



## Team Development Utilizing MBTI

### Global Hospitality Organization

#### Client Issues

As a result of growth and expansion in the International Business Unit, the Senior Team was relatively new to their positions and to the corporate office. Although most of the executives had 20+ years with the organization, they had not worked together as a strategic team.

With responsibilities for over 40,000 employees in Asia/Pacific, Europe, Latin America and the Middle East, the executives were frequently traveling, leaving little time to understand each other's objectives and operate as a team.

The client asked OrgPC to facilitate an off-site meeting with the Senior Team to:

- Identify the value each type brings to the organization
- Understand how to effectively communicate with team members
- Identify the interdependencies of each function
- Ensure a level of mutual respect for opinions
- Apply insights with direct reports and other colleagues

#### Solutions

- Interviewed each executive using a structured interview process to determine current state and desired future state of the team
- Utilized the Myers-Brigg Type Inventory (MBTI) to understand individual differences and identify preferred communication styles
- Provided one-on-one feedback to each executive on their MBTI preferences
- From interview findings and MBTI preferences, developed off-site meeting agenda and identified desired outcomes
- Facilitated off-site team development meeting

#### Benefits

- ✓ Provided a neutral and affirmative language with which to discuss differences
- ✓ Increased collaboration by underscoring the value of different perspectives — both national and functional
- ✓ Identified team assets and blind spots
- ✓ Identified overall organizational communication issues and developed plan to address
- ✓ Identified team style differences resulting in improved communication
- ✓ Identified decision making and problem solving processes, based on individual and team style preferences