in a caring and fun way and take things as they come, while searching for and then implementing a pragmatic solution.

**DOES THIS TYPE FIT YOU?**

Note the parts of the description above that fit you and any that don’t. Your Step II results on the next pages may help to clarify any areas that do not describe you well. If the Step I type you reported does not fit, your Step II results may help suggest a different type that is more accurate for you.
Your Step II Facets

Your personality is complex and dynamic. Step II describes some of that complexity by showing your results on five different parts or facets of each of the MBTI instrument’s four pairs of opposite preferences shown below.

<table>
<thead>
<tr>
<th>EXTRAVERSION (E)</th>
<th>INTROVERSION (I)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initiating</td>
<td>Receiving</td>
</tr>
<tr>
<td>Expressive</td>
<td>Contained</td>
</tr>
<tr>
<td>Gregarious</td>
<td>Intimate</td>
</tr>
<tr>
<td>Active</td>
<td>Reflective</td>
</tr>
<tr>
<td>Enthusiastic</td>
<td>Quiet</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>THINKING (T)</th>
<th>FEELING (F)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Logical</td>
<td>Empathetic</td>
</tr>
<tr>
<td>Reasonable</td>
<td>Compassionate</td>
</tr>
<tr>
<td>Questioning</td>
<td>Accommodating</td>
</tr>
<tr>
<td>Critical</td>
<td>Accepting</td>
</tr>
<tr>
<td>Tough</td>
<td>Tender</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SENSING (S)</th>
<th>INTUITION (N)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Concrete</td>
<td>Abstract</td>
</tr>
<tr>
<td>Realistic</td>
<td>Imaginative</td>
</tr>
<tr>
<td>Practical</td>
<td>Conceptual</td>
</tr>
<tr>
<td>Experiential</td>
<td>Theoretical</td>
</tr>
<tr>
<td>Traditional</td>
<td>Original</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>JUDGING (J)</th>
<th>PERCEIVING (P)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Systematic</td>
<td>Casual</td>
</tr>
<tr>
<td>Planful</td>
<td>Open-Ended</td>
</tr>
<tr>
<td>Early Starting</td>
<td>Pressure-Prompted</td>
</tr>
<tr>
<td>Scheduled</td>
<td>Spontaneous</td>
</tr>
<tr>
<td>Methodical</td>
<td>Emergent</td>
</tr>
</tbody>
</table>

In reviewing your results, keep in mind that:

- Each facet has two opposite poles. You are more likely to favour the pole that is on the same side as your overall preference (an in-preference result) - for example, the Initiating pole if you prefer Extraversion, or the Receiving pole if you prefer Introversion.
- For any particular facet, you might favour a pole that is opposite to your overall preference (an out-of-preference result) or show no clear preference for either pole (a Midzone result).
- Knowing your preferences on these twenty facets can help you better understand your unique way of experiencing and expressing your type.

HOW TO READ YOUR STEP II RESULTS

The next 5 pages (6-10) give you information for each set of facets. Each page has a graph of your results on the facets. The graph gives:

- Brief definitions of the MBTI Step I preferences shown.
- The names of the five facet poles associated with each MBTI preference along with three descriptive words or phrases for each facet pole.
- A bar showing the pole you prefer or the Midzone. The length of that bar shows how clearly you reported your preference for that pole. By looking at the graph, you can see whether your result on a facet is in-preference (scores of 2-5 on the same side as your preference), out-of-preference (scores of 2-5 on the side opposite your preference), or in the Midzone (scores of 0 or 1).

Below the graph are statements that describe the characteristics of each in-preference, out-of-preference, or Midzone result. To contrast your results, look at the three words or phrases that describe the opposite facet pole on the graph at the top of the page. If a set of statements does not seem to fit, perhaps you would be better described by the opposite pole or by the Midzone.
### Extraversion (E)

**Initiating**
Sociable, congenial, introduce people

**Expressive**
Demonstrative, easier to know, self-revealing

**Gregarious**
Seek popularity, broad circle, join groups

**Active**
Interactive, want contact, listen and speak

**Enthusiastic**
Lively, energetic, seek spotlight

### Introversion (I)

**Receiving**
Reserved, low-key, are introduced

**Contained**
Controlled, harder to know, private

**Intimate**
Seek intimacy, one-on-one, find individuals

**Reflective**
Onlooker, prefer space, read and write

**Quiet**
Calm, enjoy solitude, seek background

### Initiating (in-preference)

- Are assertively outgoing in social situations, planning and directing gatherings.
- Act as a social facilitator, arranging the situation to get what you feel is best.
- Carry out social obligations with finesse, introducing people to each other with ease.
- Enjoy linking people whose interests are similar.
- Genuinely want people to interact.

### Contained (out-of-preference)

- Have a private, vulnerable part that is very hard to share, even with people close to you.
- Use your extraverted manner to avoid talking about anything too personal.
- May feel awkward talking about private matters.
- Don’t talk much, unless you feel your contributions will really add something.
Gregarious (in-preference)

- Enjoy being with others and dislike being alone.
- Are socially poised with both strangers and friends.
- Don’t distinguish between friends and acquaintances.
- Join groups because you enjoy the sense of belonging.
- Feel that being popular and accepted is important.
- Want to be asked to participate in activities, even if you’re not really interested in them.
- Have many acquaintances.

Active (in-preference)

- Prefer active participation and discussion rather than passive observation and listening.
- Learn better by doing, hearing, and asking questions than by reading and writing.
- Like to communicate in person, either face-to-face or voice-to-voice.
- Would rather talk than write about a topic.

Enthusiastic-Quiet (Midzone)

- Readily show enthusiasm when you know the people or the topic well; otherwise, you stay in the background.
- Find that your desire for quiet or action depends on how full or quiet your day has been.
- Are seen quite differently by the people who regularly see your enthusiastic side and the people who regularly see your quiet side.
<table>
<thead>
<tr>
<th></th>
<th>In-Preference</th>
<th>Midzone</th>
<th>Out-of-Preference</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SENSING (S)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Focusing on what can be perceived by the five senses</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>(N) INTUITION</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Focusing on perceiving patterns and interrelationships</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>CONCRETE</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exact facts, literal, tangible</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>REALISTIC</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sensible, matter-of-fact, seek efficiency</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>PRACTICAL</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pragmatic, results-oriented, applied</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>EXPERIENTIAL</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hands-on, empirical, trust experience</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>TRADITIONAL</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Conventional, customary, tried-and-tested</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>ABSTRACT</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Figurative, symbolic, intangible</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>IMAGINATIVE</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resourceful, inventive, seek novelty</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>CONCEPTUAL</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scholarly, idea-oriented, intellectual</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>THEORETICAL</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Seek patterns, hypothetical, trust theories</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>ORIGINAL</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unconventional, different, new and unusual</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

### Concrete-Abstract (Midzone)
- Start with the facts but move on to their meanings.
- Like to know the details but can move ahead if a few details are missing.
- Need facts to stay comfortably grounded.
- May get stuck on a fact when under pressure and have difficulty seeing the larger context.

### Imaginative (out-of-preference)
- Like to apply your ingenuity and resourcefulness to specific problems.
- Do not generally enjoy imagination for its own sake.
- May develop unusual or imaginative applications that are based on concrete facts and experiences.

### Practical (in-preference)
- Find that applying ideas is more appealing than the ideas themselves.
- Need to see an idea's application to understand it.
- Like acquiring new skills to apply for practical benefit.
- Are impatient listening to ideas if a practical use is not the end result.
- Favour practical utility over intellectual curiosity.

### Experiential (in-preference)
- Learn best from direct, hands-on experience and rely on it to guide you.
- Are careful not to generalise too much.
- Focus more on the past and present than the future.
- Concentrate on what is happening now rather than thinking about meanings and theories.
- May sometimes get stuck on details at the expense of larger considerations.

### Original (out-of-preference)
- Look for what could be better, new, or different.
- Like being original and different, but not so much as to be out of the mainstream.
- Are often seen as both creative and practical.
- May occasionally surprise others by going off in new and different directions.
## Logical-Empathetic (Midzone)
- Believe the ideal way to make decisions is to consider the logical consequences as well as people’s feelings.
- Respect a dispassionate approach, but not in the extreme.

## Compassionate (in-preference)
- Trust your own values as a reliable basis for decision making.
- Are in touch with your own and others’ feelings and values.
- Are influenced by your likes and dislikes in making decisions.
- Subjectively decide, based on benefit and harm to the people involved.

## Accommodating (in-preference)
- Agree readily with others’ viewpoints to achieve consensus.
- Believe in compromise and collegiality.
- Want to include people in your circle and have them all agree.
- Come across as modest and deferential.
- See questioning as conveying criticism and promoting conflict.
- Will ask some questions when you feel strongly about the issue.
- Minimise differences by emphasising points of agreement or by reframing the issue.

## Accepting (in-preference)
- Focus on the good in people and situations.
- Like to praise, forgive, and be kind to others.
- Expect others to respond to you with kindness.
- Believe a win-win situation is usually possible.
- May be very disappointed when a win-win outcome does not occur.

## Tender (in-preference)
- Want people to like you and are seen as warm.
- Use gentleness and affection to achieve your objective.
- See lots of ways to arrive at an agreement.
- Recognise that a purely rational decision can’t always be achieved.
- Give others the benefit of the doubt.
- Want everyone to feel good with the end result.
### JUDGING (J)
Prefering decisiveness and closure

<table>
<thead>
<tr>
<th>Out-of-Preference</th>
<th>Midzone</th>
<th>In-PREFERENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>SYSTEMATIC</td>
<td>CASUAL</td>
<td></td>
</tr>
<tr>
<td>Orderly, structured, dislike diversions</td>
<td>Relaxed, easygoing, welcome diversions</td>
<td></td>
</tr>
<tr>
<td>PLANFUL</td>
<td>OPEN-ENDED</td>
<td></td>
</tr>
<tr>
<td>Future-focused, advance planner, like firm plans</td>
<td>Present-focused, go with the flow, make flexible plans</td>
<td></td>
</tr>
<tr>
<td>EARLY STARTING</td>
<td>PRESSURE-PROMPTED</td>
<td></td>
</tr>
<tr>
<td>Motivated by self-discipline, steady progress, late start stressful</td>
<td>Motivated by pressure, bursts and spurs, early start unstimulating</td>
<td></td>
</tr>
<tr>
<td>SCHEDULED</td>
<td>SPONTANEOUS</td>
<td></td>
</tr>
<tr>
<td>Want routine, make lists, procedures help</td>
<td>Want variety, enjoy the unexpected, procedures hinder</td>
<td></td>
</tr>
<tr>
<td>METHODICAL</td>
<td>EMERGENT</td>
<td></td>
</tr>
<tr>
<td>Plan specific tasks, note subtasks, organised</td>
<td>Plunge in, let strategies emerge, adaptable</td>
<td></td>
</tr>
</tbody>
</table>

### CASUAL (in-preference)
- Love being surprised and taking things as they come.
- Prefer a casual work environment with little formality.
- Often want more information before moving to completion.

### Open-Ended (in-preference)
- Like to make plans on the spur of the moment, especially in your leisure activities.
- Feel that spontaneous plan-making happens almost magically.
- Prefer flexibility so activities can unfold.

### Pressure-Prompted (in-preference)
- Find that time pressures help you do better.
- Are easily bored when not doing something.
- Enjoy juggling several tasks, moving quickly from one to another.
- Feel most creative under the pressure of a deadline and like being taken by surprise.

### Spontaneous (in-preference)
- Enjoy freedom and openness to new experiences.
- Are at your best when free to work spontaneously.
- See routines as constraints.

### Methodical-Emergent (Midzone)
- Prefer having some detailed plans in an unfamiliar situation.
- Are comfortable without a plan when quite sure of yourself.
Applying Step II to Communicating

All aspects of your type influence how you communicate, especially as part of a team. Nine of the facets are particularly relevant to communication. Your preferences for these nine facets along with tips for better communication appear below.

In addition to the tips in the table, keep in mind that communication for every type includes:

- Telling others what kind of information you need.
- Asking others what they need.
- Monitoring your impatience when other styles dominate.
- Realising that others are probably not trying to annoy you when they use their own communication styles.

<table>
<thead>
<tr>
<th>Your Facet Result</th>
<th>Communication Style</th>
<th>Enhancing Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initiating</td>
<td>Start interactions by helping people get to know one another.</td>
<td>Make sure that people actually need and want these introductions.</td>
</tr>
<tr>
<td>Contained</td>
<td>Keep your thoughts and emotional reactions to yourself.</td>
<td>Recognise when it's really important to say how you feel and then speak accordingly.</td>
</tr>
<tr>
<td>Active</td>
<td>Like to communicate and interact with others face to face.</td>
<td>Recognise when face-to-face communication may be intrusive or unnecessary.</td>
</tr>
<tr>
<td>Enthusiastic-Quiet Midzone</td>
<td>Show your enthusiasm or not, depending on your interest in the topic.</td>
<td>Be aware that people will see different sides of you (depending on the context) and may be confused.</td>
</tr>
<tr>
<td>Concrete-Abstract Midzone</td>
<td>Talk about some of the facts and details as well as their meanings.</td>
<td>Be aware of when you are focusing on details and when on meanings and choose the focus that is better for the situation.</td>
</tr>
<tr>
<td>Accommodating</td>
<td>Seek to ensure harmony by being agreeable.</td>
<td>Be aware that people may think you have no real opinions or that you're hiding your real views; let them know what you care about.</td>
</tr>
<tr>
<td>Accepting</td>
<td>Take a naturally inclusive stance toward a broad range of views.</td>
<td>Be aware that others may be frustrated by your refusal to favour one view over the others.</td>
</tr>
<tr>
<td>Tender</td>
<td>Try to win people over to your point of view.</td>
<td>Accept that someone may get hurt; a win-win result is not always possible.</td>
</tr>
<tr>
<td>Methodical-Emergent Midzone</td>
<td>May or may not give others detailed procedures for the task, depending on the circumstances.</td>
<td>Pay attention to which focus others need for a particular task.</td>
</tr>
</tbody>
</table>
Applying Step II to Making Decisions

Effective decisions require gathering information from a variety of perspectives and applying sound methods of evaluating that information. The Step II facets give us specific ways to enhance our decision making, especially those facets related to Sensing, Intuition, Thinking, and Feeling. Below are general questions associated with those facets. The facet poles you prefer are in bold italics. If you are in the Midzone, neither pole is italicised.

<table>
<thead>
<tr>
<th>Sensing</th>
<th>Intuition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Concrete: What do we know and how do we know it?</td>
<td>Abstract: What else could this mean?</td>
</tr>
<tr>
<td>Realistic: What are the real costs?</td>
<td>Imaginative: What else could we come up with?</td>
</tr>
<tr>
<td>Practical: Will it work?</td>
<td>Conceptual: What other interesting ideas are there?</td>
</tr>
<tr>
<td>Experiential: Can you show me how it works?</td>
<td>Theoretical: How is it all interconnected?</td>
</tr>
<tr>
<td>Traditional: Does anything really need changing?</td>
<td>Original: What is a new way to do this?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Thinking</th>
<th>Feeling</th>
</tr>
</thead>
<tbody>
<tr>
<td>Logical: What are the pros and cons?</td>
<td>Empathetic: What do we like and dislike?</td>
</tr>
<tr>
<td>Reasonable: What are the logical consequences?</td>
<td>Compassionate: What impact will this have on people?</td>
</tr>
<tr>
<td>Questioning: But what about?</td>
<td>Accommodating: How can we make everyone happy?</td>
</tr>
<tr>
<td>Critical: What is wrong with this?</td>
<td>Accepting: What is beneficial in this?</td>
</tr>
<tr>
<td>Tough: Why aren’t we following through now?</td>
<td>Tender: What about the people who will be hurt?</td>
</tr>
</tbody>
</table>

Six different ways of evaluating information, called decision-making styles, have been identified based on two facets of the Thinking-Feeling dichotomy: Logical-Empathetic and Reasonable-Compassionate.

Your style is Empathetic-Compassionate.  
This style means that you probably

- Trust the Feeling preference and readily make decisions based on your system of values.
- May recognise logical cause-and-effect factors but see them as secondary.
- Seek to create and maintain harmony through your decisions.
- Are seen as sensitive and tactful.
- Are sometimes seen as overly solicitous.
In individual problem-solving, start by asking all the questions in the boxes above.

- Pay careful attention to the answers. The questions that are opposite to the ones in bold italics may be key since they represent perspectives you aren’t likely to consider.

- Try to balance your decision-making style by considering the less preferred parts of your personality.

In group problem-solving, actively seek out people with different views. Ask for their concerns and perspectives.

- Do a final check to make sure that all the questions above have been asked and that different decision-making styles are included.

- If you are missing a perspective, make extra efforts to consider what it might add.
Applying Step II to Managing Change

Change seems to be inevitable and affects people in different ways. To help you deal with change:

- Be clear about what is changing and what is remaining the same.
- Identify what you need to know to understand the change and then seek out that information.

To help others deal with change:

- Encourage open discussion about the change; be aware that this is easier for some than others.
- Make sure that both logical reasons and personal or social values have been considered.

Your personality type also influences your style of managing change, particularly your results on the nine facets below. Review the facets and tips for enhancing your response to change.

<table>
<thead>
<tr>
<th>Your Facet Result</th>
<th>Change-Management Style</th>
<th>Enhancing Change Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contained</td>
<td>Keep your feelings about the change to yourself and work out how to handle it on your own.</td>
<td>As soon as you know your own views, talk to someone you trust and get his or her input.</td>
</tr>
<tr>
<td>Gregarious</td>
<td>Discuss the changes and their impact on you with the broadest range of people.</td>
<td>Be aware that people vary in their level of interest in what you have to say and thus be selective in whom you talk to.</td>
</tr>
<tr>
<td>Concrete-Abstract Midzone</td>
<td>May shift from one perspective to the other, thus confusing yourself and those around you.</td>
<td>Identify which perspective you are in and see if it is appropriate; switch focus if needed.</td>
</tr>
<tr>
<td>Imaginative</td>
<td>Enjoy the novel aspects of the change and the resourcefulness it requires.</td>
<td>Recognise that there are real costs involved in pursuing novelty.</td>
</tr>
<tr>
<td>Experiential</td>
<td>Want to see an example of how the change will work.</td>
<td>Accept that the impact of some changes can’t be demonstrated in advance.</td>
</tr>
<tr>
<td>Original</td>
<td>Embrace change for the sake of change.</td>
<td>Be selective about what changes are really worth pursuing.</td>
</tr>
<tr>
<td>Tender</td>
<td>Want people affected by the changes treated with kindness and consideration.</td>
<td>Decide how much insensitivity you can tolerate and act accordingly.</td>
</tr>
<tr>
<td>Open-Ended</td>
<td>Let the changes unfold as they may.</td>
<td>Be aware that others may be uneasy with your unfolding approach; fill them in whenever you can.</td>
</tr>
<tr>
<td>Methodical-Emergent Midzone</td>
<td>Like knowing some steps of the change but not all of them.</td>
<td>Know that with more unknowns, more steps are helpful.</td>
</tr>
</tbody>
</table>
Applying Step II to Managing Conflict

In working with others, conflicts are inevitable. People of distinct personality types may differ in what they define as conflict, how they react to it, and how they reach resolution. Although sometimes unpleasant, conflicts often lead to improved work situations and enhanced relationships.

Part of conflict management for every type includes:

- Taking care of getting the work done while maintaining your relationships with the people involved.
- Recognising that all perspectives have something to add, but any perspective used in its extreme and to the exclusion of its opposite will ultimately impede conflict resolution.

Some aspects of conflict management may be unique to your results on six Step II facets. The table below explains how your results on these facets may affect your efforts to manage conflict.

### Table: Conflict-Management Style and Enhancing Conflict Management

<table>
<thead>
<tr>
<th>Your Facet Result</th>
<th>Conflict-Management Style</th>
<th>Enhancing Conflict Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contained</td>
<td>Attempt to solve the issue yourself and keep your reactions inside.</td>
<td>Be aware that trying to solve this on your own may be successful, but that others also may really need your input.</td>
</tr>
<tr>
<td>Gregarious</td>
<td>Involve all relevant people in resolving the conflict, not just those you know well.</td>
<td>Respect the need of some people to remain uninvolved until they are ready to participate.</td>
</tr>
<tr>
<td>Accommodating</td>
<td>Try to create harmony by accommodating different views.</td>
<td>Let people know when an issue is really important to you and what you want; you may be giving in too often.</td>
</tr>
<tr>
<td>Accepting</td>
<td>Look for points of agreement in others’ arguments and ideas.</td>
<td>Recognise that some things are really worthy of criticism so don’t insist on agreement.</td>
</tr>
<tr>
<td>Tender</td>
<td>Strive for cooperation and minimise points of disagreement.</td>
<td>Recognise when cooperation is no longer helpful; sometimes people need to agree to disagree.</td>
</tr>
<tr>
<td>Pressure-Prompted</td>
<td>Feed off the pressure of working at the last minute so do not recognise that conflict can emerge from this style itself.</td>
<td>Use your style when working alone but set earlier deadlines for yourself when others depend on you to complete tasks.</td>
</tr>
</tbody>
</table>

In addition to your facet results, your decision-making style (as explained on page 12) affects how you manage conflict. Your decision-making style is Empathetic-Compassionate. You are likely to focus on taking person-centred values into account, believing that others who do not are insensitive. To make your efforts to manage conflict more effective, be aware of two possible extreme responses - giving in before others know your views or insisting that your way be followed.
How the Parts of Your Personality Work Together

The essence of type involves the way information is gathered (Sensing and Intuition) and how decisions are made (Thinking and Feeling). Each type has favourite ways of doing those two things. The two middle letters of your four-letter type (S or N and T or F) show your favourite processes. Their opposites, whose letters don’t appear in your four-letter type, are third and fourth in importance for your type. Remember - you use all parts of your personality at least some of the time.

Here’s the way it works for ESFPs:

**USING YOUR FAVOURITE PROCESSES**

Extraverts like to use their favourite process mostly in the outer world of people and things. For balance, they use their second favourite in their inner world of ideas and impressions. Introverts tend to use their favourite process mostly in their inner world and to balance this with the use of their second favourite process in the outer world.

Thus ESFPs use:
- Sensing mainly externally to notice the important facts and details.
- Feeling mainly internally to guide them to what really matters for themselves and others.

**USING YOUR LESS-FAVOURITED PROCESSES**

When you frequently use the less-preferred parts of your personality, Thinking and Intuition, remember that you are working outside of your natural comfort zone. You may feel awkward, tired, or frustrated at these times. As an ESFP, you may at first become excessively focused on the realities of the moment, and then later feel overwhelmed by frightening internal possibilities and explanations.

To bring back some balance, try the following:
- Take more breaks in your activities when you are using these less familiar parts of your personality - Thinking and Intuition.
- Make an effort to find time to do something enjoyable that involves using your favourite ways - Sensing and Feeling.
USING YOUR TYPE EFFECTIVELY

ESFPs’ preference for Sensing and Feeling makes them mostly interested in:

- Acquiring facts and experiences.
- Using them to promote harmony in their own and other people’s lives.

They typically devote little energy to the less-preferred parts of their personality, Intuition and Thinking. These parts may remain inexperienced and be less available for use in situations where they might be helpful.

As an ESFP:

- If you rely too much on your Sensing, you are likely to miss the big picture, other meanings of the information, and new possibilities.
- If you make judgments exclusively using Feeling, you may ignore the flaws, the pros and cons, and the logical implications of your decisions.

Your personality type is likely to develop in a natural way over your life. As people get older, many become interested in using the less familiar parts of their personality. When they are in midlife or older, ESFPs often find themselves devoting more time to things that were not very appealing when they were younger. For example, they report greater pleasure in considering new ways of doing things and in activities that call for logical analysis.

HOW THE FACETS CAN HELP YOU BE MORE EFFECTIVE

Sometimes a particular situation calls for using a less-preferred part of your personality. Your facet results can make it easier for you to temporarily adopt a less natural approach. Begin by identifying which facets are relevant and which poles are more appropriate to use.

- If you are out-of-preference on one or more of the relevant facets, make sure to focus on using approaches and behaviours related to those out-of-preference facets.
- If you are in the Midzone, decide which pole is more appropriate for the situation at hand and make sure you use approaches and behaviours related to that pole.
- If you are in-preference, ask someone at the opposite facet pole for help in using that approach or read a description of that pole to get clues for modifying your behaviour. Once you have a good approach, resist shifting back into your comfort zone.

Here are two examples of how to apply these suggestions.

- If you are in a situation where your natural information-gathering style (Sensing) may not be appropriate, try using your Midzone approach on Concrete-Abstract to consider which pole would provide the best information in the present situation—focusing on the facts themselves (Concrete) or looking at the possible meaning of those facts (Abstract).
- If you are in a situation where you might need to adapt your way of getting things done (Perceiving), try modifying your Spontaneous approach to accomplishing tasks (an in-preference result) by asking yourself if following some routines (Scheduled) would help you achieve better results in this particular situation.
Integrating Step I and Step II

When you combine your Step I reported type and your Step II out-of-preference facets, the result is your individualised type description:

**Contained, Imaginative, Original**

**ESFP**

If, after reading all the information in this report, you don't think you have been accurately described, perhaps a different four-letter type or some variation on the facets will fit you better. To help you work out your best-fit type,

- Focus on any type letters you thought were incorrect or any type dichotomy on which you had some out-of-preference or Midzone facet results.
- Read the type description for the type you would be if the letter or letters you question were the opposite preference. (See the reading list on page 20.)
- Consult a qualified MBTI practitioner for suggestions.
- Observe yourself and ask others how they see you.

Using Type to Gain Understanding

Knowledge of type can enrich your life in several ways. It can help you:

- Better understand yourself. Knowing your own type helps you understand the assets and liabilities of your typical reactions.
- Understand others. Knowing about type helps you recognise that other people may be different. It can enable you to see those differences as useful and broadening, rather than annoying and restricting.
- Gain perspective. Seeing yourself and others in the context of type can help you appreciate the legitimacy of other points of view. You can then avoid getting stuck in believing your way is the only way. No perspective is always right or always wrong.

To further explore the theory and applications of type, consult the reading list on page 20. Observing yourself and others from the standpoint of type will enrich your understanding of personality differences and encourage constructive uses of those differences.
Overview of Your Results

STEP I: YOUR FOUR-LETTER TYPE

ESFPs tend to be outgoing, enthusiastic, easygoing, accepting, and friendly. They enjoy nearly everything and everyone and make things more fun for others by their enjoyment. They are sociable and know what's going on, joining in eagerly. They use common sense and practicality with people and things.

STEP II: YOUR RESULTS ON THE 20 FACETS

When you combine your Step I reported type and your Step II out-of-preference facets, the result is your individualised type description:
Further Reading

GENERAL INFORMATION ON MBTI® STEP I AND STEP II INVENTORIES


APPLICATIONS OF TYPE (PAGES 11–15)


TYPE DYNAMICS AND DEVELOPMENT (PAGES 16–17)


Interpreter’s Summary

PREFERENCE CLARITY INDEXES FOR REPORTED TYPE: ESFP

<table>
<thead>
<tr>
<th>Extraversion:</th>
<th>Sensing:</th>
<th>Feeling:</th>
<th>Perceiving:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Slight (7)</td>
<td>Slight (1)</td>
<td>Moderate (21)</td>
<td>Clear (37)</td>
</tr>
</tbody>
</table>

FACET SCORES AND THE AVERAGE RANGE OF SCORES FOR OTHER ESFPs

The bars on the graphs below show the average range of scores that occurred for the ESFPs in the European sample. The bars show scores that are -1 to +1 standard deviations from the mean. The vertical line in each bar shows ESFPs’ mean score. The bold numbers show the respondent’s scores.

POLARITY INDEX: 67

The polarity index, which ranges from 0 to 100, shows the consistency of a respondent’s facet scores within a profile. Most adults score between 50 and 65, although higher indexes are common. An index that is below 45 means that the respondent has many scores in or near the Midzone. This may be due to mature situational use of the facet, answering the questions randomly, lack of self-knowledge, or ambivalence about use of a facet. Some such profiles may be invalid.

Number of Omitted Responses: 0