

Effective communication is always a two-way street. Communicating your point to others and receiving their points are equally important skills to master. Here’s a handy resource you can give to training participants for quick reminders on how to improve their in-the-moment communication effectiveness for each of the 16 MBTI® types. For more information on improving your communication style, check out the MBTI® Communication Style Report.

| Getting Your Point Across | MBTI® Type | Becoming a Better Listener |
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| Ground your exciting new ideas with facts, practical applications, and logical arguments so others see their value. | ISTJ | Improve your listening by using non-verbal active listening cues, such as nodding your head and leaning forward. |
| Express your opinions assertively rather than indirectly. Summarize your views and relate them to the bigger picture. | ISFJ | It may be hard to listen when others’ views seem unfair or harsh. Strive to understand rather than respond personally. |
| You tend to explore ideas in more depth than do others. When sharing ideas, ground them with practical examples and details. | INTJ | Listen to people’s feelings and respond with empathy to the situation rather than analyzing or trying to solve their problems. |
| You may tend to use metaphors or analogies to share your ideas. At times, others might prefer more direct, concrete information. | INFJ | Be careful not to shut down when others are harsh or frank. Avoid overinterpreting others’ words and actions. |
| You want to share practical facts and details. Take some time to make a personal connection or others may not listen. | ISTP | You may discourage small talk. Challenge yourself to understand rather than analyze other people’s situations. |
| When sharing ideas, focus on facts and details as well as concepts. This will help others understand and apply your insights. | INTP | You likely enjoy analyzing ideas and plans. Practice focusing on and acknowledging what is important to others as you listen. |
| Naturally quiet, accommodating, and supportive, you may need to be more logical and candid when you express yourself. | ISFP | Challenge yourself to listen objectively rather than having your feelings hurt by taking what others say personally. |
| You like to share ideas and possibilities. Add a factual, logical, step-by-step component when expressing your thoughts. | INFP | You likely want to hear and understand others’ views. Rather than listening quietly, affirm or acknowledge what others say. |

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| You may be quick to state your matter-of-fact opinions. Take time to find more diplomatic ways to express your views. | ESTP | Active and logical, you may miss other people's social cues. Focus your attention on their feelings and viewpoints. |
| Others may think you are too casual about important matters. Take time to compose serious and thoughtful responses. | ESFP | You may avoid dealing with complex, long-term conflicts. Take time to listen to and consider the root causes of issues. |
| Others may not see the connections you make between ideas. Explain your ideas in a factual manner so others can follow them. | ENTP | Don't tune out when others discuss the facts and details. Instead, focus on them to help link your ideas to reality. |
| Ground your exciting new ideas with facts, practical applications, and logical arguments so others see their value. | ENFP | Wanting to express your many ideas may distract you. Concentrate on what the other person is saying and don't interrupt. |
| Wanting to get things done, you may try to take charge. Others may respond better to a less direct approach. Try making suggestions. | ESTJ | Others may want to focus more on making connections and less on accomplishing tasks. Make time for small talk. |
| People may disconnect if you don't acknowledge their point of view. They will be more receptive if you listen to them first. | ENTJ | You may not listen carefully to the needs of other people. Give them your full attention by asking how they feel about the situation. |
| Don't assume all people want to follow traditional social norms. Avoid saying what people should be or should do. | ESFJ | It may be difficult for you to listen to constructive feedback. Remember that this kind of critique will help you improve. |
| You may feel it's important to champion other people's needs. Offer your opinions in a matter-of-fact rather than a defensive manner. | ENFJ | You may tune out factual and logical arguments, especially when you disagree. Try accepting these alternative perspectives. |