

BEHAVIOURAL EXCELLENCE SERIES

# MBTI® Conflict Management Program

## Training Description

This intensive workshop provides a comprehensive framework for managing conflict through the lens of psychological type. Participants will be introduced to the Myers-Briggs Type Indicator (MBTI®) instrument to discover their own personality preferences and understand how these preferences shape their approach to conflict. The program moves from self-awareness to practical application, exploring conflict dynamics between different personality types and introducing a robust conflict management model. Through a series of interactive activities, self-reflection, and scenario-based exercises, attendees will learn to "create space," "add value," and "seek closure" to navigate disagreements more effectively and build stronger, more collaborative relationships.

**Training Duration 2 Days**

## Who Should Attend?

▶ Team leaders and managers

▶ Project Managers

▶ HR and Organizational  
Development professionals

▶ Intact work teams

▶ Anyone interested in  
understanding how personality  
type influences conflict  
situations

▶ Learning and Development  
Specialists designing leadership  
and behavioral interventions



## Workshop Learning Objectives

By the end of this training, participants will be able to:

- 01 Identify and verify their own best-fit MBTI® personality type.
- 02 Understand the eight MBTI® preferences and how they manifest in everyday behavior.
- 03 Recognize how their personality type influences their perceptions and actions during a conflict.
- 04 Appreciate the different perspectives and needs that various personality types bring to conflict situations.
- 05 Apply a structured Conflict Management Model to real-life scenarios.
- 06 Identify their "clear vision" and potential "blind spots" in conflict
- 07 Design and validate a Competency Framework and Dictionary using BARS and STAR methodologies.
- 08 Plan and execute Assessment and Development Centers with ethical, accurate, and actionable outcomes.
- 09 Conduct Development Dialogues and feedback conversations that build motivation and engagement.
- 10 Develop a personal action plan for altering their conflict management approach.