

LECTURE 4

Personality and Emotions

What is personality?

The sum total of ways in which an individual reacts and interacts with others.

There are three determinants:

1. Heredity
2. Environment
3. Situation

Myer-Briggs Type Indicator (MBTI)

One of the most widely used personality framework.

100 questions are given on how they feel or act in certain ways.

Myer-Briggs Type Indicator (MBTI)

Based on answers given, one can be determined as the follows:

Extrovert (E)

Introvert (I)

Sensing (S)

Intuitive (N)

Thinking (T)

Feeling (F)

Perceiving (P)

Judging (J)

INTJ- VISIONARIES

- Usually have an original mind.
- Great drive for their ideas and purpose.
- Skeptical, critical, independent and determined.

ENTP-CONCEPTUALISERS

Innovative, individualistic, versatile and attracted to entrepreneur ideas.

Tend to be resourceful, like challenging job and problems.

ESTJ - ORGANISERS

- Realistic, logical, analytical and decisive.
- Have a natural head for business mechanics.

Big 5 Model Dimension

Extroversion

Describing someone who is sociable, gregarious and assertive.

Agreeableness

Describing someone who is good natured, cooperative and trusting.

Big 5 Model Dimension

Openness to experience

Describes someone who is imaginative, sensitive and curious.

Conscientiousness

Describes someone who is responsible, dependable, persistent and organised.

Big 5 Model Dimension

Emotional stability

Someone who is calm, self-confident, secure or nervous, depressed and insecure.

Major Personality Attributes

Locus of Control

People who believe that they are masters of their own fate.

Internal : Can control their own destiny

External: Controlled by outside force

Major Personality Attributes

Machiavellianism

Pragmatic and maintain emotional distance and believe that ends can justify means.

- Prefer to interact face-to-face directly.
- Prefer situation with minimum rules.
- Avoid emotional involvement with irrelevant details.

Major Personality Attributes

Self Esteem

Individual's degree of liking or disliking themselves.

Self Monitoring

Measures on individual's abilities to adjust to his/her external situation factors.

Risk Taking

Willingness to take chance.

Major Personality Attributes

Type A Personality

Aggressively involved in chronic situation to achieve more.

- a) Are always moving, walking and eating rapidly.
- b) Feel impatient with the rate at which most events take place.

Major Personality Attributes

- c) Strive to think two or more things at once.
- d) Cannot cope with leisure time.
- e) Obsessed with numbers, measuring their success in terms of how many/ how much.

Major Personality Attributes

Type B Personality

Exact opposite of Type A personality

- a) Never suffer from sense of time urgency.
- b) Feel no need to display/discuss either their achievement/accomplishment.
- c) Play for fun and relaxation.
- d) Can relax without feeling guilty about it.

Personality Job-fit

Known as Holland's Typology.

Identifies 6 personality types and proposes that the fit between personality type and occupation environment determines satisfaction and turnover.

Personality Job-fit

Realistic

Prefer physical activities that need skills, strengths and co-ordination.

P: shy, genuine, stable, conforming, practical

J: mechanic, assembling line worker, farmer

Personality Job-fit

Investigative

Prefer activities that involve thinking, organising and understanding.

P: analytical, original and independent

J: biologist, economist, reporter

Personality Job-fit

Social

Prefer activities that include helping and developing others.

P: sociable, friendly, co-operative, understanding

J: social worker, teacher, clinical psychologist

Personality Job-fit

Conventional

Rule regulated, orderly, unambiguous ability

P: conforming, efficient, practical, unimaginative

J: accountant, bank teller, clerk

Personality Job-fit

Enterprising

Verbally active in which there are opportunities to influence others to have power.

P: self confident, ambitious, energetic

J: lawyer, pr specialist, estate agents

Personality Job-fit

Artistic

Ambitious,unsystematic activities that allow create expression.

P: imaginative, disorderly, idealistic, emotional

J: painter, musician, writer

EMOTIONS

Emotion is known as intense feelings that are directed at something/someone. One would show emotions when they are happy, sad, surprised, fearful, disgusted or angry.

EMOTIONS

It comprises of:

- 1.Affect: A generic term that covers broad range of feelings that people experience.
- 2.Mood: Less intense than emotions and it's temporary.

Emotional Labour

A situation in which an employee expresses organisation's desired emotions during interpersonal transactions.

i.e.: A customer service officer is required to smile when dealing with customers even if he/she is not happy with the customer.

Emotional Dimension

Variety

Includes all positive and negative expressions.

Intensity

People giving different responses to different emotions.

Frequency and Duration

How often emotions are displayed and how long they last.

Can People be Emotionless?

No! People have difficulties in expressing their emotions or understanding the emotions of others.

They rarely cry and often seen by others as bland/cold. Their own feelings make them uncomfortable to do so.

Psychologist call this Alexithymia.

They need to be in jobs that require less emotions.

Gender and Emotions

- Women are more nurturing. Therefore they are better in reading the feelings of others.
- Women have greater need for social approval.
- Better in reading non-verbal cues than men.
- Men are supposed to be tough.
- The only emotion they display the most would be anger.

External Constraint for Emotions

Organisational Influence

Negative is always unacceptable.

Cultural Influence

Differs in different parts of the world.

Emotional Intelligence

Refers to non-cognitive skills, capabilities and competence that influence a person's ability to succeed in environment.