

# Use of self self knowledge

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Reflection through the Lens of MBTI & TKI of the of the of the Institute] of the

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The MBTI is a useful tool for individuals to identify, analyze and properly utilize their capabilities. My recent completion of this assessment tool guided me towards the identification of my strengths and weaknesses. Overall, the assessment has shed light over my personal traits and their utilization or drawbacks in the practical working environment.

The classification I received is ESFJ, which are deemed to be “ warm-hearted, talkative, popular, conscientious, born cooperators, active committee members, need harmony and may be good at creating it (Myers et al., 2000 p. 7). I have identified that at times, my strengths have posed to act like my weaknesses. For instance, my interest in others’ problems, personal lives and issues are although a genuine effort t resolve them and help them, it might lead to conflict of interest between my personal relationships and the professional behavior/choices.

The MBTI results suggest people under ESFJ category “ feel uncomfortable in conflict-filled or tense situations, and they work to ensure that these don’t occur” (P. 2). This, indeed, is in line with my TKI result of ‘ avoiding’ at 95%. Avoiding refers to a strategy of postponing, sidestepping or withdrawing from a threatening or rather conflicting situation. I, and people like me, probably idealize a conflict-free and family-like work environment where understanding, values and hard working are key features to the achievement of all goals.

The shortfalls of any ESFJs are that they are too fast to make conclusions and

I observed that sometimes I do so as well. The comments or shrewd commands by the ESFJs to others can end up in misunderstanding and arrogance. It may not be intentional but I have noticed that at many occasions people misunderstand me and may be expressed by non verbal cues. (University of Saskatchewan).

Literatures reveal that ESFJs have the prominent nature as ‘ Guardian’ and I am pleased that I possess those characteristics of ‘ supervisory’ or ‘ administrative’ which stand synonymous to ‘ Guardians ’ and ‘ providers’. It makes me glad to know that because I belong to ESFJ, and I “ moderately express as extravert, have slightly expressed feeling and moderately expressed judging personality” (Keirsey & Bates).

As an ESFJ, I feel that I have a serious responsibility on my shoulders. I must use my sensing and judging characteristics to collect information about what my team members feel and turn this information into sensible judgments. Moreover, I think I am a bit impatient but I should practice patient when a conflict arises. Although, I love to seek approval from others and get hurt easily, but as an ESFJ, I should portray myself as a strong and stable personality and must keep in mind that I must bear the unkindness from employees openheartedly, because when many people gather, they come from different backgrounds, hence will obviously have different attitudes and opinions.

Various conflicts may arise while working in a group, for example, an employee may feel that he has been given the most unimportant task in the group. As a result, he may develop resentment against other people and express his anger through verbal conflict. To resolve such problem, as an

ESFJ I would sit down with my team members, talk to them politely, and take necessary steps as to how a task is assigned.

Another conflict that may arise is with the customers. For example, if a computer sales person sells a computer without any warranty and later it breaks down, the buyer may have a harsh clash of words with the salesperson. As an ESFJ, the best way to deal with the issue is to involve a manager who may provide refunds and discounts. Moreover, if I find a situation difficult to handle I would place this customer under the supervision of another manager.

As I see, the results of MBTI and TKI properly illustrate my personality traits. The self-sacrificing habit, as described by TKI's result as 75%, is the secret to my large and satisfied social circle. However, a rather pessimistic view of this might be neglect to the organizational or collaborative goals in order to pursue an individual's happiness, comfort or satisfaction. The cost-benefit analysis of such situations, hence clearly prove my approach wrong. The results and evaluation of those results, therefore, call for a proper analysis of consequences rather than a more emotional approach to decision making. A goal-oriented approach with a positive attitude would help creating a harmonious climate where pursuance of goals come first and social satisfaction ranks second.

As the TKI scores suggest, I am very sensitive about timeliness and consider conflicts and then resolution of those conflicts as a further burden on the team and myself. I try to avoid such cases where the time which could be utilized to increase efficiency in work can be wasted in raising and resolving conflicts, disputes and other issues (or utilized as others believe). The MBTI

assessment results show my impatience as a blind spot of ESFJs. This indeed is true, firstly because I try to save time and not listen to the whole issue before taking steps to mitigate the consequential loss or harm; and secondly, because I am too sensitive of getting the tasks done as they are planned.

The Thomas -Kilmann conflict mode was another portion of the personality assessment test completed as a part of the MSN course.

According to my profile report, I am 25% accommodating and the percentage of handling conflict by 'avoiding' was 95%. It is a huge number and that means I try to avoid conflict situations most of the time and either escape from the situations or even keep postponing decisions instead of solving them at the spot. Avoiding is almost synonymous to 'uncooperative', but I am still content that my score for 'accommodating' is 76%. I own the qualities of self-sacrifice and consideration to other people when I fall into the category of well accommodating group with a high score. Competing is 20% in my profile, and I am not excused from being 'assertive', 'uncooperative' and

'power oriented.' However, once I realize that all these negative aspects are linked with my own personality, I get the ability to comprehend and behave according to any complex situations. Even though, collaborating is the ability to be supportive and get along with peers and teams; the low percentage of 7% does not segregate me as an uncooperative person in my work place.

Because all other ESFJ characteristics are prominent and the percentage of accommodating is still at high level, I find it easy to keep myself a sat neutral scale or even a better adjusting person.

Quenk also provides a basic introduction of how a person is supposedly 'in

the grip' of something forcing or motivating him to do things differently or away from the norm of a person's usual behavior (Quenk 2000, p. 2).

Keeping my focus on what changes my behavior and how different do I behave in certain situations, I have found my major weakness as my lack of patience when it comes to changes in work plans and targets. Hence, I need to develop patience and understand the importance of conflict resolution in a proper manner to avoid inconsistencies in the group/team and harmonize the work culture.

As an ESFJ, I would keep my team members motivated and action-oriented. Moreover, I should put my team members at ease so that they feel free to ask me any question when a problem arises. Treating my group members with respect and dignity, I would be able to gain immense support from staff members when needed.

#### References

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