



Utilizing personality insights to enhance communication skills

By *JOLENE WATSON*
Clarity Coaching & Development

"You can't change your personality type, but you can ALWAYS change your behaviors."

This is a simple statement, yet a profound one! I truly believe this sentence can change the world in terms of more effective communication, decreasing conflict, and excelling in customer service. Team dynamics, career development, and culture are a huge focus now, even more than ever given the past two years and what is now being coined as The Great Resignation.

The Myers-Briggs Type Indicator® (MBTI®) is a versatile assessment of personality type and is utilized by 88 per cent of Fortune 100 companies! This tool can help people make better business, career, and personal decisions.



There are four different preference areas:

1. Extroversion and Introversion: Focus of Attention/Energy
2. Intuition and Sensing: Gathering Information
3. Feeling and Thinking: Decision Making
4. Judging and Perceiving: Lifestyle

Applications for the data include:

- Self-understanding/awareness
- Career development
- Leadership development
- Team dynamics
- Customer service
- Change and stress management
- Presentation and networking skills

Preferences matter! Introverted clients often need time to process information so giving them 24 hours notice is a great way to allow them to collect their thoughts and articulate what they need.

Extroverts tend to enjoy brainstorming and process information as they are talking; booking extra time for meetings is always a great idea! It shows a great amount of respect to be flexible in your approach, and it has a huge impact in the workplace.

Finally, a simple strategy is to ask your client how they want to be communicated with. Do they need details or analogies or do they prefer to focus on logic or values?

You do not need to be an expert to be able to adapt to others, you just need to avoid the 'Golden Rule' of treating others the way you want to be treated!

Please use the 'Platinum Rule': Treat others the way THEY want to be treated.

Jolene Watson, an award-winning professional speaker and trainer, will be a presenter at the Homegrown Success: The State of Labour In Regina conference on Feb. 28. She was recipient for the Regina & District Chamber of Commerce 'Customer Service Excellence' Paragon Award in 2022.

Her full day Communication Styles & Stress Management course is currently approved for the Reskill Saskatchewan Training Subsidy. For more information, please contact Jolene at JoleneWatson@live.com or visit: www.JoleneWatson.com

UPCOMING REGINA CHAMBER EVENTS

TUESDAY, FEBRUARY 28

HOME GROWN SUCCESS: THE STATE OF LABOUR IN REGINA

Presented in partnership with Economic Development Regina.

Join the conversation and share your voice at this State of Labour event.

Conference to include keynote speakers along with a moderated panel.

9 a.m. – 1:30 p.m.

The Atlas Hotel

To register or for more information click [HERE](#).



THURSDAY, APRIL 6

23RD ANNUAL PARAGON AWARDS

Celebrating and honouring the achievements of the Regina Business Community

Delta Regina

Reception: 6 p.m.

Dinner & Awards to follow

If you know of deserving business, nominations can be made by calling 306-757-4648 or emailing jtonita@reginachamber.com

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For more information or to register for these outstanding Chamber event click [HERE](#)

"We acknowledge, with respect and truth, that we work and support the business community in Treaty 4 Territory and the traditional lands of the nêhiyawak (Cree), Anihšīnāpēk (Saulteaux), Dakota, Lakota, Nakoda, and on the homeland of the Métis Nation."

Sask Winter Games are underway in Regina

The 2023 Saskatchewan Winter Games in Regina, presented by Teine Energy, opened on Sunday and will run through Feb. 23. A total of 1,700 participants will take part in 16 sports at 10 venues in Regina and area.



First established in 1972, the purpose of the Saskatchewan Games is to provide an opportunity for the province's developing athletes, coaches and officials to participate in an exciting multi-sport event in preparation for a higher level of competition.

The 2023 Saskatchewan Winter Games in Regina invites the public to attend its free Culture Festival, presented by CGI. The festival includes three days of interactive learning and celebration of Saskatchewan's diverse cultures and talent. The Culture Festival will run from 6:30 p.m. to 9 p.m. nightly from Feb. 21 through Feb. 23 at the University of Regina Education Auditorium. Free parking is available in University of Regina Lots 7 and 10.

The event on Feb. 22 will feature a keynote speech from Sydney Daniels, followed by a panel discussion on Truth and Reconciliation in Sport. Daniels, of Mistawasis Nêhiyawak First Nation, is the first-ever female scout for the NHL's Winnipeg Jets.

The Closing Ceremony will bring the weeklong Games to a close and highlight the next Host Community for the Saskatchewan Summer Games in 2024. The ceremony will begin at 4 p.m. on Feb. 25 at the Viterra International Trade Centre Hall A. Admission is \$10.

For more information on the Games head [online](#).



Sask Polytechnic offering course about grants & proposals

Saskatchewan Polytechnic is offering an Introduction to Grants and Proposals Course (BCOM 1803), a course that teaches the fundamentals of researching, writing and applying for funding.



The following topics are covered within the course:

Define elements of fund development

- Define key terms in fund development
- Discuss the roles and key players in fund development
- Discuss the ethics and standards for fund development

Apply funding applications and its processes

- Explain request for proposals (RFP's)
- Explain the grant writing process
- Discuss the adjudication process
- Research potential funding opportunities in Saskatchewan
- Write a funding application

This course is scheduled from March 27 – April 28, 2023, and will be delivered online in a asynchronous format.

Tuition is \$365.00. The registration deadline is March 19, 2023.

Details about registration can be found [HERE](#).



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