



course description

Who’s an extrovert? Who’s an introvert? What’s the difference? And why does this matter to me? This concept of introversion and extroversion was popularized by Carl Jung, but has gained new movement by Susan Cain through her Ted Talk “The Power of Introverts,” and her book. Workplaces are reconsidering how they manage employees and meetings. Introverts are rallying to remind society that they bring value and that they have good ideas. As a result, extroverts are defending themselves in an effort to remind us that they’re not just jokesters and socializers. Some interesting concepts have come from these discussions. In this series, we will summarize some of what’s being said, and help you navigate some practices that will make your teams more productive.

definitions

According to Cain:

- **Introverts:** quiet, low key environments
- **Extroverts:** large amounts of stimulation

According to Myers-Briggs:

Introverts:

- Get energy dealing with ideas, pictures, memories, and reactions that are inside their heads
- Prefer doing things alone or with one or two people they feel comfortable with
- Reflective and reserved
- Comfortable being alone

Extroverts:

- Get energy from active involvement in events and having a lot of different activities
- Excited to be around people and like to get energy from other people

notes



definitions (cont.)

- Enjoy moving into action and making things happen
- Feel at home in the world
- Understand problems better when they can talk it out and hear what others have to say
- Seen as outgoing or as a “people person”

in addition...

- Shyness is a fear of social judgment, while introversion is a response to social or external stimulation.
- People fall on an Introversion and Extroversion continuum.
- It's estimated that 50%-70% of the population are extroverts and 30%-50% are introverts.
- Ambiverts are 50% of both.

managers

- It is your job to get all of your employees to perform at their best.
- Knowing an employee's personality type gives you insight into how to motivate them, how to most effectively praise them, and how to appropriately discipline them if necessary.

determining personality types

Ask yourself:

- Does the person fill their day with meetings? Do they need time in between meetings? Do they avoid scheduling meetings altogether?
- Does the individual thrive when they're working in a big group? Do they prefer to work alone?



determining personality types (cont.)

- Do they socialize and have in-person conversations? Do they keep to themselves and handle business discussions over email or chat?

managing a mixture of types

- Your team likely has a mixture of personality types.
- Adapt your management style accordingly.
- Neither type is better than the other.
- You need both introverts and extroverts on your team.
- Get to know your team.
- Don't withhold certain tasks from an individual based on their personality type.