How to deliver MBTI® feedback remotely
10 tips for success

Face-to-face sessions have lots of benefits. Sitting in a room together, you have the benefit of eye contact and body language. But remote sessions are common now and this requires a few adjustments.

Here are some tips to make remote 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 make sure you build in time to allow for this. If you send the report after the session you may want to suggest a short follow-up session. This allows time for reflection and gives them an opportunity 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 in their speech, to reassure them you are still listening. When asking questions, don't ask them 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. Turn the camera on

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

7. Summarize

Check understanding more frequently than you would face-to-face. This is important as you won't have as many 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.

The Myers-Briggs Company