

CENCAN CONFERENCE

# COMMUNICATION STYLES & STRESS MANAGEMENT

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UNDERSTANDING CONFLICT  
& DEVELOPING RESILIENCE

**JOLENE WATSON**, RVT  
Professional Speaker & Trainer  
*Creating Connections*



NOTES:

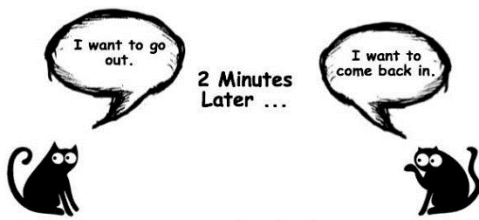


**COMMUNICATION STYLES & STRESS MANAGEMENT PART 1 & 2**

Jolene Watson, RVT, Professional Speaker

[www.jolenewatson.com/veterinary](http://www.jolenewatson.com/veterinary)

## Why introverts are like cats



EXTROVERSION		INTROVERSION
Initiating		Receiving
Expressive		Contained
Gregarious	<b>ENERGY</b>	Intimate
Active		Reflective
Enthusiastic		Quiet
SENSING		INTUITION
Concrete		Abstract
Realistic		Imaginative
Practical	<b>INFORMATION</b>	Conceptual
Experiential		Theoretical
Traditional		Original
THINKING		FEELING
Logical		Empathetic
Reasonable		Compassionate
Questioning	<b>DECISIONS</b>	Accommodating
Critical		Accepting
Tough		Tender
JUDGING		PERCEIVING
Systematic		Casual
Planful		Open Ended
Early Starting	<b>LIFESTYLE</b>	Pressure-Prompted
Scheduled		Spontaneous
Methodical		Emergent

**E**

### Extraversion

Action  
Outward  
People  
Interaction  
Many  
Expressive  
Do-Think-Do

**I**

### Introversion

Reflection  
Inward  
Privacy  
Concentration  
Few  
Quiet  
Think-Do-Think

**S**

### Sensing

Facts  
Realistic  
Specific  
Present  
Keep  
Practical  
What is

**N**

### Intuition

Ideas  
Imaginative  
General  
Future  
Change  
Theoretical  
What could be

**T**

### Thinking

Head  
Distant  
Things  
Objective  
Critique  
Analyze  
Firm but fair

**F**

### Feeling

Heart  
Personal  
People  
Subjective  
Praise  
Understand  
Merciful

**J**

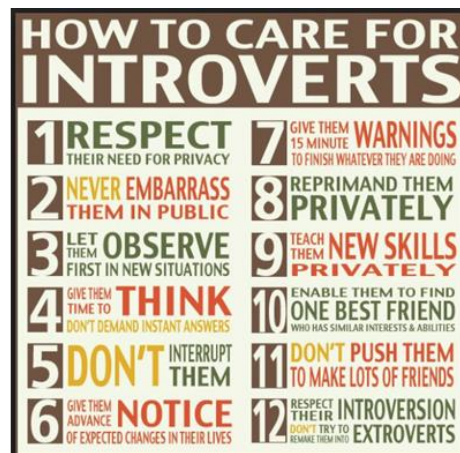
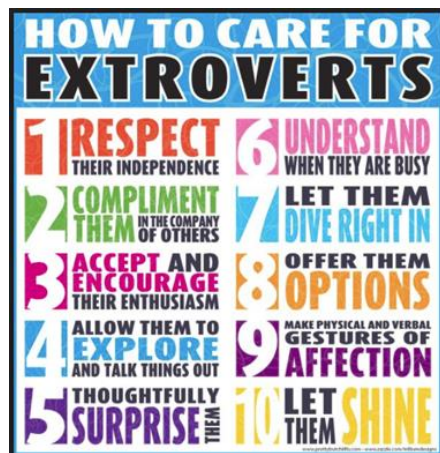
### Judging

Organized  
Decision  
Control  
Now  
Closure  
Deliberate  
Plan

**P**

### Perceiving

Flexible  
Information  
Experience  
Later  
Options  
Spontaneous  
Wait



## INTRODUCTION:



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The Myers-Briggs Type Indicator® (MBTI®) is a versatile assessment of personality type and is utilized by 80% of fortune 100 companies! It describes preferences for interacting with others, gathering information, making decisions and organizing our lives. The Myers-Briggs Type Indicator® can help people make business, career and personal decisions.

TELL ME ABOUT YOUR IDEAL STAFF MEETING OR INDIVIDUAL MEETING WITH A CLIENT/PET OWNER	
EXTROVERT PREFERENCE	INTROVERT PREFERENCE

### EXTROVERT PREFERENCES:

Key Words: Action, Outward, People, Interaction, Many, Expressive, Do-Think-Do

People who prefer Extraversion like to focus on the outside world; they direct their energy and attention outward and get energized by interacting with people and taking action.

Characteristics associated with people who prefer Extraversion:

Drawn to the outside world & prefer to communicate by talking

Work out ideas by talking them through

Learn best through doing or discussing

Have broad interests

Tend to be sociable and expressive

Readily take initiative in work and relationships

### INTROVERT PREFERENCES:

Key Words: Reflection, Inward, Privacy, Concentration, Few, Quiet, Think-Do-Think

People who prefer Introversion like to focus on their own inner world; they direct their energy and attention inward and are energized by reflecting on their own and others' ideas, memories, and experiences.

Characteristics associated with people who prefer Introversion:

Drawn to their inner world and prefer to communicate in writing

Work out ideas by reflecting on them & learn best by reflection and mental "practice"

Focus in depth on a few interests & tend to be private and contained

Take initiative selectively—when the situation or issue is very important to them



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HOW DO YOU THINK A COWORKER OR PET OWNER OF YOUR OPPOSITE TYPE WANTS TO RECEIVE INFORMATION?	
SENSING PREFERENCE	INTUITIVE PREFERENCE

### SENSING PREFERENCES:

Key Words: Facts, Realistic, Specific, Present, Keep, Practical, What is

People who prefer sensing like to take in information that is real and tangible—what they perceive using the five senses. They pay close attention to what is going on around them and are especially attuned to practical realities.

Characteristics associated with people who prefer Sensing:

Oriented to present realities

Factual and concrete and focus on what is real and actual

Observe and remember specifics and build carefully and thoroughly toward conclusions

### INTUITIVE PREFERENCES:

Key Words: Ideas, Imaginative, General, Future, Change, Theoretical, What could be

People who prefer intuition like to take in information by seeing the big picture; they prefer to focus on the relationships and connections between facts. They look for patterns and are especially attuned to seeing new possibilities.

Characteristics associated with people who prefer Intuition:

Oriented to future possibilities and trust inspiration

Imaginative and verbally creative

Focus on the patterns and meanings in data and remember specifics

Move quickly to conclusions and follow hunches

Want to clarify ideas and theories before putting them into practice



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WRITE DOWN 10 WORDS TO DESCRIBE WHAT YOU BELIEVE IS EXCELLENT CUSTOMER SERVICE.	
THINKING PREFERENCE	FEELING PREFERENCE
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9
10	10

### THINKING PREFERENCES:

Key Words: Head, Distant, Things, Objective, Critique, Analyze, Firm but fair  
 People who prefer thinking like to decide things by looking at the logical consequences of their choice or action. They want to mentally remove themselves from the situation so they can examine the pros and cons objectively. They enjoy analyzing what's wrong with something so they can solve the problem. Their goal is to find a standard that applies in all similar situations.

Characteristics associated with people who prefer Thinking:

Analytical and as such use cause-and-effect reasoning

Solve problems with logic

Strive for an objective standard of truth

Reasonable

Can be "tough-minded" yet fair—want everyone treated equally

### FEELING PREFERENCES:

Key Words: Heart, Personal, People, Subjective, Praise, Understand, Merciful

People who prefer feeling like to decide things by considering what's important to them and to others involved. They mentally insert themselves into the situation to identify with everyone so they can make decisions that honor people. They enjoy appreciating and supporting others and look for qualities to praise. They create harmony and treat each person as a unique individual.

Characteristics associated with people who prefer Feeling:

Guided by personal and social values and assess impacts of decisions on people

Strive for understanding, harmony, and positive interactions

Compassionate and may appear "tenderhearted"

Fair—want everyone treated as an individual

WHAT IS THE POSITIVE SIDE TO BEING FLEXIBLE? WHAT IS THE POSITIVE SIDE TO BEING STRUCTURED?	
JUDGING PREFERENCE	PERCEIVING PREFERENCE

### JUDGING PREFERENCES:

Key Words: Organized, Decision, Control, Now, Closure, Deliberate, Plan

People who prefer judging like to live in a planned, orderly way. They want to make decisions, come to closure, and move on. Their lives tend to be structured and organized, and they like to have things settled. Sticking to a plan and schedule is very important to them, and they enjoy getting things done.

Characteristics associated with people who prefer Judging:

Scheduled and like to organize their lives

Systematic and methodical

Make short- and long-term plans and like to have things decided to avoid last-minute stress

### PERCEIVING PREFERENCES:

Key Words: Flexible, Information, Experience, Later, Options, Spontaneous, Wait

People who prefer perceiving like to live in a flexible, spontaneous way, and want to experience and understand life rather than control it. Detailed plans and final decisions feel confining to them; they prefer to stay open to new information and last-minute options. They enjoy being resourceful in adapting to the opportunities and demands of the moment.

Characteristics associated with people who prefer Perceiving:

Spontaneous, flexible, casual and open-ended

Adapt, change course

Like things loose and open to change and find last-minute pressures energizing

Source: Psychometrics Canada Ltd.- Personal Impact Report



## SELF ASSESSMENT: \_ \_ \_ \_

### CHARACTERISTICS FREQUENTLY ASSOCIATED WITH EACH TYPE

ISTJ	ISFJ	INFJ	INTJ
Quiet, serious, succeed by being thorough and dependable. Practical, matter-of-fact, realistic, and responsible. Decide logically what should be done and work toward it steadily, regardless of distractions. Take pleasure in making everything orderly and organized—their work, their home, their life. Value traditions and loyalty.	Quiet, friendly, responsible, and conscientious. Committed and steady in meeting their obligations. Thorough, painstaking, and accurate. Loyal, considerate, notice and remember specifics about people who are important to them, concerned with how others feel. Strive to create an orderly and harmonious environment at work and at home.	Seek meaning and connection in ideas, relationships, and material possessions. Want to understand what motivates people and are insightful about others. Conscientious and committed to their firm values. Develop a clear vision about how best to serve the common good. Organized and decisive in implementing their vision.	Have original minds and great drive for implementing their ideas and achieving their goals. Quickly see patterns in external events and develop long-range explanatory perspectives. When committed, organize a job and carry it through. Skeptical and independent, have high standards of competence and performance—for themselves and others.
ISTP	ISFP	INFP	INTP
Tolerant and flexible, quiet observers until a problem appears, then act quickly to find workable solutions. Analyze what makes things work and readily get through large amounts of data to isolate the core of practical problems. Interested in cause and effect, organize facts using logical principles, value efficiency.	Quiet, friendly, sensitive, and kind. Enjoy the present moment, what's going on around them. Like to have their own space and to work within their own time frame. Loyal and committed to their values and to people who are important to them. Dislike disagreements and conflicts, don't force their opinions or values on others.	Idealistic, loyal to their values and to people who are important to them. Want to live a life that is congruent with their values. Curious, quick to see possibilities, can be catalysts for implementing ideas. Seek to understand people and to help them fulfill their potential. Adaptable, flexible, and accepting unless a value is threatened.	Seek to develop logical explanations for everything that interests them. Theoretical and abstract, interested more in ideas than in social interaction. Quiet, contained, flexible, and adaptable. Have unusual ability to focus in depth to solve problems in their area of interest. Skeptical, sometimes critical, always analytical.
ESTP	ESFP	ENFP	ENTP
Flexible and tolerant, they take a pragmatic approach focused on immediate results. Bored by theories and conceptual explanations; want to act energetically to solve the problem. Focus on the here and now, spontaneous, enjoy each moment that they can be active with others. Enjoy material comforts and style. Learn best through doing.	Outgoing, friendly, and accepting. Exuberant lovers of life, people, and material comforts. Enjoy working with others to make things happen. Bring common sense and a realistic approach to their work, and make work fun. Flexible and spontaneous, adapt readily to new people and environments. Learn best by trying a new skill with other people.	Warmly enthusiastic and imaginative. See life as full of possibilities. Make connections between events and information very quickly, and confidently proceed based on the patterns they see. Want a lot of affirmation from others, and readily give appreciation and support. Spontaneous and flexible, often rely on their ability to improvise and their verbal fluency.	Quick, ingenious, stimulating, alert, and outspoken. Resourceful in solving new and challenging problems. Adept at generating conceptual possibilities and then analyzing them strategically. Good at reading other people. Bored by routine, will seldom do the same thing the same way, apt to turn to one new interest after another.
ESTJ	ESFJ	ENFJ	ENTJ
Practical, realistic, matter-of-fact. Decisive, quickly move to implement decisions. Organize projects and people to get things done, focus on getting results in the most efficient way possible. Take care of routine details. Have a clear set of logical standards, systematically follow them and want others to also. Forceful in implementing their plans.	Warmhearted, conscientious, and cooperative. Want harmony in their environment, work with determination to establish it. Like to work with others to complete tasks accurately and on time. Loyal, follow through even in small matters. Notice what others need in their day-to-day lives and try to provide it. Want to be appreciated for who they are and what they contribute.	Warm, empathetic, responsive, and responsible. Highly attuned to the emotions, needs, and motivations of others. Find potential in everyone, want to help others fulfill their potential. May act as catalysts for individual and group growth. Loyal, responsive to praise and criticism. Sociable, facilitate others in a group, and provide inspiring leadership.	Frank, decisive, assume leadership readily. Quickly see illogical and inefficient procedures and policies, develop and implement comprehensive systems to solve organizational problems. Enjoy long-term planning and goal setting. Usually well informed, well read, enjoy expanding their knowledge and passing it on to others. Forceful in presenting their ideas.

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Before you speak....

**THINK!**

T - is it true?

h - is it helpful?

i - is it inspiring?

n - is it necessary?

k - is it kind?

## CUSTOMER BILL OF RIGHTS

1. KNOW ME
2. VALUE ME
3. UNDERSTAND MY NEEDS
4. TREAT ME WITH RESPECT
5. VALUE MY TIME
6. MAKE IT EASY

-Taking your customer care to the next level, Nadji Tehrani

## DECISION MAKING:

E- Share information and discuss

I- Reflect, then talk

S- Identify facts and realities

N- Generate possibilities

T- Analyze by likely outcomes

F- Evaluate by values and relationships

J- Make a plan

P- Be open to changing the plan

# STRESS & CHANGE MANAGEMENT

- Focused on growth & development
- Personal & authentic
- Appreciative of others
- 17% of the population
- Focus on how the change will affect the people
- Help others move through change

Will this improve things for the people involved?  
How will the change be supported?

\*Need to work within practical limits and realities

CATALYST™- NF



- Structured and organized
- Practical & realistic
- Responsible and dependable
- 46% of the population
- Focuses on what has worked in the past
- Avoids repeating mistakes

Why change; what is already working?  
Has anyone else tried this change?

\*Need to focus on what could be at times

STABILIZER™- SJ



THEORIST™- NT



- Logical and strategic
- Conceptual, 'big-picture' thinkers
- Practical and flexible
- Integrative and analytical; focus on strategy
- 10% of the population
- Critique and examine change for flaws

Why are we doing this?

How will this change affect the bottom line?

\*Need to consider how change will affect the people involved

IMPROVISER™- SP



- Focused on immediate actions
- Practical and flexible
- Live in the moment
- 27% of the Population
- Adapt and take action quickly
- Willing to try new things

Where do we begin?

What options do I have?

\*Need to take time & avoid quick fixes

HOW DO YOU FEEL ABOUT CHANGE? WHAT ARE YOUR NEEDS AND WHAT WOULD HELP YOU FEEL LESS STRESSED IN THE PROCESS?

## COMPASSION FATIGUE:

It is emotional, psychological, spiritual, and physical exhaustion. It necessitates a caregiving relationship within which there is an exchange of empathy, emotions, and information, along with a strong desire on the part of the caregiver to help alleviate the suffering and pain. Source: Figly, 2006

Compassion Fatigue results from the process of dispensing care and burnout results from work related stress: excessive, prolonged, and unrelieved work-related stress. Source: Pines and Aaronson, 1998

Burn out may require changing jobs or careers

It disturbs the ability to think clearly, modulate emotions, feel effective, or maintain hope.

Healthy self-care and work-life balance along with team, practice and professional support together can enable the successful management of compassion fatigue. Source: Stoewen, 2006

## IN THE GRIP/ACUTE STRESS:

In the grip is based on Jungian psychology and is about the out-of- character selves we encounter from time to time, particularly in response to fatigue and stress. Experiencing being in the grip of something strange and unfamiliar tends to alarm us because of its “Jekyll and Hyde” character. We may then be forced to reexamine the essence of our character and personality. In the grip explains our seemingly aberrant, abnormal experiences of ourselves and others.

In our normal, everyday activities we spend more time doing some things and less time doing others; we enjoy and have more energy for doing what we like than for doing what we don’t like.

## INFERIOR FUNCTION:

The inferior function is our least favored part of our personality! It is largely unconscious- we don’t direct or control it. Its unconscious energy erupts and takes over our personality when our conscious energy diminished sufficiently. We often remain unaware of the change in ourselves until the experience is over. These reactions may appear exaggerated or extreme- like a caricature of that type; the person may come across as childish, touchy and easily angered.

## TRIGGERS:

1. Fatigue- When we are physically tired due to overwork, lack of sleep, or excessive activity, our energy is depleted and unavailable to deal with everyday events.
2. Illness- When we are ill, our bodies are out of balance. The extra stress and strain we experience saps our strength, causing low energy and fatigue.
3. Physical or psychological stress- People of different personality types identify differing sources of both positive energy and stress.
4. Alcohol or mind-altering drugs- These lower our level of consciousness by decreasing our control of physical reflexes, social inhibitions, and the like.
5. Life transitions- These are likely to be accompanied by out of character experiences.

For some people, the ongoing stress becomes the norm in their lives, and they are largely unaware that they are responding to a now habitual situation in an out-of-character manner!



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## IN THE GRIP:

**EXTROVERTS**- Can become aloof and shut off communication with others.

**INTROVERTS**- Might speak out loudly and often which is very out of character for them.

**SENSORS**- May become unfocused and stop paying attention to details. They can become paranoid and look for meaning in trivial things.

**INTUITIVES**- Might focus on details and lose focus of the real vision. They search for the ultimate purpose while feeling lost.

**THINKERS**- May have emotional outbursts and fear losing control of their feelings. They may become passive aggressive.

**FEELERS**- Can become very critical and tough to themselves and others and then feel extremely guilty. Despair can take over quickly.

**PERCEIVERS**- Will feel incompetent and anxiety will take over. They look for meaning in trivial events and withdraw from others.

**JUDGERS**- Express anger and may have outbursts of emotion and become very scattered.

## WHAT IS THE PURPOSE?

It is actually an opportunity for growth and self-development. It aids the psyche in regulating its energy so that growth and adaptation can proceed in a natural way.

According to Jung, It is normal for us to be passionately interested in some things to the neglect of others. When a behavior or attitude is severely one sided, the opposite energy in the unconscious becomes equally extreme. Eventually it erupts in an exaggerated and disruptive way. Eruptions of the inferior function often compensate for overuse of one's preferred functions.

It may simply be a warning that we're doing too much of something. Or a person may become aware through such an experience that he or she is overtired or stressed and needs to slow down, get more relaxation, or take steps to reduce stress.

It may force us to acknowledge an important feeling, habit or way of thinking that is unconsciously influencing our perceptions and actions. This may promote a change in self-concept that can encourage new approaches to ourselves and important life issues.

**\*\*IT IS IMPORTANT TO USE THE INFERIOR FUNCTION TO INCREASE OUR EXPERIENCE AND COMFORT WITH THEM FOR EFFECTIVE TYPE DEVELOPMENT.** Source: 'In the Grip-Understanding Type, Stress, and the Inferior Function'- Naomi L. Quenk

## STRESS CAN CREATE COURAGE & RESILIENCE



STRESSORS	WHAT CAN I DO?	HOW CAN OTHERS HELP?	WHAT MAKES IT WORSE?
WORK			
1			
2			
3			
4			
5			
6			
PERSONAL			
1			
2			
3			
4			

Always use the '**PLATINUM RULE**- Treat others the way they want to be treated.

#### QUESTIONS TO DISCUSS IN TERMS OF WORKPLACE STRESS:

1. What are your strengths?
2. What areas do you commit to working on (areas for improvement)?
3. Who is in your support network?

**YOU CAN'T CHANGE YOUR PERSONALITY TYPE BUT  
YOU CAN ALWAYS CHANGE YOUR BEHAVIORS**



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## STRESS MANAGEMENT SESSION PART 1 & 2 FEEDBACK FORM

12

NAME / ROLE:

CLINIC:

WHAT DID YOU VALUE MOST ABOUT THIS WORKSHOP?

MY TOP TWO TAKE AWAYS ARE:

ADDITIONAL COMMENTS/TESTIMONY:

Can I use your comments including your first and last name on my website? If yes, please give me permission via your signature below:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
First and Last Name (Printed)

\_\_\_\_\_  
Email

\_\_\_\_\_  
Phone #

**WOULD YOU LIKE TO BE ADDED TO MY MONTHLY MAILING LIST FOR UPDATES?   YES   NO**

**Services I am interested in learning more about:**

In-house Team Building Myers-Briggs® workshop (including customized reports) \_\_\_\_

Vision Boarding / Goal Setting Workshop for a retreat or corporate event \_\_\_\_

Have Jolene come to speak at my clinic or a local event in my community \_\_\_\_



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