Delivering **MBTI® sessions virtually**

Virtual teams are on the increase, but can remote MBTI® sessions be effective?

As a practitioner, you know the impact that a personality feedback can have for an individual. So, what happens when you are faced with running your programs virtually?

Face-to-face sessions have lots of benefits. Sitting in a room together, you have the benefit of eye contact and body language. However, with time and cost restraints, as well as the rise of the virtual team, the requirement to deliver sessions remotely is likely to become more and more common. You may need to adjust your approach.

Here are some tips to get you started and make your journey into virtual delivery a little bit smoother.

1. Consciously build rapport

Even simple things help to build rapport, such as asking, "How has your day been so far?" and showing you are listening.

2. Plan ahead

Consider ahead of time whether you will send a copy of their MBTI report during the session. If they will need access to their email build in time to allow for this. If you send the report after the session you may want to consider allowing for a short follow-up session. This allows for some reflection and gives an opportunity for them to ask questions.

3. Listen actively

Draw on your listening skills even more in a remote session. This will encourage the person you're working with to open up more and help to foster an open two-way conversation. For example: Add some 'active listening' words, such as "yes" or "I understand" at natural pauses of their speech, to reassure them you are still listening. When asking questions, don't ask lots all at once and don't interrupt answers.

4. Ask LOTS of questions

In order to get the balance right between you explaining and your client speaking, ask lots of questions throughout the session. Also, include the client more during your introduction by asking simple questions such as:

- Have you completed any other psychometric assessments before?
- What was your previous experience like?
- How do you intend to use this information?

5. Use visuals

Consider using visuals to brighten up your session and bring it to life. These might be materials you send ahead of the session (such as materials from our pdf range). Alternatively, if using conferencing software, slides are a good option.

6. Use video

Although not quite the same as face-to-face, using video wherever possible can help with visual clues and rapport building.

7. Summarise

Check understanding more frequently than you would face-to-face. This is important as you won't have visual clues as to how your client is responding.

8. Avoid getting distracted

Make sure you yourself are in a private area free from distractions.

9. Signpost clearly throughout

A simple yet essential thing to remember is to signpost clearly, by referring to the structure of the session. Keep informing the client where you are in the process, e.g. "Now we are going to explore some questions to help you think about how this preference is relevant to your development". If you are using support materials, make sure you let the client know where to look. This will avoid confusion.

10. Encourage note-taking

Avoid over-reliance on auditory information by asking the client to write down their results. Encourage clients to also write down any notes or development points they want to take away from the session. Don't forget to ask them to tell you when they have finished writing.