



# World Introvert Day

## Introversion & Conflict

Over half the world's population prefers Introversion

### 4.43B

Introverts  
around the world<sup>1</sup>

Most common

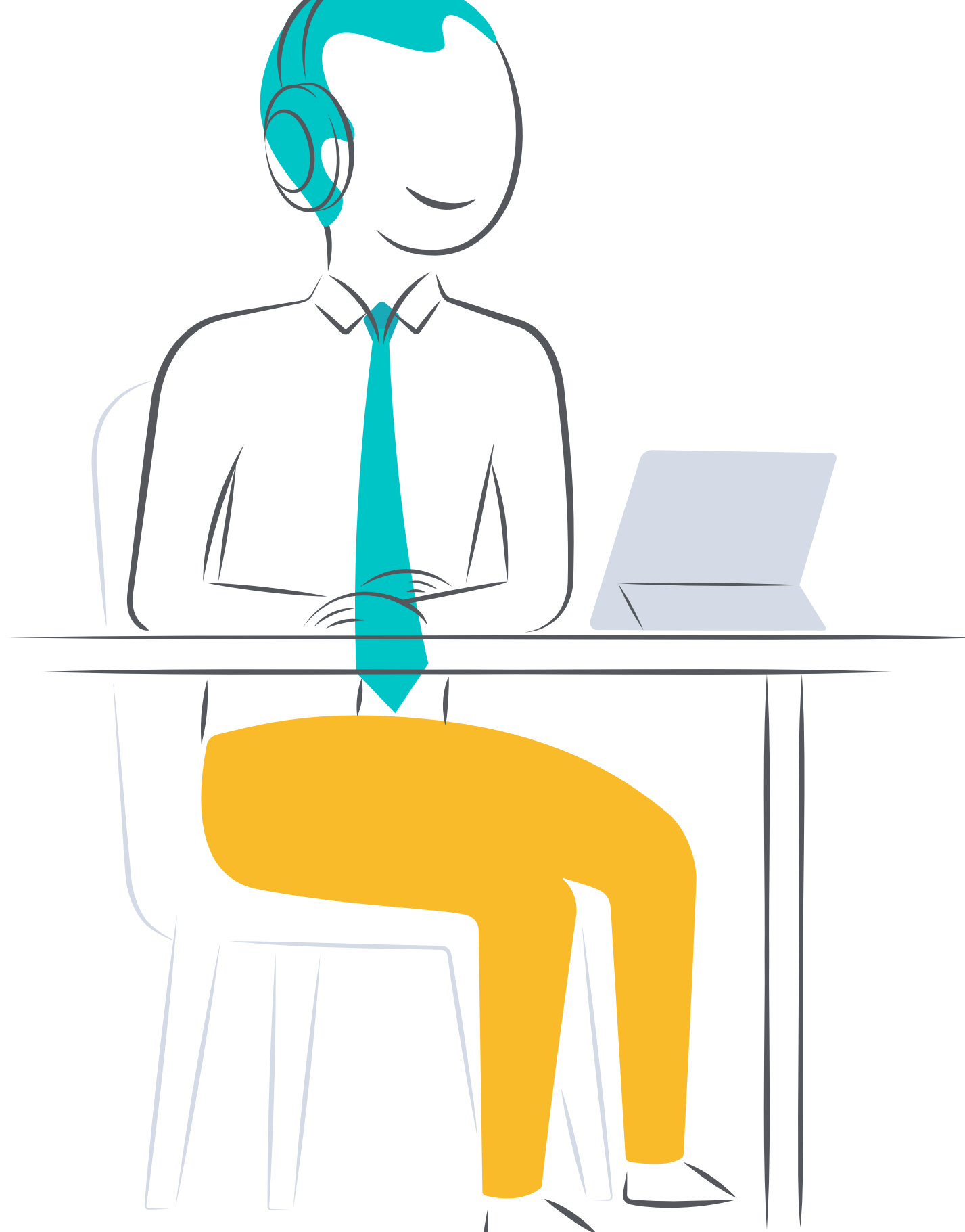
Introverted MBTI® type?

### ISTJ<sup>1</sup>

Least common

Introverted MBTI type?

### INFJ & INTJ<sup>1</sup>



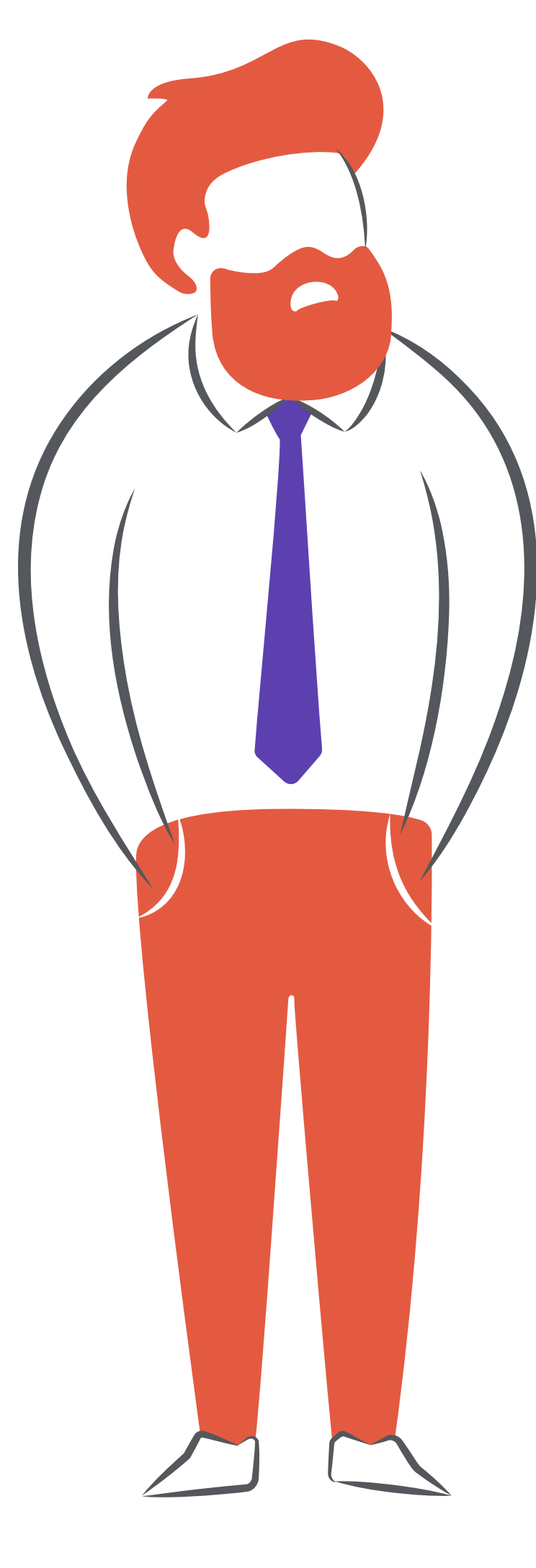
And whether you prefer Introversion or Extraversion, at some point everyone deals with conflict.

**2x** Time spent by managers on workplace conflict has doubled since 2008.

Managers spend over 4 hours a week dealing with conflict, compared to 2.8 hours a week 15 years ago.<sup>2</sup>

In addition, managers are more likely to prefer Extraversion.<sup>3</sup>

But new data from The Myers-Briggs Company shows that **those preferring Introversion manage conflict differently than those preferring Extraversion.**



Conflict often gets a bad reputation. When you think of conflict, most people think of yelling, confrontation, or fighting.

But conflict is just a difference of ideas or opinion. Without some sort of conflict, we'd stagnate.



### Conflict:

when two or more people's concerns appear to be incompatible

There are five conflict-handling modes that people with Extraverted and Introverted preferences use, according to the *Thomas-Kilmann Conflict Mode Instrument*.<sup>4</sup>:

**Competing** – high on assertiveness, low on cooperativeness. Trying to satisfy your own concerns at the other person's expense.

**Collaborating** – high on assertiveness, high on cooperativeness. Trying to find a win-win.

**Compromising** – medium assertiveness, medium cooperativeness. Trying to find an acceptable solution that only partially satisfies both individual's concerns.

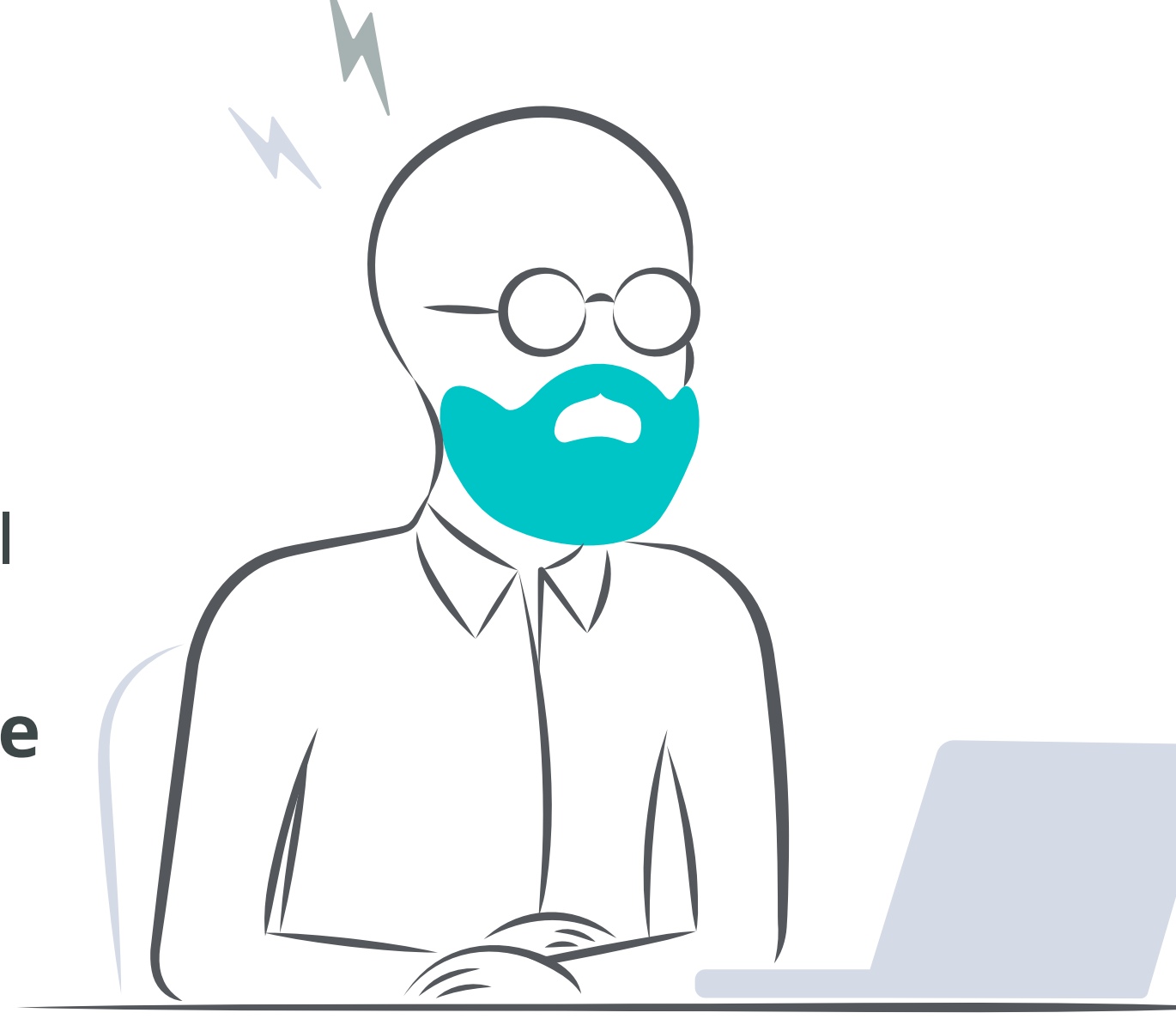
**Accommodating** – low assertiveness, high cooperativeness. Trying to satisfy the other person's concerns at the expense of your own concerns.

**Avoiding** – low assertiveness, low cooperativeness. Trying to sidestep the conflict without attempting to satisfy either individual's concerns.

People generally default to one or two modes, but anyone can learn to use any conflict mode. In addition, each mode has an ideal time and place to be used depending on the situation.

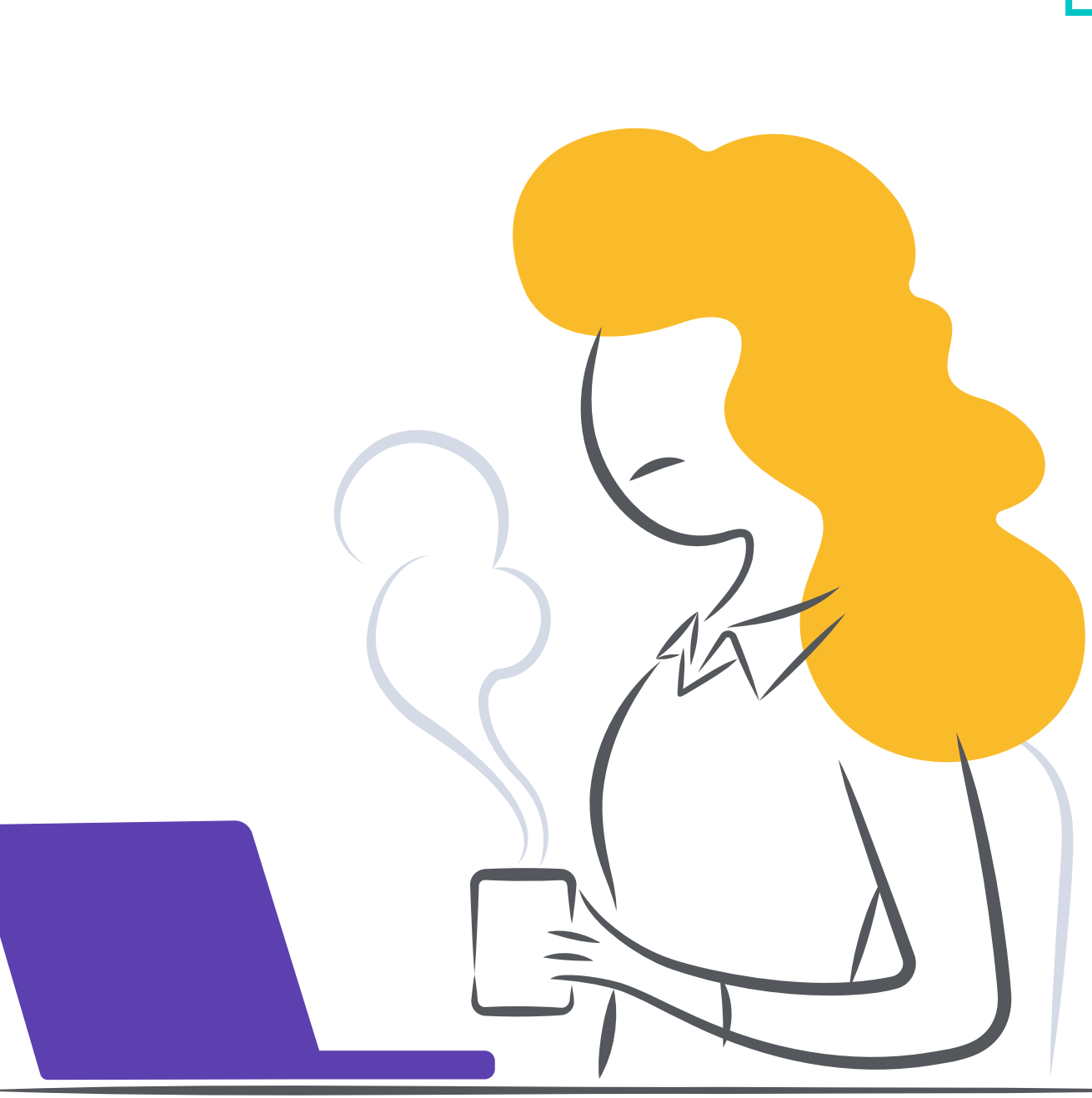
### AVOIDING

According to global data from more than 50,000 people who knew their official MBTI type and had taken the TKI® assessment, **people who prefer Introversion are more likely to use the Avoiding conflict-handling mode** than those preferring Extraversion.



“ This mode occurs when we try not to engage in a conflict issue with the other person. It sees conflict as an interruption or a disruption, diverting energy from the task and causing unnecessary stress. Or in other words ‘not now, I’ll come back to you tomorrow’.

Alex Eggington, Consultant at The Myers-Briggs Company



### What conflict-handling mode is each Introverted MBTI type most likely to use?

- ISFP – Avoiding **39%\***
- ISFJ – Avoiding **38%**
- ISTP – Avoiding **33%**
- ISTJ – Avoiding **30%**
- INTP – Avoiding **26%**
- INFJ – Accommodating **33%**
- INFP – Accommodating **32%**
- INTJ – Competing **27%**

\*39% of people with ISFP personality types had Avoiding as their highest scoring conflict-handling mode.



1. MBTI Manual for the Global Step I and Step II assessments. 4th edition. Based on the global sample, based on the global sample it's estimated that 56.8% of the world's population prefers Introversion.  
 2. <https://www.prnewswire.com/news-releases/new-research-time-spent-on-workplace-conflict-has-doubled-since-2008-301652771.html>  
 3. <https://www.themyersbriggs.com/Search/-/media/Myers-Briggs/Files/Programs/WID-2022-Short-guide.pdf>  
 4. The TKI, or the Thomas-Kilmann Conflict Mode Instrument, is one of the most widely used conflict management tools in the world. <https://eu.themyersbriggs.com/en/tools/TKI>



eu.themyersbriggs.com