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.



Northern Ireland
mdta
Medical & Dental Training Agency

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 and recharge.
- **Sensing (S) vs. Intuition (N):** How individuals take in information. (Real world V Gut feeling)
- **Thinking (T) vs. Feeling (F):** How individuals make decisions. (Logical V how it will effect people)
- **Judging (J) vs. Perceiving (P):** How individuals approach the external world. (Orderly V Spontaneous)

Take the test

Personality test based on C.Jung and I. Briggs Myers type: www.humanmetrics.com>jtypes2

Kegan: ESFJ

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

You get energy from the outer world of people, actions, and objects

You trust what you can see, hear, touch, taste, and smell

You make decisions based on human values, relationships, and the impact choices have on people

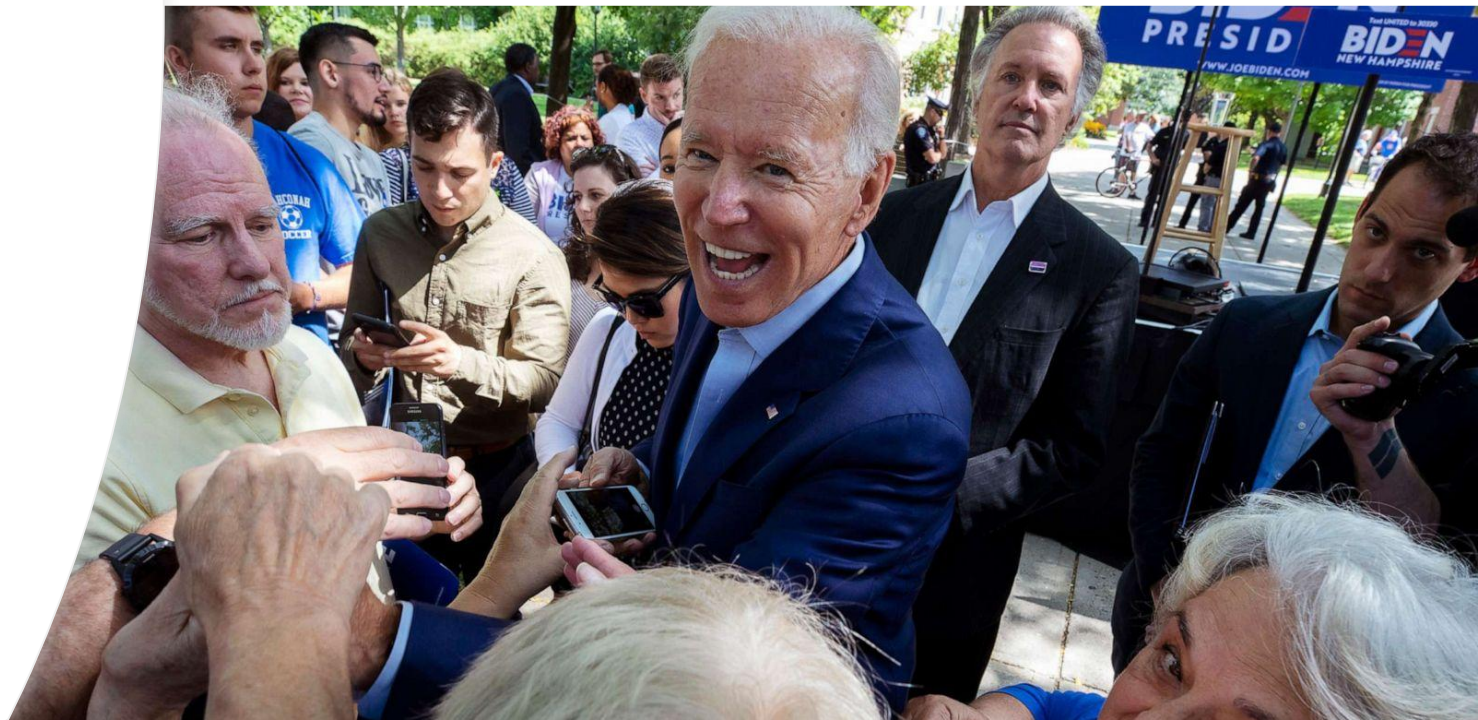
You prefer an orderly, planned, and structured life. You like matters settled


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, SPONTNEOUS, 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

1. Observe Participation:

Consider how the individual interacts in a group. Do they tend to speak up frequently and enjoy group activities (extraversion), or do they prefer to listen and participate more one-on-one or in smaller groups (introversion)?

2. Note Their Focus:

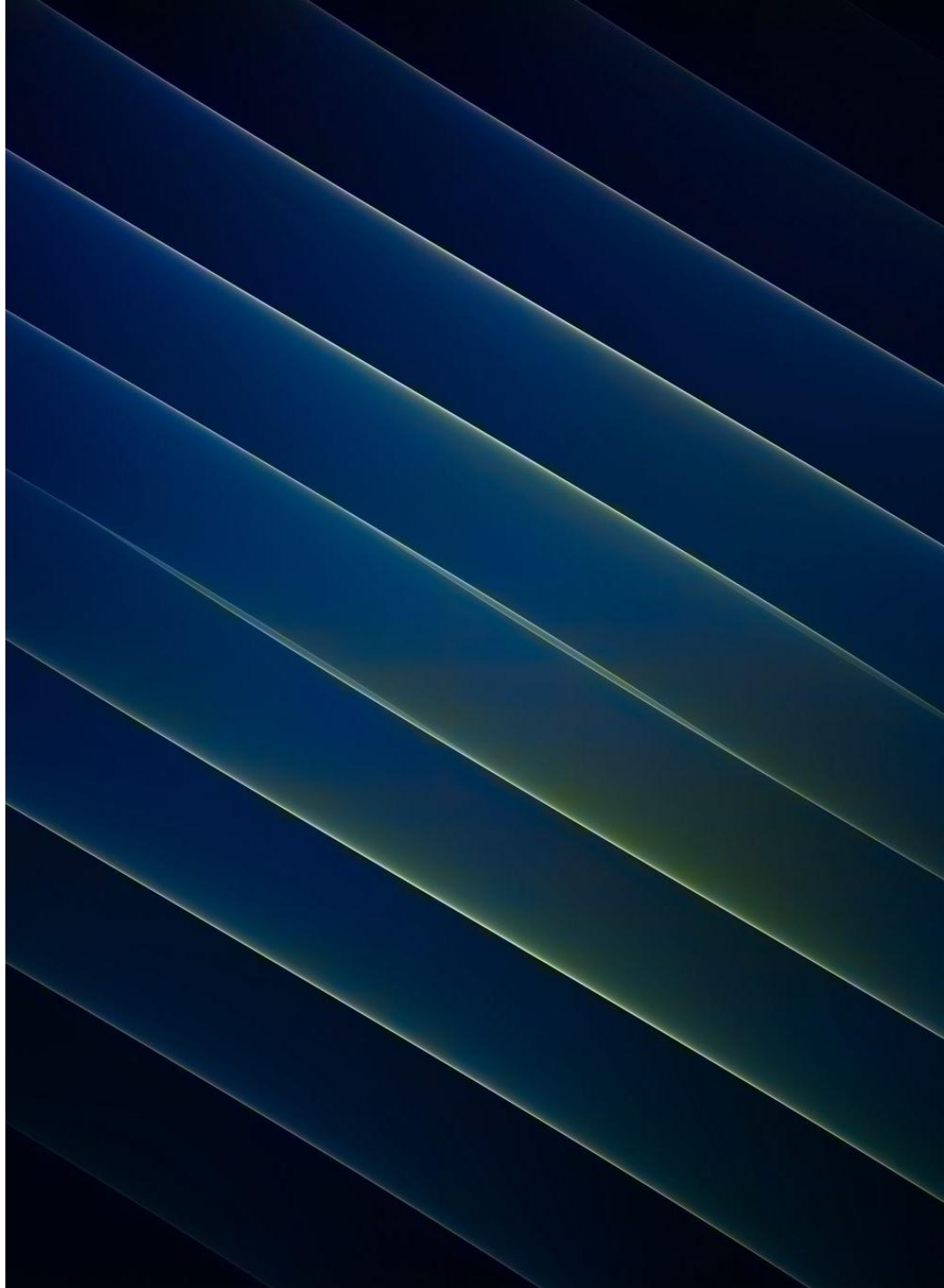
Do they tend to focus on practical details and facts (sensing), or on abstract ideas and possibilities (intuition)?

3. Consider Decision Making:

Do they make decisions based on logic and analysis (thinking), or on emotions and values (feeling)?

4. Observe Organization:

Do they prefer structured and organized environments and activities (judging), or are they more flexible and adaptable (perceiving)?



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**