

# Behaviours and Personality

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GDC Development Outcomes A, B, D

## FDDN Course Objective

Demonstrate knowledge of strategies to support a foundation dentist from being as a safe practitioner to an independent practitioner in general dental practice



# Session Aim

To provide

- an update on the **behaviours a foundation dentist is expected to have** in order to aid and **improve effective communication** and maintain **good professional relationships**.
- an insight on how **personality types** can **influence relationships**.

This training session is intended to create an understanding of the **need to develop** and maintain **professional behaviours** so that **effective patient care** can be delivered and **professional relationships established**.

# Session Objectives

During this session, we will

List the expected behaviours of a foundation dentist

Appreciate the impact of unprofessional behaviour on patient care and relationships of those working in dental practice

Describe different personality types

Identify the personality type that best describes us

# Expected professional behaviours

- The Department of Health published the Collective Leadership Strategy in 2017, which aims to **establish and embed a core set of values and behaviours for all HSC staff**.
- We all work as part of the one health & social care team - striving for the common goal of achieving the **very best outcomes for all patients**.
- The **successful treatment** of our patients depends heavily on **our ability to work well together**. Good communication should sit at the heart of everything we do - and often many of the **issues** we face are **the result of poor communication**.
- NIMDTA has developed a set of principles for Foundation Dentists and Educational Supervisors to aid and improve effective communication and behaviours to maintain good professional relationships.



**As a Foundation Dentist in the Northern Ireland scheme it is expected and agreed that:**

- 01** You should be open to constructive feedback and suggestions and be prepared to modify your behaviour, if necessary.
- 02** You have a responsibility to raise any issues through the appropriate official channels; being mindful of the need to protect personal, practice and patient information.
- 03** You will display through your actions **responsibility and accountability** as a dental professional, to your practice and patients.
- 04** Your attitude and approach to daily practice must demonstrate a proactive and positive attitude to learning and effective team working.
- 05** You will be respectful of colleagues in front of patients and other team members. Be particularly mindful of your attitudes and the language (both verbal and non-verbal) used. Your behaviours can have a considerable impact on how you are viewed within the team.
- 06** The workload of fellow team members both clinical & non-clinical will involve issues about which you may have limited understanding. As a team member you should make active consideration of the workload and pressures facing other members of the dental team.
- 07** In the interest of your patients you must always be receptive to suggestions of alternatives to treatment planning options.
- 08** When transferring a patient to the care of another colleague (or seeking an opinion) ensure that all the information which may be required is sent to them in a clear and concise format, ideally outlining a specific aim where appropriate.
- 09** When contacted by a professional colleague, for example a NIMDTA Administrator, Dental Adviser or HSC Colleague, you will make every effort to respond to them as quickly as possible or pass them onto another individual who can respond.
- 10** You will demonstrate awareness of the sensitivity and confidential nature of the Dental Foundation Training scheme. Ensure that any information shared with other Educational Supervisors, other practices or Foundation Dentists is appropriate.
- 11** In the event your personal circumstances change in such a fashion as to potentially affect your work performance then this should be shared appropriately to ensure ongoing care of patients.
- 12** You will be cognisant of and fully engage with the Policies and Procedures of the practice where you are employed. These should be taken into consideration when planning leave.
- 13** You will not use Social Media in relation to your clinical practice, practice issues or team members.



# Behaviour 1

You should be open to constructive feedback and suggestions and be prepared to modify your behaviour, if necessary.



## Behaviour 2

You have a responsibility to raise any issues through the appropriate official channels; being mindful of the need to protect personal, practice and patient information.



## Behaviour 3

You will display through your actions: responsibility and accountability as a dental professional, to your practice and Patients.



## Behaviour 4

Your attitude and approach to daily practice must demonstrate a proactive and positive attitude to learning and effective team working.



## Behaviour 5

You will be respectful of colleagues in front of patients and other team members. Be particularly mindful of your attitudes and the language (both verbal and nonverbal) you choose to use.

Your behaviours can have a considerable impact on how you are viewed within the team.



## Behaviour 6

The workload of fellow team members both clinical & non clinical will involve issues about which you may have limited understanding.

As a team member you should make active consideration of the workload and pressures facing other members of the dental team.



## Behaviour 7

In the interest of your patients you must always be receptive to suggestions of alternatives to treatment planning options.



## Behaviour 8

When transferring a patient to the care of another colleague (or seeking an opinion) ensure that all the information which maybe required is sent to them in a clear and concise format, ideally outlining a specific aim where appropriate.



## Behaviour 9

When contacted by a professional colleague, for example a NIMDTA Administrator, Dental Adviser or HSC Colleague, you will make every effort to respond to them as quickly as possible or pass them onto another individual who can respond.



## Behaviour 10

You will demonstrate awareness of the sensitivity and confidential nature of the Dental Foundation Training scheme. Ensure that any information shared with other Educational Supervisors, other practices or Foundation Dentists is appropriate.



## Behaviour 11

In the event your personal circumstances change in such a fashion as to potentially affect your work performance then this should be shared appropriately to ensure ongoing care of patients.



## Behaviour 12

You will be cognisant of and fully engage with the Policies and Procedures of the practice that you are employed.

These should be taken into consideration when planning leave.



## Behaviour 13

You will not use Social Media in relation to your clinical practice, practice issues or team members.



## Reflection – 5 mins

Do you feel confident in identifying unprofessional behaviour?

Do you know how to raise concerns about FD behaviour?



# Myers-Briggs Type Indicator

- Key aspects of the MBTI:
- **Four Dichotomies:**
- The MBTI uses four pairs of opposing preferences to determine a personality type: **Extraversion (E) vs. Introversion (I)**: How individuals focus their energy.
- **Sensing (S) vs. Intuition (N)**: How individuals perceive information.
- **Thinking (T) vs. Feeling (F)**: How individuals make decisions.
- **Judging (J) vs. Perceiving (P)**: How individuals approach the external world.



Take the test

Personality test based on  
C.Jung and I. Briggs Myers  
type:

[www.humanmetrics.com>jtypes2](http://www.humanmetrics.com>jtypes2)

Kegan: ESFJ

Extravert(3%) Sensing(6%) Feeling(53%) Judging(1%)

## INTJ

INNOVATIVE, INDEPENDENT,  
STRATEGIC, LOGICAL,  
RESERVED, INSIGHTFUL.  
DRIVEN BY THEIR OWN  
ORIGINAL IDEAS TO  
ACHIEVE IMPROVEMENTS.

## INTP

INTELLECTUAL, LOGICAL,  
PRECISE, RESERVED,  
FLEXIBLE, IMAGINATIVE.  
ORIGINAL THINKERS WHO  
ENJOY SPECULATION AND  
CREATIVE PROBLEM  
SOLVING.

## ENTJ

STRATEGIC, LOGICAL,  
EFFICIENT, OUTGOING,  
AMBITIOUS, INDEPENDENT.  
EFFECTIVE ORGANIZERS OF  
PEOPLE AND LONG-RANGE  
PLANNERS.

## ENTP

INVENTIVE, ENTHUSIASTIC,  
STRATEGIC, ENTERPRISING,  
INQUISITIVE, VERSATILE.  
ENJOY NEW IDEAS AND  
CHALLENGES, VALUE  
INSPIRATION.

## INFJ

IDEALISTIC, ORGANIZED,  
INSIGHTFUL, DEPENDABLE,  
COMPASSIONATE, GENTLE.  
SEEK HARMONY AND  
COOPERATION; ENJOY  
INTELLECTUAL  
STIMULATION.

## INFP

SENSITIVE, CREATIVE,  
IDEALISTIC, PERCEPTIVE,  
CARING, LOYAL.  
VALUE INNER HARMONY  
AND PERSONAL GROWTH,  
FOCUS ON DREAMS AND  
POSSIBILITIES.

## ENFJ

CARING, ENTHUSIASTIC,  
IDEALISTIC, ORGANIZED,  
DIPLOMATIC, RESPONSIBLE.  
SKILLED COMMUNICATORS  
WHO VALUE CONNECTION  
WITH PEOPLE.

## ENFP

ENTHUSIASTIC, CREATIVE,  
SPONTANEOUS,  
OPTIMISTIC, SUPPORTIVE,  
PLAYFUL..  
VALUE INSPIRATION, ENJOY  
STARTING NEW PROJECTS,  
SEE POTENTIAL IN OTHERS.

## ISTJ

RESPONSIBLE, SINCERE,  
ANALYTICAL, RESERVED,  
REALISTIC, SYSTEMATIC.  
HARDWORKING AND  
TRUSTWORTHY WITH  
SOUND PRACTICAL  
JUDGEMENT.

## ISFJ

WARM, CONSIDERATE,  
GENTLE, RESPONSIBLE,  
PRAGMATIC, THOROUGH.  
DEVOTED CARETAKERS  
WHO ENJOY BEING  
HELPFUL TO OTHERS.

## ESTJ

EFFICIENT, OUTGOING,  
ANALYTICAL, SYSTEMATIC,  
DEPENDABLE, REALISTIC.  
LIKE TO RUN THE SHOW  
AND GET THINGS DONE IN  
AN ORDERLY FASHION.

## ESFJ

FRIENDLY, OUTGOING,  
RELIABLE, CONSCIENTIOUS,  
ORGANIZED, PRACTICAL.  
SEEK TO BE HELPFUL AND  
PLEASE OTHERS, ENJOY  
BEING ACTIVE AND  
PRODUCTIVE.

## ISTP

ACTION-ORIENTED,  
LOGICAL, ANALYTICAL,  
SPONTANEOUS, RESERVED,  
INDEPENDENT.  
ENJOY ADVENTURE,  
SKILLED AT  
UNDERSTANDING THINGS.

## ISFP

GENTLE, SENSITIVE,  
NURTURING, HELPFUL,  
FLEXIBLE, REALISTIC.  
SEEK TO CREATE A  
PERSONAL ENVIRONMENT  
THAT IS BOTH BEAUTIFUL  
AND PRACTICAL.

## ESTP

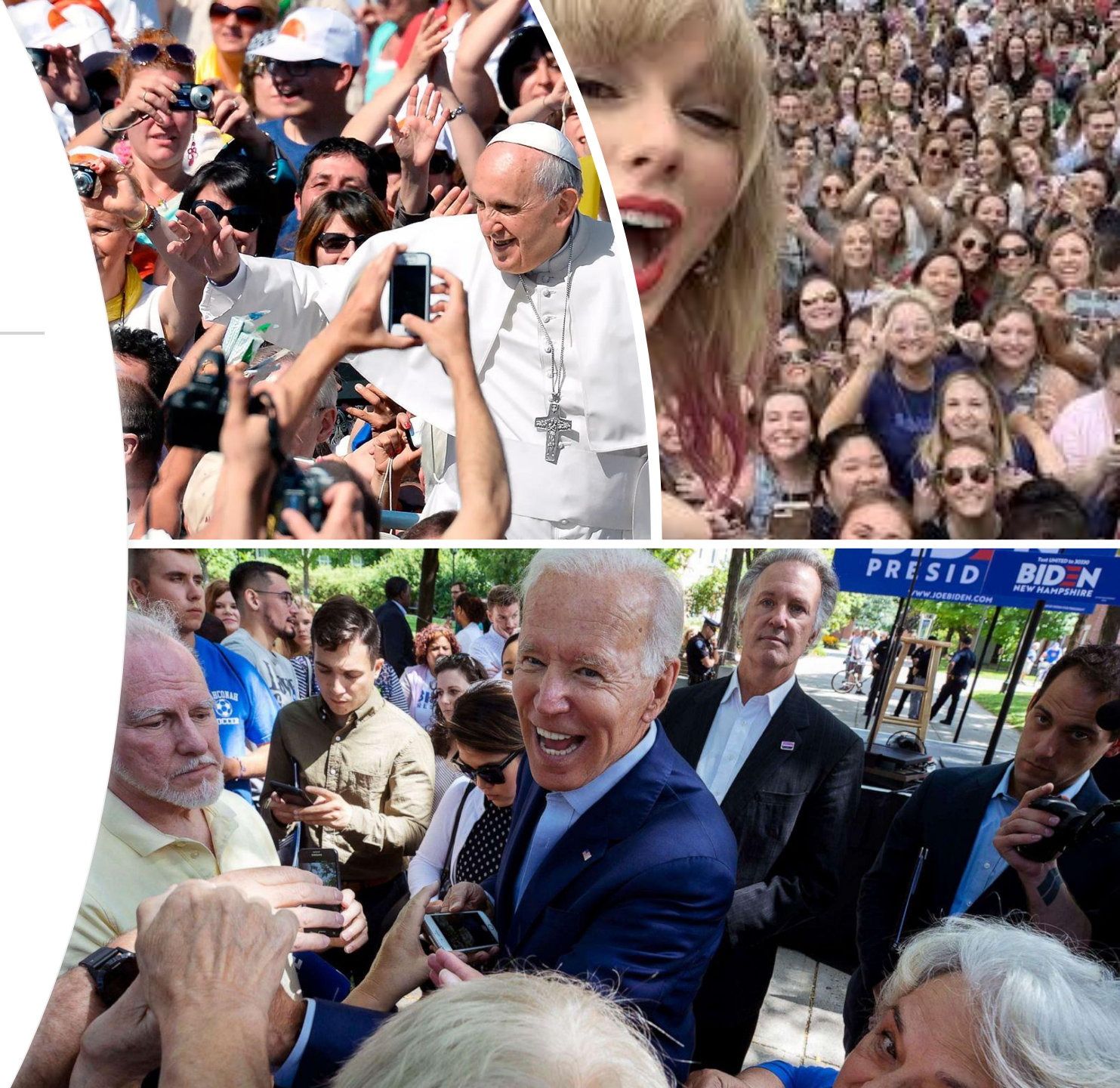
OUTGOING, REALISTIC,  
ACTION-ORIENTED,  
CURIOUS, VERSATILE,  
SPONTANEOUS.  
PRAGMATIC PROBLEM  
SOLVERS AND SKILLFUL  
NEGOTIATORS.

## ESFP

PLAYFUL, ENTHUSIASTIC,  
FRIENDLY, SPONTANEOUS,  
TACTFUL, FLEXIBLE.  
HAVE A STRONG COMMON  
SENSE, ENJOY HELPING  
PEOPLE IN TANGIBLE WAYS.

# Example@ ESFJ in the workplace

- **loyalty, practicality, strong sense of duty, sociability, and sensitivity.**  
Considerate of feelings of others above their own.
- Do things by the book, traditional, not a rule breaker, judgemental, dismiss new ideas. People pleasing.
- rigidity, conflict aversion, neediness, and preoccupation with social image

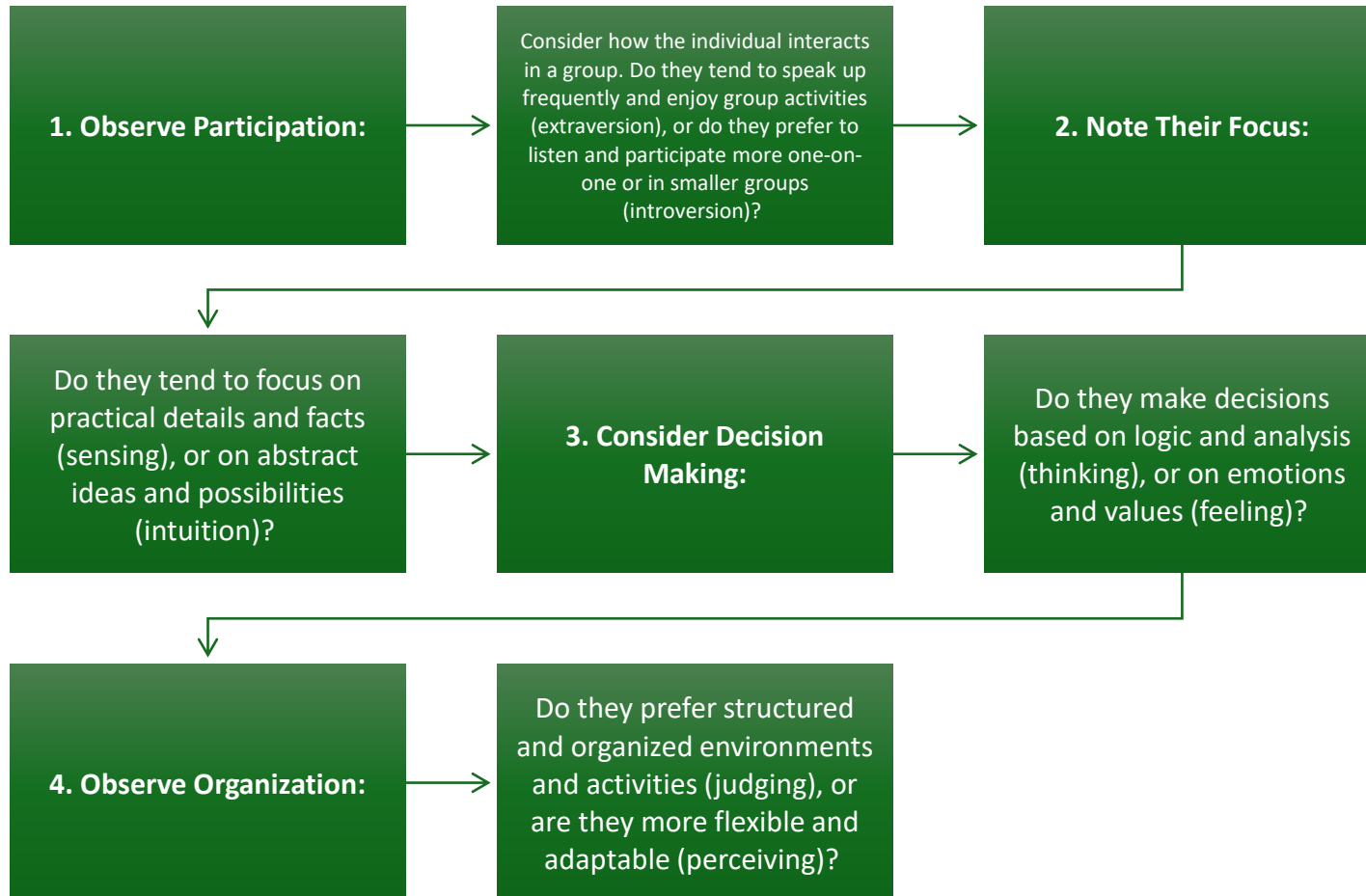


# Opposite to ESJF

- INTP – Introverted Intuition  
Thinking Perceiving
- Introverted thinkers, logical  
analysis, explore possibilities and  
new ideas



# MBTI Snapshot



# How does Personality type affect the workplace

- **Similar Types:**
- Similar MBTI types often share communication styles and preferences, which can lead to smooth collaboration. For example, two INTJs might easily understand each other's direct communication and focus on logic.
- **Complementary Types:**
- Teams with a mix of personality types can benefit from diverse perspectives and skill sets. For example, an ESTJ (Organized, decisive) might partner well with an INFP (Creative, empathetic) in problem-solving tasks.
- **Potential Conflicts:**
- Differences in personality can sometimes lead to friction. For example, an ENTP (Innovative, argumentative) might clash with an ISFJ (Reserved, traditional) over the need for change.



# Reflection



**Review the personality types of others that you work with – does MBTI explain why some individuals are “easier” for you to work with?**



**Do you have complementary personality types? Do you have conflicting personality types?**



**Does MBTI personality typing explain potential conflict in the workplace?**



**Are you now more understanding of how other personality types are different to you?**

# Further Reading

- Collective Leadership Strategy 2017 <https://cec.hscni.net/wp-content/uploads/2020/01/hsc-collective-leadership-strategy.pdf>
- HSC Values <https://jobs.hscni.net/Information/23/health-social-care-values#>
- **“Understanding personality types with Myers-Briggs helps dental hygienists in their job”**
  - <https://www.rdhmag.com/career-profession/hr/article/55309045/understanding-personality-types-with-myers-briggs-helps-dental-hygienists-in-their-job>