

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
Instead of sharing data in depth, try providing a short overview or summary of what you want to say.	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.

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.