



MULTIChoice
ENRICHING LIVES

MultiChoice Work Readiness Programme

Faculty: Rashika Padarath
22nd June 2020



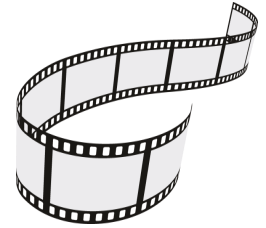
Henley
Business School

AFRICA



**WE BUILD
THE PEOPLE
WHO BUILD THE
BUSINESSES
THAT
BUILD
AFRICA**

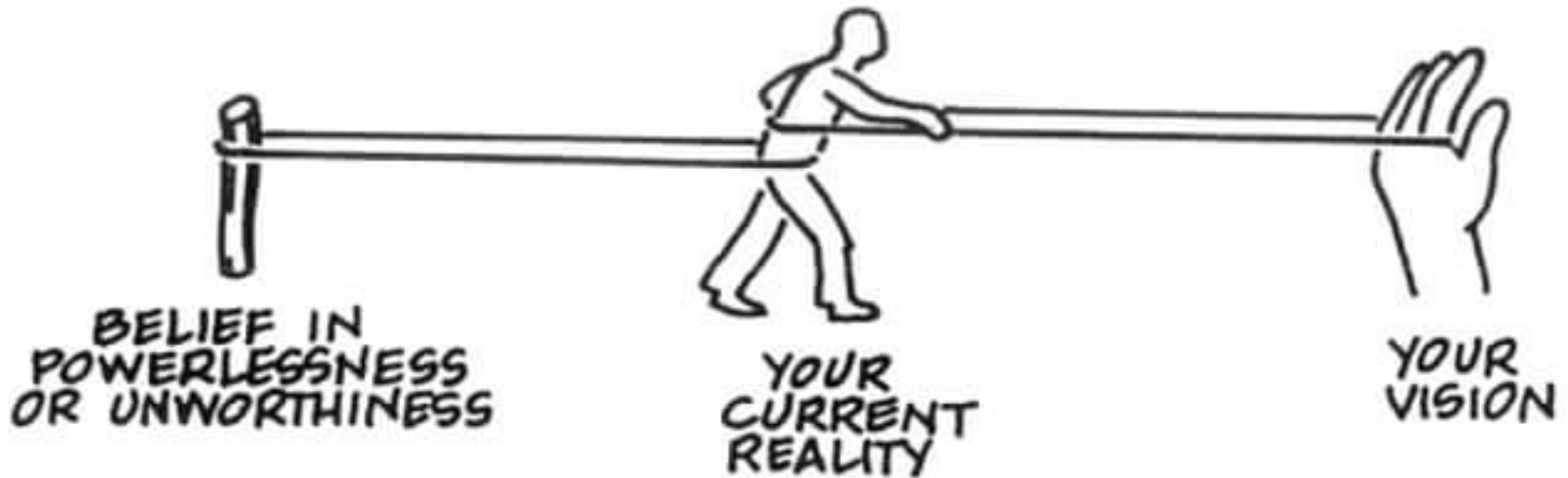
Pre-work: Due before 22nd June 2020



- Watch the following Ted Global 2009 Talk (the whole talk):
The Danger of a single story by Chimamanda Ngozi Adichie
https://www.ted.com/talks/chimamanda_ngozi_adichie_the_danger_of_a_single_story?language=en
- Watch the following Tedx Maitama Talk (you can watch from minute 7 until the end):
No Culture is Older than Being Human by Dike Chukwumerije <https://www.youtube.com/watch?v=OYq0fxnpj0>
- On the Class Whatsapp group, share the one thing that stood out the most for you from **each** of the Ted Talks
- Please post this before class on 22nd June 2020. Consider posting a response, entry to class

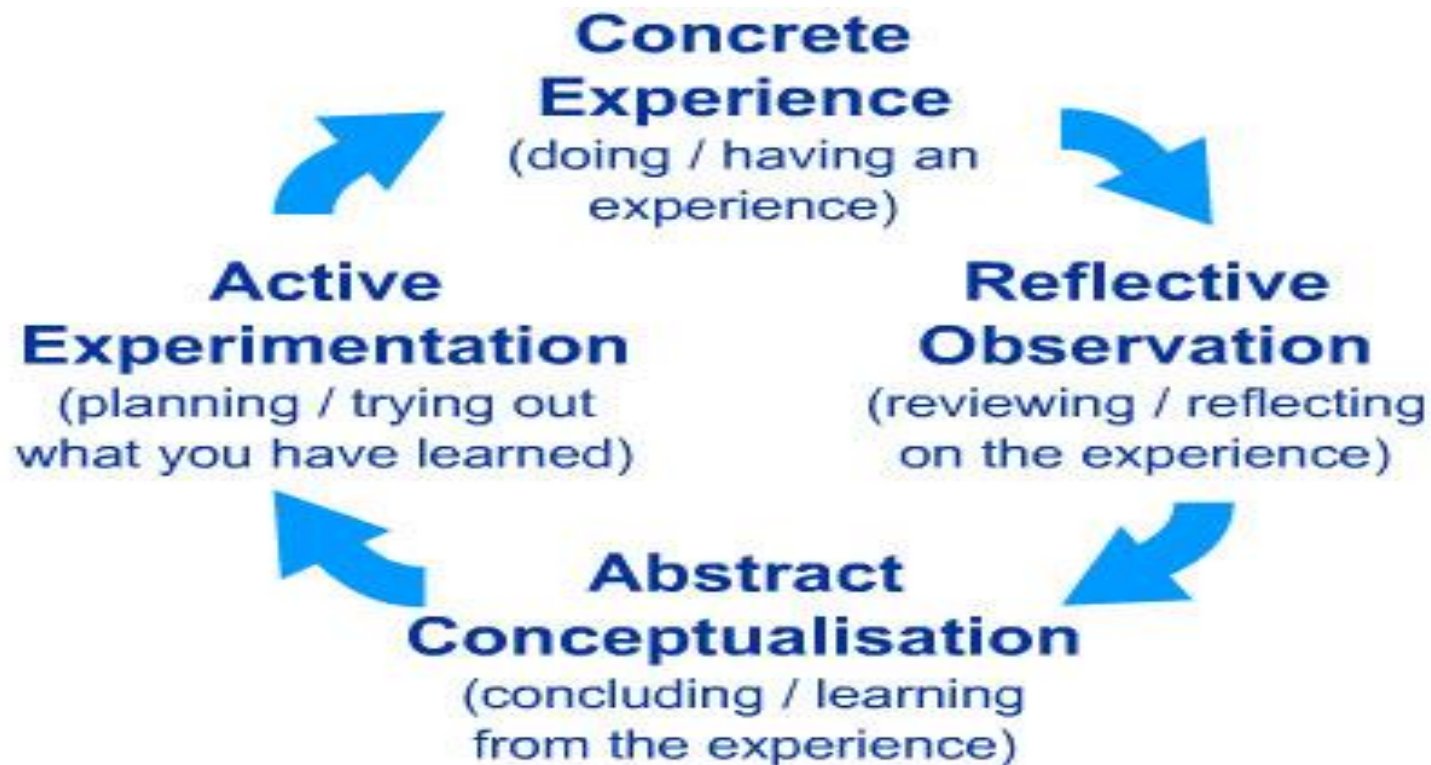
Personal Mastery

- **Exercise:** What is your understanding of personal Mastery? Type it in the chat

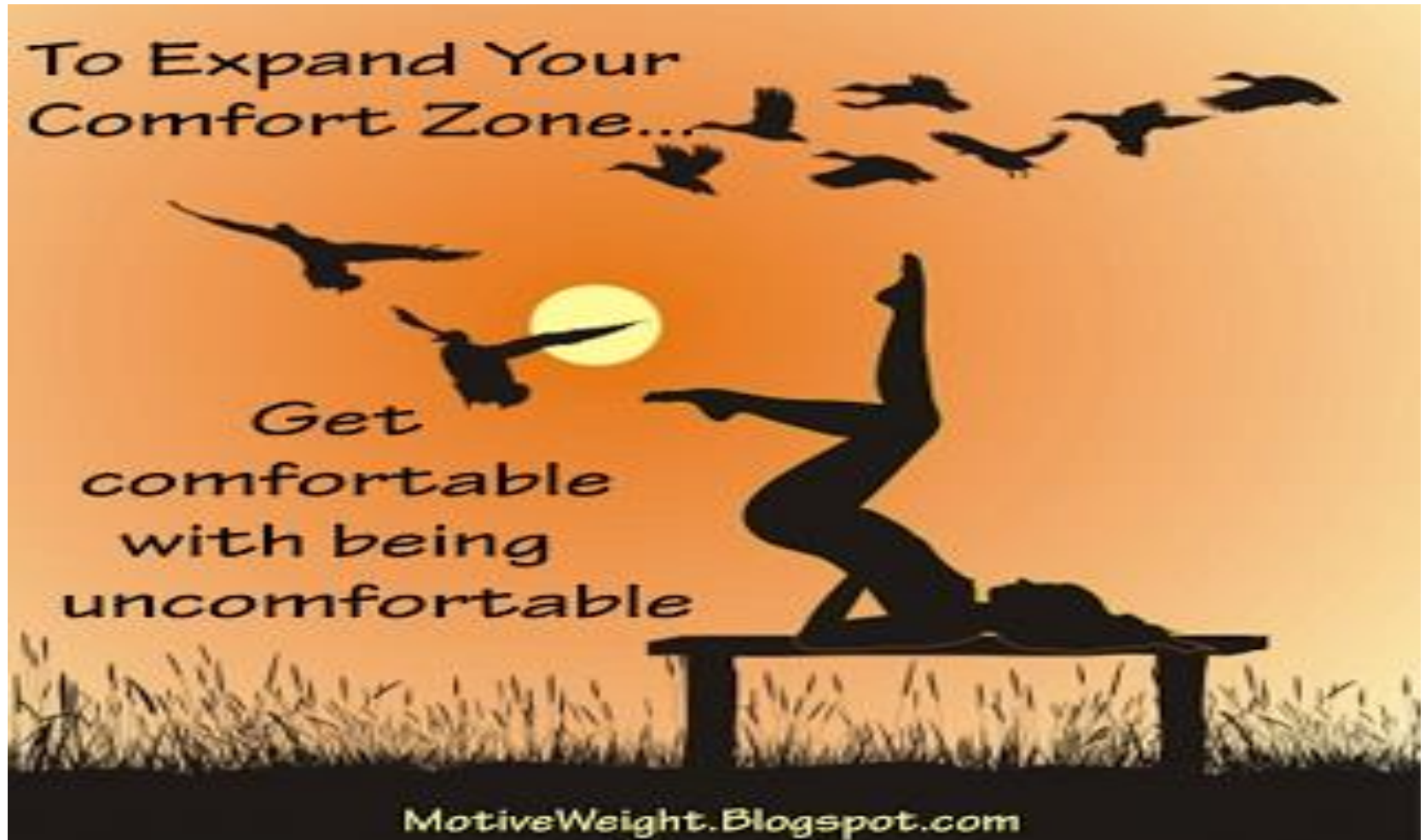


Credit: Peter M. Senge... The Fifth Discipline pg 157

How do Adults Learn?



How do Adults Learn?



Meyers-Briggs Type Indicator (MBTI)

- The purpose of the Myers-Briggs Type Indicator® (MBTI®) personality inventory is to make the theory of psychological types described by C. G. Jung understandable and useful in people's lives
- The MBTI instrument sorts for preferences and does not measure trait, ability, or character. The MBTI tool is different from many [other psychological instruments](#) and also different from other [personality tests](#).
- The best reason to choose the MBTI instrument to discover your personality type is that hundreds of studies over the past 40 years have proven the instrument to be both [valid and reliable](#).
- The theory of psychological type was introduced in the 1920s by [Carl G. Jung](#). The MBTI tool was developed in the 1940s by [Isabel Briggs Myers](#) and the [original research](#) was done in the 1940s and '50s. This research is ongoing, providing users with updated and new information about psychological type and its applications. Millions of people worldwide have taken the Indicator each year since its first publication in 1962.

Meyers-Briggs Type Indicator (MBTI)

Circle the statement of each pair that describes you most accurately E or I

E	I
I like fast living	I like quiet time and space to contemplate (think about) my affairs
I like the world outside	I like the inner world
I like people and things	I like ideas, thoughts and meanings
I like to be talkative and outgoing	I like to be quiet and reserved
I like to be sociable with many	I like to be introspective with few
I like to be energized by activity	I like to be energized by depth and intimacy
I like to seek out new experiences	I tend to avoid new experiences
TOTAL E = _____	TOTAL I = _____

Meyers-Briggs Type Indicator (MBTI)

Circle the statement of each pair that describes you most accurately S or N

S	N
I tend to be practical	I tend to be idealistic
I like the concrete	I like the abstract
I choose to use my eyes and ears and other senses to find out what is happening	I choose to use my imagination to come up with new possibilities and novel ways of doing things
I tend to be physically competitive	I tend to be intellectually competitive
I prefer to be results oriented	I prefer to be idea oriented
I like to look at the facts	I like symbols, concepts and meanings
I enjoy using skills I've already used	I enjoy using new skills more than practicing old ones
TOTAL S = _____	TOTAL N = _____

Meyers-Briggs Type Indicator (MBTI)

Circle the statement of each pair that describes you most accurately T or F

T	F
I like to make decisions based on logic	I like to make decisions based on feelings and values even if illogical
I tend to notice ineffective reasoning	I tend to notice when people need support
I prefer truthfulness over tact	I prefer tactfulness over truth
I decide more with my head	I decide more with my heart
I tend to focus on objective and universal principles	I tend to focus on subjective and personal motives
I like to deal with people firmly when required	I like to deal with people compassionately when required
I give more attention to ideas or things	I give more attention to human relationships
TOTAL T = _____	TOTAL F = _____

Meyers-Briggs Type Indicator (MBTI)

Circle the statement of each pair that describes you most accurately J or P

J	P
I prefer advance notice	I prefer spontaneous challenges
I am task oriented	I am process oriented
I like to plan and decide	I like to adapt to change
I sometimes jump to conclusions	I tend to postpone decisions and procrastinate
I like to make things come out as they should	I like to deal with unexpected and unplanned happenings
I like closure, a sense of being finished	I like to hang loose and stay open to new things
I like to finish one thing before starting another	I like to do several things at the same time, though I have trouble finishing them
TOTAL J = _____	TOTAL P = _____

Meyers-Briggs Type Indicator (MBTI)

Score	Code	Code	Score
E			I
S			N
T			F
J			P

Code	
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- **Exercise:** Type your code in the chat

Meyers-Briggs Type Indicator (MBTI)

- Favorite world: Do you prefer to focus on the outer world or on your own inner world? This is called [Extraversion \(E\) or Introversion \(I\)](#).
- Information: Do you prefer to focus on the basic information you take in or do you prefer to interpret and add meaning? This is called [Sensing \(S\) or Intuition \(N\)](#).
- Decisions: When making decisions, do you prefer to first look at logic and consistency or first look at the people and special circumstances? This is called [Thinking \(T\) or Feeling \(F\)](#).
- Structure: In dealing with the outside world, do you prefer to get things decided or do you prefer to stay open to new information and options? This is called [Judging \(J\) or Perceiving \(P\)](#).
- Your Personality Type: When you decide on your preference in each category, you have [your own personality type](#), which can be expressed as a code with four letters.
- The 16 personality types of the Myers-Briggs Type Indicator® instrument
- <http://www.myersbriggs.org/my-mbti-personality-type/mbti-basics/>

Meyers-Briggs Type Indicator (MBTI)

Extraverts: <ul style="list-style-type: none"> - Have high energy - Talk more than listen - Think out loud - Act, then think - Like to be around people a lot - Prefer a public role - Can get easily distracted - Prefer to do lots of things at once - Are outgoing & enthusiastic 	E	Introverts: <ul style="list-style-type: none"> - Have quiet energy - Listen more than talk - Think quietly inside their heads - Think, then act - Feel comfortable being alone - Prefer to work "behind-the-scenes" - Have good powers of concentration - Prefer to focus on one thing at a time - Are self-contained and reserved 	I
Sensors: <ul style="list-style-type: none"> - Focus on details & specifics - Admire practical solutions - Notice details & remember facts - Are pragmatic - see "what is" - Live in the here-and-now - Trust actual experience - Like to use established skills - Like step-by-step instructions - Work at a steady pace 	S	Intuitives: <ul style="list-style-type: none"> - Focus on the big picture & possibilities - Admire creative ideas - Notice anything new or different - Are inventive - see "what could be" - Think about future implications - Trust their gut instincts - Prefer to learn new skills - Like to figure things out for themselves - Work in bursts of energy 	N
Feelers: <ul style="list-style-type: none"> - Decide based on their feelings - Appear warm and friendly - Are convinced by how they feel - Are diplomatic and tactful - Value harmony and compassion - Take many things personally - Are quick to compliment others - Are motivated by appreciation - Avoid arguments and conflicts 	F	Thinkers: <ul style="list-style-type: none"> - Make decisions objectively - Appear cool and reserved - Are convinced by rational arguments - Are honest and direct - Value honesty and fairness - Take few things personally - Are good at seeing flaws - Are motivated by achievement - Argue or debate issues for fun 	T
Perceivers: <ul style="list-style-type: none"> - Like to keep their options open - Are playful and casual - Are less aware of time, may run late - Prefer to start projects - Play first, work later - Have difficulty making some decisions - Question the need for many rules - Like to keep plans flexible - Want the freedom to be spontaneous 	P	Judgers: <ul style="list-style-type: none"> - Like to have things settled - Take responsibilities seriously - Pay attention to time, usually prompt - Prefer to finish projects - Work first, play later - Seek closure - See the need for most rules - Like to make & stick with plans - Find comfort in schedules 	J

Values



Defining Values

- Values are personal beliefs and preferences that influence one's behavior
- Deep-seated in personality
- Exist at different levels of awareness
- Awareness of values enhances integrity
- Values give direction and consistency to behavior.
- Values help you know what to and not to make time for.
- Values establish a relationship between you and the world.
- Values set the direction for one's life.

Behaviours

- Happiness comes from letting values decide your behaviour and goals.
- Values can change over a lifetime as your experiences change your view.



Multichoice Behaviours

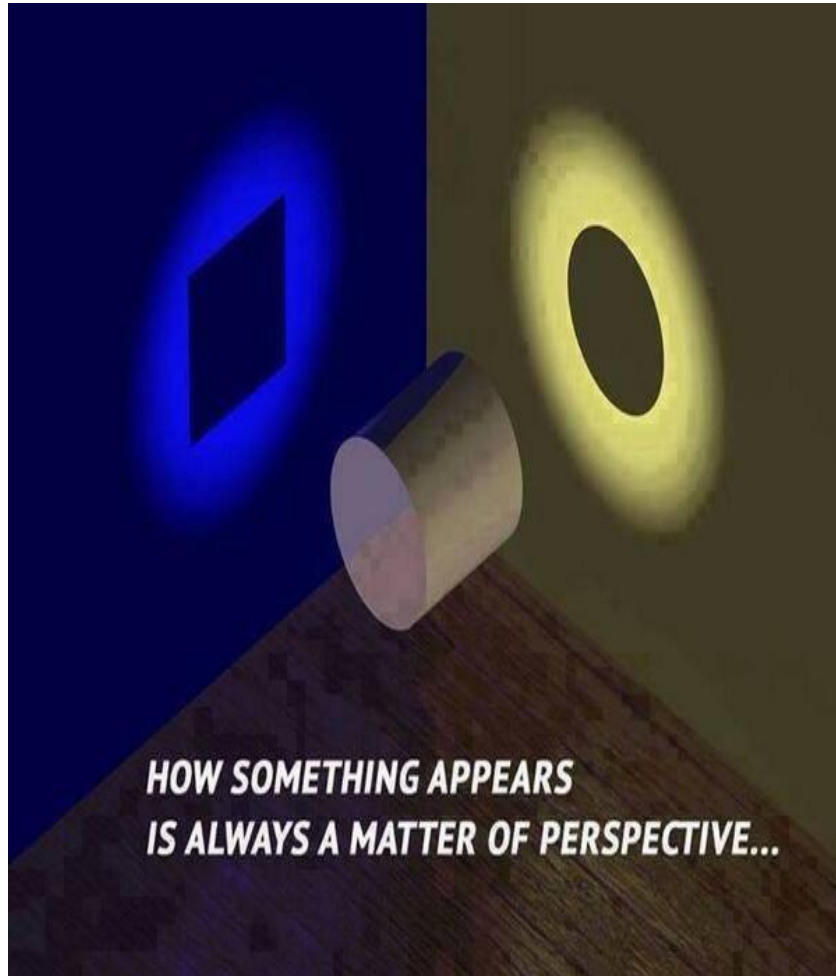
Exercise:

In your break away rooms, discuss the multichoice behaviours in relation to your own values and behaviours.

- Where is there alignment?
- Where is there room for alignment?

We will discuss key learnings back in plenary

Mental Models



- Mental models are subtle but powerful. Subtle, because we usually are unaware of their effect. Powerful, because they determine what we pay attention to, and therefore what we do
- Mental models are strongly conservative: left unchallenged, they will cause us to see what we have always seen: the same needs, the same opportunities, the same results. And because we see what our mental models permit us to see, we do what our mental models permit us to do.

In life, you have choices



From choices, you make decisions



Decisions have Consequences

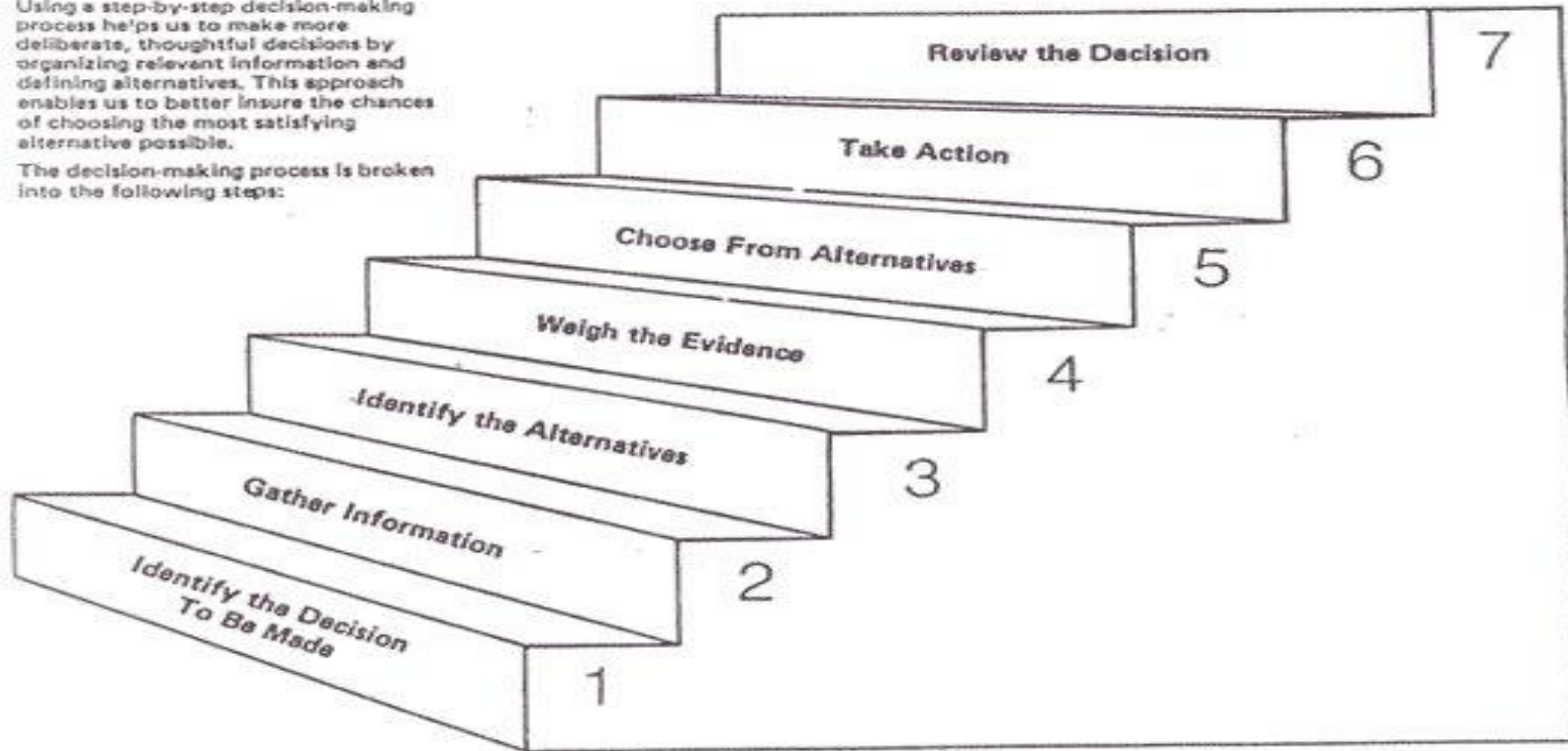


The decision making process

DECISION-MAKING MODEL

Using a step-by-step decision-making process helps us to make more deliberate, thoughtful decisions by organizing relevant information and defining alternatives. This approach enables us to better insure the chances of choosing the most satisfying alternative possible.

The decision-making process is broken into the following steps:

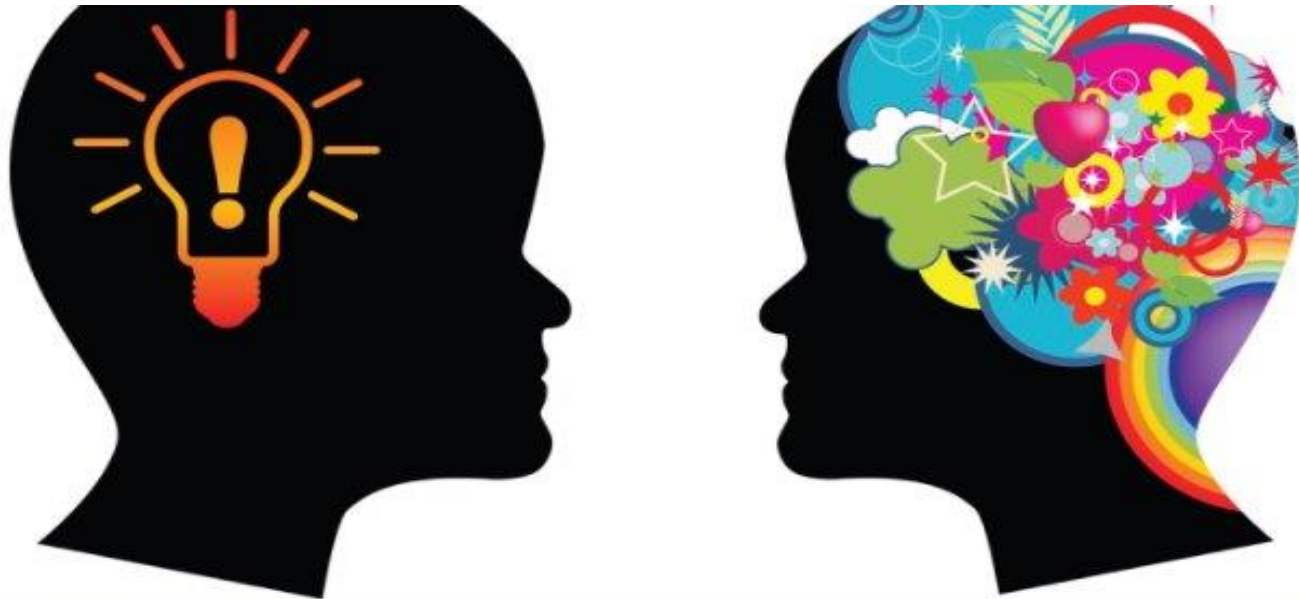


Exercise

- Molly wants to buy a cell phone. It is the coolest phone in town. The phone costs R 2000. Molly has R 1 500.
- Use the decision making model and your value system to help molly make a decision about whether she should buy the phone or not



IQ versus EQ?



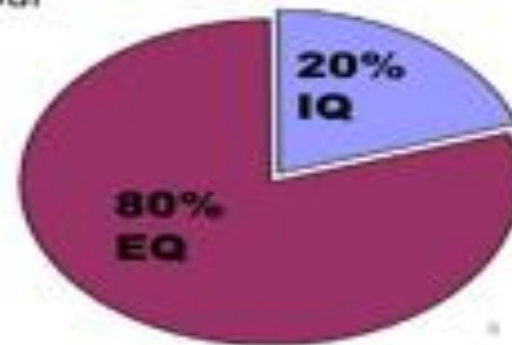
IQ vs. EQ

IQ versus EQ?



So what's EI and why is it important?

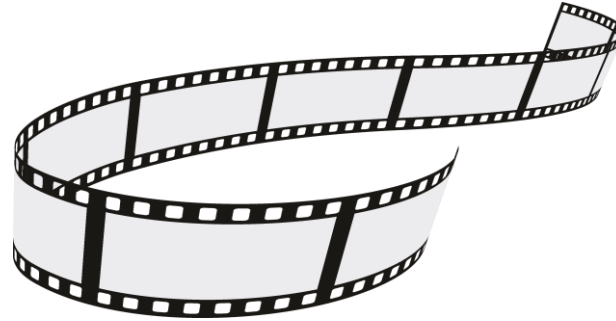
- Some research shows that IQ can help you to be successful to the extent of 20 percent only in life. The rest of 80 percent success depends on your EQ.



IQ versus EQ?

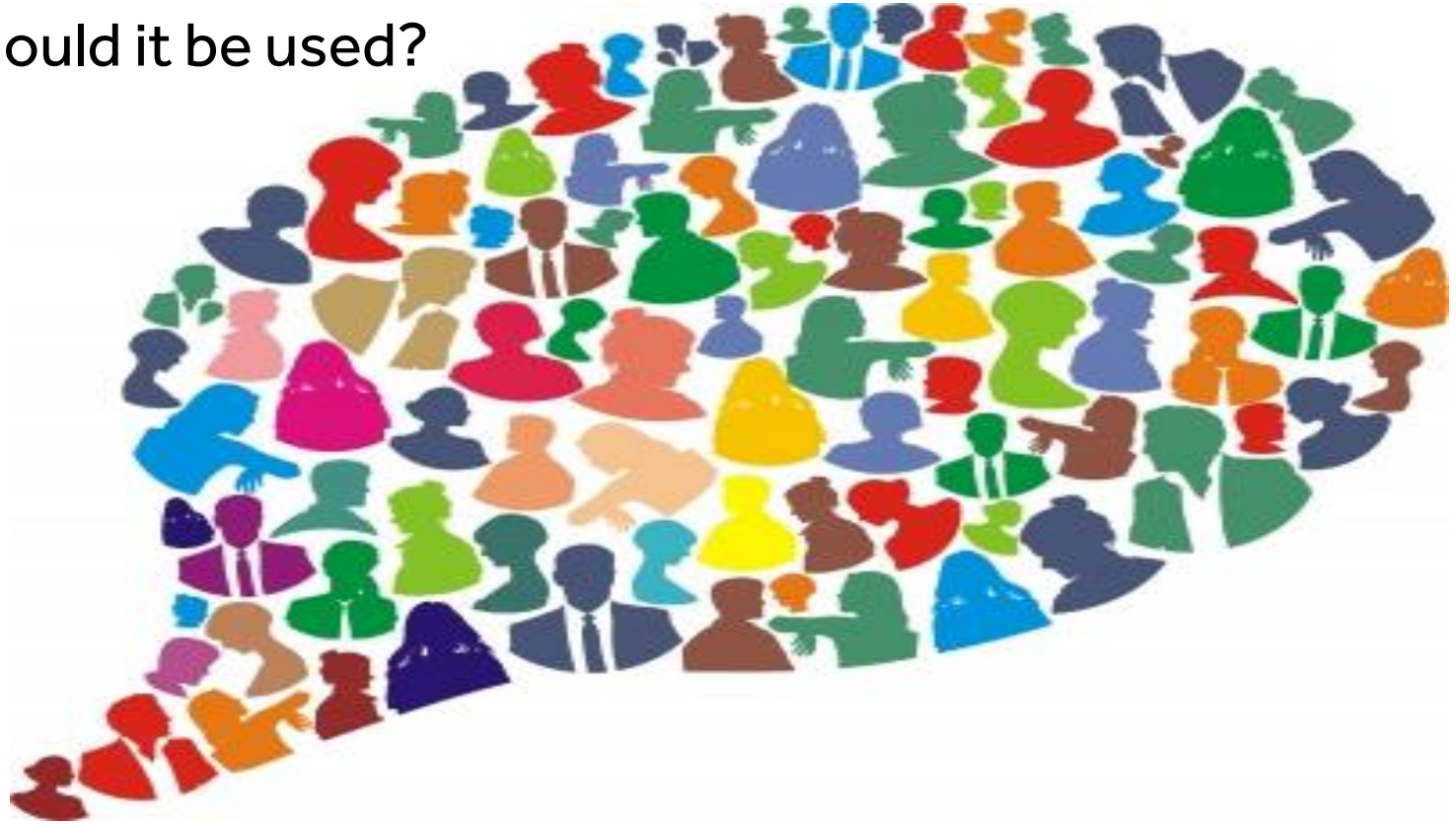
Exercise:

- Watch the video on EQ
- In your break-out rooms, each person must share what were the major issues that they picked up per from the video
- Then as a group make notes of what you learnt
- Choose a representative to share this with the class when we return to plenary



Understanding Dialogue

- What do you think Dialogue is?
- When should it be used?



Dialogue Lexicon

Concept	What is it?	What is it not in relation to dialogue – 2 + 2 = 5
Debate	<ul style="list-style-type: none">Is about winning an argument	<ul style="list-style-type: none">Is about working together toward a common understanding
Deliberation	<ul style="list-style-type: none">Is about making a decision	<ul style="list-style-type: none">Is about exploring
Discussion	<ul style="list-style-type: none">Unpicking other peoples arguments and refining your own	<ul style="list-style-type: none">Helps to surface the alternatives and lay them side by side, so that they can all be seen in context
Negotiation	<ul style="list-style-type: none">Involves a common way of proceeding by reaching an agreement among parties	<ul style="list-style-type: none">Is about reaching a new understanding. Dialogue not only solves problems it dissolves it
Conversation	<ul style="list-style-type: none">Is about an exchange of ideas	<ul style="list-style-type: none">Dialogue seeks to address the problem of fragmentation of a conversation by uncovering and shifting the organic underlying structures that produce it

The Four Principles of Dialogue

- Listening
- Judging
- Sensing
- Respecting



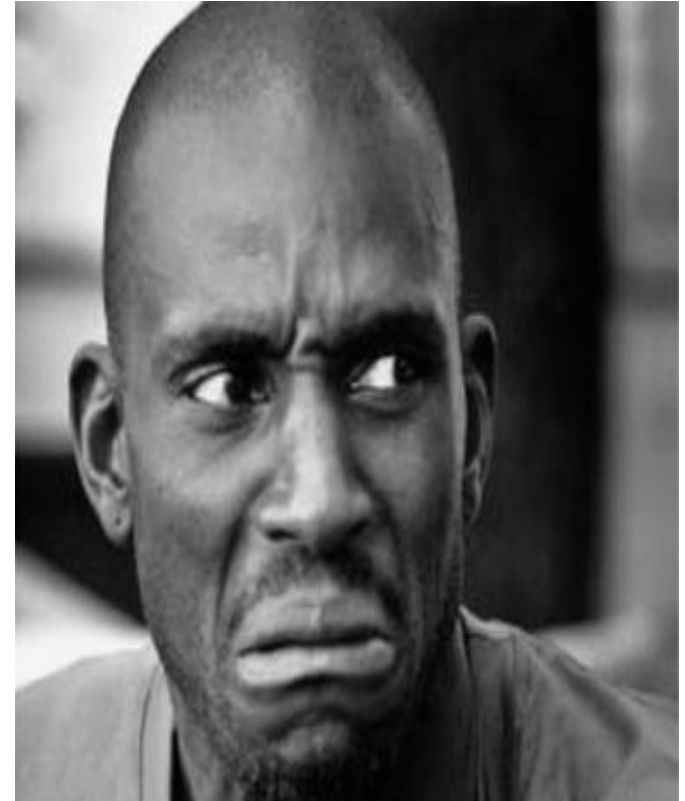
Lets Practice

- The exercise – **to be completed in pairs**
 - You have spent some time at your company
 - You have an idea for an opportunity to make the company better
 - Spend 5 minutes sharing that idea with a partner
 - Your partner practices the art of listening in this time
- You swap the process after 5 minutes



Defining – Suspending Judgement

- **Latin root suspendere – “to hang below”**
- **Its most ancient root is Indo-European – “to draw, stretch, or spin” – from this root we also get the words spider and spinner. To suspend something is to spin it out so that it can be seen**
- In the context of dialogue there are two focus areas
 - How do u engage with people to show that they have something to teach me (suspend judgement of others)
 - How do you suspend judgment of your own thoughts (voicing)



Lets Practice

- You will have 10 seconds to look at the image on the screen and write a statement about it
- You will then have 1 minute to ask questions about your statement and write your questions down
- You should also try to practice the principles of listening and respecting while conducting this exercise
- We will then debrief and share as a class



Life Stories

- Your team is your family
- Share who you are with your family
- Family listens to each other
- Family gives each other quality of attention

Exercise:

- In your groups, each person has 10 minutes to share their life story. Time it, think about what you want to say, 10 minutes is not a long time when you are talking about your most favorite thing
- After everyone has had a turn, we will regroup

Then...

- Class Introductions
- Lessons learnt

Check Out

- What are you most grateful for right now?





thank you