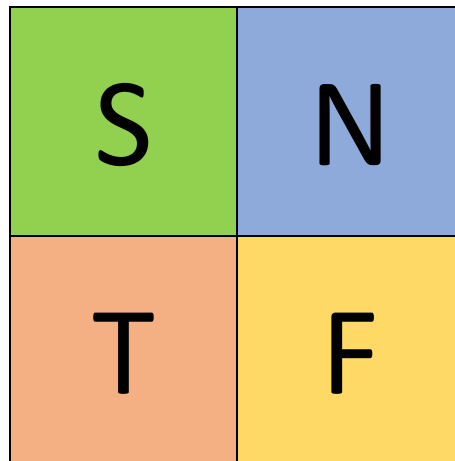


# SNTF Problem Solving Process



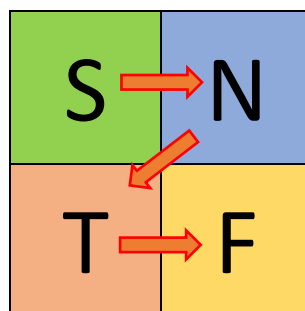
Initially developed by Isabel Myers, this useful technique has been adapted by others who have applied the Myers MBTI® model to solving problems.

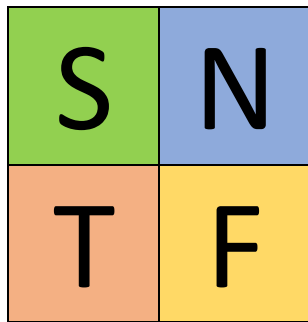
Myers found people tended to more heavily employ their most favorite preferences in making decisions and solving problems. We 'see' the world through these lenses and react accordingly.

For a person whose dominant preference is "Thinking" it is awful difficult not to cast any decision or problem situation in the light of logic. Conversely, a dominant "Feeling" preference person will experience and react to an entirely different set of impressions - weighing emotional, subjective, and people-oriented implications.

Conventional Wisdom would urge the Thinking preference person to get a "heart" and the Feeling preference person to get a "brain" (be logical)! Setting aside the offensive aspect of these notions, actually attempting to make such a conversion can lead to compromising the source of one's strengths in the interest of acquiring a modicum of sensitivity in the opposite arena. Net result: zero at best.

Instead of falling into this trap, Myers (1987) felt that all types - Sensing (S), Intuition (N), Thinking (T), Feeling (F) - regardless of favored preference - would benefit by following a systematic process that involved the exercise of all 4 preferences through a zigzag process beginning with **Sensing** and ending with **Feeling**.





## SNTF Process

**S**

**Step 1.** We begin with **Sensing** to discover "what is." What do we know for sure? (just the facts, ma'am!) What is the situation - exactly? What has gone before? Who is involved? Collect the data, keeping an open mind uncoloured by sentiment or leaping to conclusions.

**N**

**Step 2.** Then use **Intuition** to speculate on patterns and connections formed by the facts. What are the possibilities? What solutions tend to jump out from what is known? Do some brainstorming on ideas. Develop a range of alternatives - without critically analysing them at this stage.

**T**

**Step 3.** Once Intuition has been allowed to flower, it is **Thinking's** turn at the wheel. Subject the product of the Intuitive & Sensing phases to an objective analysis, weighing facts against speculations. Use logic to determine cause and effect. Draw distinctions, weigh and rank the pros and cons, quantify your conclusions. What are the SWOT's?

**F**

**Step 4.** End the first cycle of the process by utilizing **Feeling** judgment to incorporate the human consequences: the impact on people, the impact on values and sensibilities, and all the emotional components. In addition, acknowledge the subjective elements affecting those involved in the analysis or the making of the decision. What are the implications and costs?

**(Possible Step 5 and beyond.** Recycle the steps when needed.)

SNTF - Tool

