

MBTI® and Interacting with Difficult People (IWDP)

COURSE NUMBER **FAA01200007**

For information about this course, contact:
 FAA Program Manager
 (386) 446-7154

DESCRIPTION AND LEARNING STRATEGY

Are you...

- Losing patience with certain people or personality types?
- Feeling anxious before a difficult conversation?
- Thinking of what you "should have" said after the conversation is over?
- Wishing you had managed a conversation or an individual differently?

MBTI was originally created to understand normal personality differences. Knowledge of personality differences can help you understand, appreciate and optimize your strengths and the strengths of others.

This four-hour symposium workshop uses information and insights into the MBTI personality preferences relating to difficult people. At this workshop, you will be engaged in practical and interactive discussions and exercises that will change the way you see and respond to difficult people and difficult situations.

OBJECTIVES

After completing the workshop, you will be more able to turn difficult conversations into productive exchanges. You will be able to:

- Identify and understand personality differences.
- Identify the role you and others play in interactions.
- Manage your own responses towards more successful interactions.
- Interact more effectively with people you find difficult.

KEY COMPETENCIES

- Building Teamwork and Cooperation
- Communication
- Interpersonal Relations and Influence
- Problem Solving

CLASS SIZE

24 participants

LENGTH

4 hours

(Class times vary.)

LOCATION

Customer site or
 FAA Center for
 Management and
 Executive Leadership
 Palm Coast, Florida

UPCOMING DELIVERIES

This course is currently available only as a fee-for-service delivery.

WHO SHOULD ATTEND

FAA Managers -
 This workshop qualifies as part of the 40-hour CME training required every three years.

ENROLLMENT

To arrange a **fee-for-service delivery**, call (386) 446-7154.

PREREQUISITE

None

PRECOURSE

None

RELATED COURSES

Constructive Conflict Management (FAA01318)
 Managerial Coaching and Mentoring (FAA01299)
 Leading Organizational Change (FAA01200016)