

## Self-Assessment Paper

Topic: Describe your personality at work, using either the Meyers-Briggs typology, or other widely recognized personality characteristics. Give specific suggestions for pitfalls to be aware of and adaptations you may have to make, in order to improve your effectiveness.

Understanding who I am is critical in order to improve myself and to be successful in the workplace. In this paper, I will analyze my personality at work based on my managerial experience and the result of the Meyers-Briggs typology. From the assessment of my personality at work, I will reflect upon possible solutions for my weaknesses in order to improve my effectiveness in the workplace.

For three years, I was an academic supervisor at Young-do English Institution, which helps K-12 students learn the language from English-native instructors in South Korea. I was in charge of training and managing foreign teachers and counseling students and parents. Since most of my duties were related to dealing with different individuals and groups of people, I could discover my strong and weak points while interacting with people at my job.

According to Meyers-Briggs typology, my personality type is SP, so one of my strong points is negotiating. Fortunately, major responsibilities of my job included negotiating and communicating among different parties. For instance, when Korean executives released new policies, I had to convey the announcement to our faculty members and had to persuade why teachers should follow this direction. Since the culture and the way of thinking are different from

Korean managers to Western teachers, it was challenging for me to convince teachers to follow the announcement from the management department. However, I had tried to convey the good points of policies and asked each party to have open minds and understanding of the different point of view of others. In other cases, I needed to set up a consultation between teachers and parents because a lot of parents wanted to know how their children were doing and to learn the methods of how to excel in study, which are the biggest concerns that Korean parents have. In both cases, I had to be a mediator trying to help communicate with each another because people of different groups had different needs. Through these working experiences, I realized that my personality of being a good communicator helped me solve some issues and requests from each group more effectively. Each party held different ideas, so I had to help them settle on an agreement to satisfy both groups.

On the other hands, because of my action oriented personality, I found some major weak points which are being impatient and less organized while working. There was a specific instance that revealed my personality weaknesses and I had a chance to reflect on myself again. Korean executives at Young-do changed the policy for teachers to correct students' essays via computer, not manually. It was my duty to convince teachers to follow their directions and to train them how to correct essays by computer. Being a messenger, I had to be careful delivering the message from the upper level executives in order to prevent conflict and misunderstanding between the two parties. However, I announced the new policy hastily on the day when I heard from management because I thought it was urgent to implement the new policy as soon as possible so that our branch was not behind others. I believed that teachers would accept the policy without any questions because I agreed that correcting essays via computer would be

more convenient for teachers to correct essays with using various icons and symbols. I disregarded the possibility that teachers would disagree with it.

Unfortunately, my personality of being impatient and less organized had resulted in controversy and tension in the workplace. After releasing the policy, the teachers were annoyed about the change and everyone started to sign up a petition indicating that they would not work at this company unless the company paid more money for time they had to spend on the computer compared to the time spent on manual correction. The teachers assumed that using a computer would take more time because they used to correct students' essays by hand. This was something I was not expecting and was not prepared for. This happening had even resulted in the low evaluation of my management performance by the headquarters. I reflected on my personality again, and found out that because of my action oriented personality, I did not plan reflectively on what I should do.

By this incident, I learned some ways that I can improve my personality and the effectiveness in the workplace. First, I should understand people's different points of view and think about consequences of my actions in advance. When there was an announcement from Korean executives, I should have anticipated other possible reactions of teachers in advance and planned the strategy thoroughly on how to persuade them to accept this new policy. I could have planned for teachers' disagreement on the policy or should have prepared for the expected questions that they might have. My impatient and action-oriented personality had resulted in conflict and misunderstanding because I did not prepare thoroughly before taking an action. One of strategic planning methods for my improvement is using a SWOT (Strengths, Weaknesses, Opportunities, and Threats) analysis before taking the action. If something happens or a certain

policy needs to be changed, it is better to think about SWOT analysis before implementing the project to the workplace. For instance, I can think of what kinds of strong characteristics of this project have to benefit employees and analyze what other characteristics can be a potential risk of this project. By considering and preparing for other external elements that could cause trouble or conflict, I can be more confident to perform because I can simply follow a prearranged procedure.

Second, it is necessary for me to ask other people's opinions before making a crucial decision. It is always important to get information and help from experienced people such as superiors, managers, or experts in that area. When an issue occurs, I should analyze the current situation and seek different ways on how to approach the issues by listening to superiors. From the incident, I learned that if I had asked for the advice before implementing the policy, it must be easy to reach to the agreement and understanding between management and teachers. For instance, one of my superiors told me a tip that if we asked teachers to have a trial period of using the computer, instead of announcing a change of a policy, it would be much easier to understand the benefit of correcting through a computer. It is because teachers were basically afraid of changing their habits but once they try out, they will notice that using computer will take less time than manual correction. Thus, I learned that it is effective to make a decision after close consultation with people and experts.

To conclude, I have reflected upon my strong and weak personality by understanding my behavior and outcomes at my workplace. I found that it is always easy to find my weaknesses but challenging to fix my attitude by practicing the possible solutions. However, this exercise helped me to understand my characters by connecting my characters into my managerial experience. I

realized that I had some careless mistakes while working, which I did not realize for that moment.

It is important to understand my strong points and weak areas because I can develop my strong aspects and work hard to improve my weak areas by putting the theory into practice.