

How to deliver MBTI® feedback remotely

10 tips for success

Face-to-face sessions have lots of benefits. Sitting in a room together, you have the benefit of eye contact and body language. But remote sessions are common now and this requires a few adjustments.

Here are some tips to make remote delivery a little bit smoother.

1. Consciously build rapport

Even simple things help to build rapport, such as asking, "How has your day been so far?" and showing you are listening.

2. Plan ahead

Consider ahead of time whether you will send a copy of their MBTI report during the session. If they will need access to their email make sure you build in time to allow for this. If you send the report after the session you may want to suggest a short follow-up session. This allows time for reflection and gives them an opportunity to ask questions.

3. Listen actively

Draw on your listening skills even more in a remote session. This will encourage the person you're working with to open up more and help to foster an open two-way conversation. For example: Add some 'active listening' words, such as "yes" or "I understand" at natural pauses in their speech, to reassure them you are still listening. When asking questions, don't ask them all at once and don't interrupt answers.

4. Ask lots of questions

In order to get the balance right between you explaining and your client speaking, ask lots of questions throughout the session. Also, include the client more during your introduction by asking simple questions such as:

- Have you completed any other psychometric assessments before?
- What was your previous experience like?
- How do you intend to use this information?

5. Use visuals

Consider using visuals to brighten up your session and bring it to life. These might be materials you send ahead of the session (such as materials from our pdf range). Alternatively, if using conferencing software, slides are a good option.

6. Turn the camera on

Although not quite the same as face-to-face, using video wherever possible can help with visual clues and rapport building.

7. Summarize

Check understanding more frequently than you would face-to-face. This is important as you won't have as many visual clues as to how your client is responding.

8. Avoid getting distracted

Make sure you yourself are in a private area free from distractions.

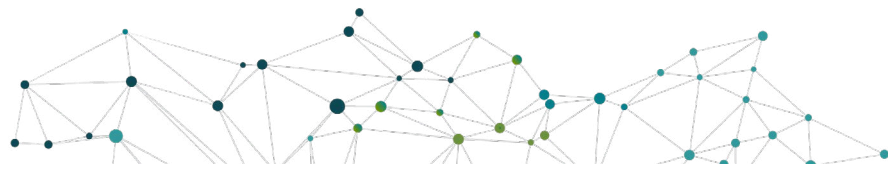
9. Signpost clearly throughout

A simple yet essential thing to remember is to signpost clearly by referring to the structure of the session. Keep informing the client where you are in the process, e.g. "Now we are going to explore some questions to help you think about how this preference is relevant to your development." If you are using support materials, make sure you let the client know where to look. This will avoid confusion.

10. Encourage note-taking

Avoid over-reliance on auditory information by asking the client to write down their results. Encourage clients to also write down any notes or development points they want to take away from the session.

Don't forget to ask them to tell you when they have finished writing



11. Think twice about putting off questions

It may seem counterintuitive, but don't put off questions that seem off topic. Rather, provide a brief answer immediately, and then either make time during the break for a longer answer or offer to email a more in-depth answer after the training. This will keep the class moving while still ensuring that participants feel acknowledged and stay engaged.

12. Establish the proper mind-set

One of the most important but often overlooked parts of administering an assessment is the mind-set of the person taking it. Take a look at this video which covers the basics of "mind-set"

13. Leverage your type strengths

You know that each MBTI type has strengths and blind spots. Take your knowledge a step further and actively use your strengths when leading your MBTI training.

My verified type is INFP, and I think that my need to make a difference and make sure everyone is getting what they want from my training is representative of my type. I'm an Expressive, Planful INFP, and I think it shows when I facilitate. Feedback from participants is that my accommodating and thorough approach helps them feel comfortable and open to learning new things.

Michael Segovia, Senior Consultant at The Myers-Briggs Company.

14. Plan for the unexpected

Workshops don't always go the way you think they will, so it's a good idea to have some contingency plans. For example, how will you debrief an activity if you have no participants representing a certain preference? Scripting or rehearsing in advance what to say in unexpected situations like this one can be a good exercise in using type language while preparing you for less-than-optimal situations.

15. Lead by example

If you encounter a biased or judgmental comment, unprofessional conduct, or stereotyping of preferences in your workshop, it's important to respectfully call it out. If you let it slide, you're not aiding the learning of your participants