Introverts vs. Extroverts in the Workplace

Presented by:
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Introverts vs. Extroverts

- Recognize and predict reactions
- The new “normal” workplace
- Tips for managing
Definition of Introvert

In-tro-vert

*Noun*—a shy, reticent person
What are some of the best traits that an introvert brings to your workplace?
Definition of Extrovert

Ex-tro-vert

Noun—an outgoing, overtly expressive person
What are some of the best traits than an extrovert brings to your workplace?
## Comparison of Styles

<table>
<thead>
<tr>
<th>Extraversion</th>
<th>Introversion</th>
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<tbody>
<tr>
<td>Talkative</td>
<td>Quiet</td>
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<tr>
<td>Sociable</td>
<td>Reserved</td>
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<tr>
<td>Outgoing</td>
<td>Shy</td>
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<tr>
<td>Lively</td>
<td>Silent</td>
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<tr>
<td>Optimist</td>
<td>Passive</td>
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<td>Touchy</td>
<td>Reliable</td>
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<td>Active</td>
<td>Calm</td>
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<tr>
<td>Assertive</td>
<td>Rigid</td>
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So what goes wrong?

What happens when an introvert and an extrovert “collide?”
And then this happened...
HE SAYS AT THE END OF THE WEEK HE'S GOING TO DO "CASUAL FRIDAY," WHICH FRANKLY SCARES ME TO DEATH...
How have these styles reacted in a post-COVID world?
Reactions?

- Acceptance of Change
- Work from Home
- Comfort with Social Distancing
- Participation in Virtual Meetings
- Concerns, fears...
The “new normal” in GC

What will the workplace look like?

Virtual vs. On-site?

Urban vs. rural?

Opportunities vs. challenges
HOW TO CARE FOR INTROVERTS

1. RESPECT THEIR NEED FOR PRIVACY
2. NEVER EMBARRASS THEM IN PUBLIC
3. LET THEM OBSERVE FIRST IN NEW SITUATIONS
4. GIVE THEM TIME TO THINK, DON'T DEMAND INSTANT ANSWERS
5. DON'T INTERRUPT THEM
6. GIVE THEM NOTICE OF EXPECTED CHANGES IN THEIR LIVES
7. GIVE THEM 15 MINUTE WARNINGS TO FINISH WHATEVER THEY ARE DOING
8. REPRIMAND THEM PRIVATELY
9. TEACH THEM NEW SKILLS PRIVATELY
10. ENABLE THEM TO FIND ONE BEST FRIEND WHO HAS SIMILAR INTERESTS & ABILITIES
11. DON'T PUSH THEM TO MAKE LOTS OF FRIENDS
12. RESPECT THEIR INTROVERSION, DON'T TRY TO REMAKE THEM INTO EXTROVERTS
Introverts

Trying to Connect with Them

- Objective, fact-based ideas and projects
- No quick decisions
- Expect skepticism
Introverts

When problems need solved

- Time for careful consideration and analysis
- Appreciation for logic and order
- Help them get out of the details
Introverts

When things get tense

- Support opinions with logic and facts
- Give them space and time to process
- Avoid using forceful or emotional tactics
Introverts

Management tips

• Let them work independently
• Allow them ample time to make decisions
• Use deadlines to ensure progress
• Allow them to help set quality goals
HOW TO CARE FOR EXTROVERTS

1. RESPECT THEIR INDEPENDENCE
2. COMPLIMENT THEM
3. ACCEPT AND ENCOURAGE THEIR ENTHUSIASM
4. ALLOW THEM TO EXPLORE AND TALK THINGS OUT THOUGHTFULLY
5. SURPRISE THEM

6. UNDERSTAND WHEN THEY ARE BUSY
7. LET THEM DIVE RIGHT IN OFFER THEM OPTIONS
8. MAKE PHYSICAL AND VERBAL GESTURES OF AFFECTION
9. LET THEM SHINE
10. LET THEM
Extroverts

Trying to Connect with Them

- Be open to collaboration
- Recognize value of energy and enthusiasm
- Make them feel well-liked and appreciated
Extroverts

When problems need solved

- Remain optimistic when considering potential issues
- Be open to creative solutions
- Expect spontaneity
Extroverts

When things get tense

• Avoid personal attacks
• Acknowledge their feelings
• Let them know that your relationship is still solid despite your differences
Extroverts

Management tips

• Vary their tasks; keep it fresh
• Praise them publicly
• Don’t mistake enthusiasm for understanding
• Keep them on schedule
Get to know them!
Celebrate their differences!

Your business will be more successful when you engage and leverage the varied styles of each team member!
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