



# Type and Conflict

MBTI® Master Class Series

Be better.

## BENEFITS TO YOU

Participants in the workshop will learn:

- + How type preferences affect conflict
- + How to facilitate exercises and techniques for using type in conflict management training
- + How to use type to identify sources of potential conflict
- + How to create a conflict action plan
- + Conflict management strategies through the use of case studies and group exercises

## WORKSHOP RESOURCES

The following resources are included in the workshop materials:

- + Participant Resource Guide
- + Introduction to Type® and Conflict booklet

## Apply type theory to effectively manage conflict

The Myers-Briggs Type Indicator® (MBTI®) Master Class Series workshops are designed for certified practitioners who wish to deepen their understanding of type theory and its practical application

Conflict can refer to many different types of interactions though it quite often is deemed as an interaction with a negative emotional charge. More often conflict exists because a core element of trust, beliefs, values, authority or passion has been challenged. By illuminating the underlying issue and needs, we have a greater opportunity to defuse that charge and achieve a positive outcome than if we stumble through conflict blindly.

The MBTI® instrument can be used to clarify what is really involved in a conflict situation. By incorporating type awareness and particularly awareness of how people of the sixteen different personality types typically present themselves in a conflict situation, we can better strategise how to approach conflict, communicate when in conflict with others and resolve conflict situations.

This workshop offers MBTI® certified practitioners valuable insights to help individuals and teams improve conflict management skills using psychological type. The focus of this workshop is to equip type practitioners with practical tools for exploring conflict through the lens of the sixteen types which they can then incorporate in conflict management programs.

**Contact us today to find out more.**

CPP Asia Pacific Pty Ltd

[enquiries@cppasiapacific.com](mailto:enquiries@cppasiapacific.com)

[www.cppasiapacific.com](http://www.cppasiapacific.com) : The Myers-Briggs® experts

 The people development people.

## MBTI® Master Class Series

### ABOUT THE MBTI® MASTER CLASS SERIES

The MBTI® Master Class Series workshops are designed for MBTI® certified practitioners who wish to deepen their understanding of type theory and its practical application.

Workshops are available as both public and inhouse programs and may also be tailored to suit a specific need you have within your organisation.

### WORKSHOP PREREQUISITES

To enrol in a workshop, participants must be certified to administer the MBTI® instrument.

### MASTER CLASS FACILITATORS

Workshops are delivered by a member of the CPP Certification Program training faculty.

### AVAILABLE WORKSHOPS

- + MBTI® Practitioner Refresher
- + Advanced MBTI® Applications
- + Type and Leadership
- + Type and Coaching
- + Type and Teams
- + Type and Change
- + Type and Conflict

Other workshops may be designed upon request for delivery on an inhouse basis.

“ The MBTI® instrument is close to the silver bullet for business. It lets you align the key elements... customers, staff and management. We have used the MBTI® instrument at Westfund Health Insurance in sales training, sales, product development, service process, marketing and organisational development every year for the last 12 years. ”

Grahame Danaher, CEO, Westfund Health Insurance

## Your Guide to Performance

CPP Asia Pacific is a leading provider of psychological instruments, product solutions and professional services; through which we enable our customers and partners to transform individual, team and organisational performance.

Operating for over 20 years, CPP Asia Pacific now has offices throughout the Asia Pacific region, including: Australia, New Zealand, Philippines, Singapore, People's Republic of China, Hong Kong, India and Thailand.

As a subsidiary of CPP, Inc., CPP Asia Pacific is proud to be the certification provider and distributor of the world renowned Myers-Briggs Type Indicator® (MBTI®) instrument, in addition to representing other leading psychological assessment and development instruments.

With our expert support and guidance, representatives of businesses of all sizes, government agencies, educators and training and development consultants in more than 100 countries administer our instruments to millions of individuals each year.

**Let's make a difference together. Talk to us to see how.**

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CPP Asia Pacific Pty Ltd

[enquiries@cppasiapacific.com](mailto:enquiries@cppasiapacific.com)

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