

COMMUNICATION TYPE:

1. Get things going



ENFPs, ENTPs, ESFJs and ESFPs have a “Get-Things-Going™” interaction style.

This means that they enjoy persuading and involving other people in experiences and opportunities. They have an **open energy** and enjoy back-and-forth communication. They tend to be **expressive and participative** and they like a mutual swapping of ideas and plans.

They **inspire** people to move towards action, explore possibilities, and options, and make plans. In decisions, they like everyone to have a voice, **be actively engaged**, and enjoy themselves. People with this interaction style are usually good at finding out what other people need or want. They’re also good at **listening, asking questions, and clarifying** what other people need. They view life as a constant, ever-transforming learning experience.

The 'get things going' personality type

ENFPs

These types like to hypothesise, come to conclusions, and brainstorm. They are usually **open-minded** and enjoy meaningful, abstract conversation topics. They focus on the future, present, and past in random order.

ESFPs

These types like to experience, explore, and interact with the world around them in a hands-on way. They are "**doers**" who enjoy action and participation. They enjoy lively storytelling and authenticity. In most cases, they focus more on the present than the past or future.

ENTPs

These types like to ask "What if?" questions and extrapolate about **future possibilities**. They focus more on logic and impersonal criteria when they decide and can appear more direct than the three other types in this group. They enjoy taking apart ideas and **exploring potential**. These types tend to focus on the future, present, and past in random order.

ESFJs

These types are **warm, nurturing, and inclusive**. They like to make sure everyone in the group is cared for and involved. They tend to be more organised than the three other types in this group. They are known for being **grounded, pragmatic and traditional**. These types tend to focus more on the past first, using that information to determine how present and future situations will unfold.



- 1 Smile and make **eye contact** when saying hello.
- 2 Use **open gestures** and keep your manner friendly and energetic.
- 3 Ask **open-ended questions** and be responsive to their answers.
- 4 With ENTPs and ENFPs, be prepared for some **friendly debate** and argument. Don't take this personally.
- 5 When explaining something, present the main points and **allow time** for plenty of conversation and questions.
- 6 If you're working on a project together, bring up **shared interests** as a way to keep the atmosphere pleasant and to show that you care.
- 7 When answering questions or getting feedback, allow them to digress, extrapolate, and "think out loud".
- 8 Use **storytelling** and give personal examples when explaining something.
- 9 Let them **explore options** before pressuring them to decide on anything.
- 10 When you say goodbye, leave with a **positive note**. Show warmth and confirm that you enjoyed the visit.
- 11 Understand that during **tense moments** people with this temperament tend to use **humour** to "break" the tension.
- 12 Understand that when these types are stressed, they can become more loud, animated, and **expressive**. During extreme stress, they can close off completely.



COMMUNICATION TYPE:

2. Chart the course

INFJs, INTJs, ISTJs and ISTPs are all part of the “Chart-the-Course™” Interaction Style.

This means that they have a **focused, deliberate energy** and prefer to work on one thing at a time. They put their energy towards anticipating and strategising to achieve the desired result.

People in this group always want to know where they’re going and how to get there.

They tend to have a contained **tension** in their demeanour and they pour this tension into **analysing, outlining, conceptualising, and foreseeing**. Their focus is on gathering information and creating a process that will progress towards a singular goal.

INTJs

People of this type like to **get alone in a quiet place** to explore complex ideas and patterns. They want to foresee the most likely strategy to achieve a future goal. They focus primarily on the **future** and which patterns will provide the most optimal result.

ISTJs

People of this type like to **reflect** on information after it has been given. They like to isolate the facts and details and figure out what course is the most logical and pragmatic. They are known for being grounded and matter-of-fact. They focus on the past and how it will impact the present and future.

INFJs

People of this type like to **contemplate information** after it's been given. They like to get alone and **envision** how various possibilities could play out and then narrow down which possibility is the most likely or most beneficial for people. They are empathetic and warm and focus primarily on the future.

ISTPs

People of this type are tactically intelligent and **extremely independent**. They combine action with analysis and are good at troubleshooting and thinking quickly in make-or-break situations. They're skilled at developing resourceful, logical ways to reach more immediate goals. Of the four “Chart-the-Course™” types, ISTPs are the most in tune with the present moment.



- 1 When greeting these types be sure to **smile**, but also **give them personal space** (unless you're a significant other/family member).
- 2 Make **intermittent eye contact** but don't stare for too long.
- 3 These types enjoy friendly banter and **humour**, but it can frustrate them when they're trying to focus on a project.
- 4 **Don't ramble** if you need something from them.
- 5 **Don't interrupt** or use a lot of small talk when trying to get information.
- 6 When you explain something, **be detailed** and pause for any questions they might have.
- 7 Give them **time** to reflect before expecting an answer.
- 8 Understand that they tend to be very **focused on what they're doing** and can get thrown off by unrelated conversation.
- 9 **Don't rush** them. Understand that they will be careful and particular.
- 10 In a work setting, make sure you let them know what **progress** you've made before you leave. Let them know things are under control.
- 11 In a relationship setting, be **specific about your desires** and where you see the relationship going. Don't be wishy-washy or vague.
- 12 Understand that these types can go from **friendly to distant** if things get stressful. If life feels unplanned or directionless they can appear especially aloof and even critical.
- 13 During conflict situations these types can become especially **quiet and stoic**. They usually process the conflict after it happens and then may come back with more emotion afterwards.



COMMUNICATION TYPE:

3. Behind the scenes



INFPs, INTPs, ISFJs and ISFPs all belong to the “Behind-the-Scenes™” Interaction style. People in this group have an **open energy** and enjoy taking in tidbits of information from all around them.

They like **scoping things out** and integrating as much information as possible to make the most informed decision. They focus on getting the best result possible and understand that many contributions and viewpoints can help. When they approach people, they tend to **appear quiet and calm** even if they have strong convictions. They are usually patient because they want to gather all available information before making a decision or refining a result.

ISFPs

Realistic and idealistic, ISFPs enjoy **taking action** to create a better world. They are usually **quiet and thoughtful**, but quick to respond to crisis situations. Of the four "Behind-the-Scenes™" personality types, ISFPs are the most in tune with the present moment.

INTPs

Creative and curious, INTPs enjoy gathering as much information as possible before making a decision. They are good at **thinking outside-the-box** and experimenting to get the best result. They tend to focus on the present, future, and past in random order.

ISFJs

Pragmatic and empathetic, ISFJs enjoy discussing **realistic ways to help to help** people and get their needs met. They also enjoy creating comfortable, soothing environments where everyone **feels at ease and healthy**. They tend to focus on the past and how it influences the present and future.

INFPs

Imaginative and empathetic, INFPs enjoy insightful, meaningful conversation. They appreciate **authenticity** and **open-mindedness** and enjoy extrapolating about future possibilities with others. They tend to focus on the present, future, and past in random order.



- 1 When saying hello use a quiet and **friendly tone**.
- 2 Be laid-back and **don't take yourself too seriously**.
- 3 Use a steady, calm pace.
- 4 When getting information **don't rush** them or interrupt.
- 5 Take regular **pauses**. Don't dominate the conversation.
- 6 Nod your head to confirm that you **understand** what they are saying.
- 7 When you're explaining something give them **time to process** and reflect on what you've said.
- 8 Ask them **about their thoughts** on a subject and actively listen.
- 9 When working on a project together **be helpful**. Understand that they might **want more information** than you will (if you have a different interaction style).

- 10 Don't finish their sentences. They hate this.
- 11 **Be honest and open.**
- 12 If they need your help with something assure them that they're not bothering you.
- 13 Be supportive.
- 14 When saying goodbye be sure to end the conversation on a friendly note.
- 15 In prolonged stressful situations these types can become uncharacteristically **angry and critical**. This is usually rare. Be understanding.
- 16 These types care **more about quality** than speed. They like to **rework, revise, and reconsider things**. Be patient with this.
- 17 These types can get embarrassed by public recognition and compliments.



COMMUNICATION TYPE:

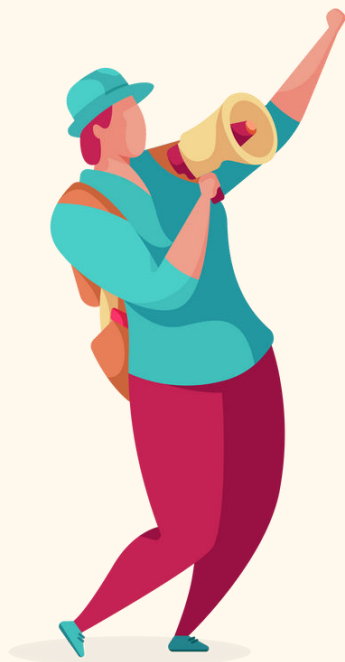
4. In charge



ENFJs, ENTJs, ESTJs and ESTPs belong to the “In-Charge™” interaction style. People in this group have a determined energy and usually have a commanding presence that conveys a sense of having things under control.

“In-Charge™” types like to accomplish things and get achievable results. People of this interaction style are good at keeping themselves and others on task, on target, and ready for action.

They enjoy **mentoring**, executing actions, and mobilising resources to get goals accomplished. They are extremely aware of inefficiencies and have no problem correcting things that are getting in the way of their desired outcome.



ENFJs

Warm and visionary, ENFJs are the most people-oriented of the four “In-Charge™” personality types. They like to mobilise people and discuss **personal growth** and human potential. They are more **focused on the future** than the past or present.

ENTJs

Determined and insightful, ENTJs like to **work hard to achieve progressive goals**. They tend to use metaphor and symbolism in their speech and they **like people who think outside-the-box** and have big ambitions. They are more focused on the future than the past or present.

ESTJs

Pragmatic and **grounded in reality**, ESTJs focus on facts and enjoy discussing things in a linear, sequential fashion. They are **detail-oriented** and pride themselves on their **observation skills**. They focus more on the past and how that influences the present and future.

ESTPs

Quick-acting and confident, ESTPs focus on finding solutions in make-or-break situations. They enjoy **leading a team** and being physically active and engaged in the world around them. They like **storytelling and humour** and enjoy friendly banter. Of all four “In-Charge™” personality types, ESTPs are the most tuned in to the present moment.

- 1 Be brief and **cordial** when saying hello.
- 2 Make **direct eye contact**.
- 3 **Speak quickly** and with confidence.
- 4 **State directly** what you want and why you're there.
- 5 When getting information **be clear** and matter-of-fact.
- 6 When explaining something **stay focused on the goal**.
- 7 Give the **reason** for your particular proposal or idea.
- 8 Present the **main points of your idea** and don't get carried away with excessive details.
- 9 When you're working together **be efficient** and purposeful.
- 10 If someone of this style asks you a question and you don't know the answer, let them know you'll get the answer ASAP.
- 11 **Try not to procrastinate or go** off on tangents unrelated to the main topic.

- 12 If you know what they mean **don't extrapolate on other potential meanings**. This feels like a waste of time to them.
- 13 **Don't be wishy-washy** or vague and don't procrastinate.
- 14 Understand that these types can become bossy when stressed. Help them to see that something is being done and use humor to help lighten the mood.
- 15 When you say goodbye, honor their time and don't dilly-dally. In a work relationship let them know things are under control.
- 16 With ENFJs **be friendly and warm** when saying goodbye.

