The Final Diversity Frontier? Introverts and Extroverts in the Workplace

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IF ONE DOES NOT UNDERSTAND A PERSON, ONE TENDS TO REGARD HIM AS A FOOL.

CARL JUNG
Our Agenda

Why Does Introvert/Extrovert Matter?

Fact + Fiction of Introversion

Five Considerations for Creating a More Introvert-Friendly Workplace

Learning, Commitments, and Application
Why Does Introvert/Extrovert Matter?
What's Your IQ*?

* Introvert Quotient
What’s Your IQ*?

1. This psychologist coined the term “introvert” in the 1920s:
   a) Ivan Pavlov
   b) Sigmund Freud
   c) B.F. Skinner
   d) → Carl Jung
   e) None of the above

* Introvert Quotient
What’s Your IQ*?

2. The general US population is roughly

a) 25% introvert, 75% extrovert
b) 10% introvert, 90% extrovert
c) 60% introvert, 40% extrovert
d) 50% introvert, 50% extrovert

* Introvert Quotient
What’s Your IQ*?

3. Introverts are:

a) Shy
b) Antisocial
c) Party Poopers
d) Energized by solitude
e) Serial killers in waiting
f) All of the above
g) None of the above

* Introvert Quotient
How would you describe yourself? Extroverted or Introverted?
Introvert ≠ Shy
extrovert

I'm staying in tonight

introvert

I'm staying in tonight!!
Five Considerations for Creating a More Introvert-Friendly Workplace
STEREOTYPES
INTROVERTS: be mindful of your body language

EXTROVERTS: sharpen your active listening skills
INTROVERTS: seek out **quiet space** for focus and reflection

EXTROVERTS: establish an internal **mastermind group**
SPEED
INTROVERTS: assert your need for **processing time**

EXTROVERTS: communicate your need to **think out loud**
SPEAKING
INTROVERTS: write out talking points and schedule short, focused meetings

EXTROVERTS: when brainstorming is preferred, incorporate different methods of sharing ideas
INTROVERTS: explore natural ways to "turn up the volume"

EXTROVERTS: explore natural ways to "turn down the volume"
✔ Create a **formal mentoring program** that pairs emerging introverted leaders with established introverted leaders

✔ Provide **coaching** as a professional development resource

✔ Establish areas or set times that are “**zones of silence**”

✔ Carve out 5 minutes at staff meetings to offer the “**Introvert/Extrovert Tip of the Day**,” prepared by a member of the team

✔ **Review the language** you use in job postings, job descriptions and performance reviews. Look for an extrovert bias.
What are the **three most important points** you want to remember from today?
What’s one thing you’re going to do differently when you return to work?

How will this information make work better for you?

How will it make things better for your colleagues?
RESOURCES

The Power of Introverts in a World that Can’t Stop Talking
SUSAN CAIN

Insight: Reflections on the Gifts of Being an Introvert
Beth L. Buelow
The Introvert Entrepreneur

QUIET INFLUENCE: The Introvert’s Guide to Making a Difference
JENNIFER B. KAHNWEILER, Ph.D.

The Introvert’s Way
LIVING A QUIET LIFE IN A NOISY WORLD
Sophia Dembling

self-promotion for introverts
Nancy Ancowitz

INTROVERT POWER: Why Your Inner Life Is Your Hidden Strength
Lynne A. Helgøa, Ph.D.

The Introverted Advantage: How to Thrive in an Extrovert World
Marti Olsen Laney, Psy.D.

The Introverted Leader: Building on Your Quiet Strength
Jennifer B. Kahnweiler, Ph.D.
Jason Fried:

Why work doesn't happen at work

TEDxMidwest · 15:21 · Filmed Oct 2010
Subtitles available in 36 languages

View interactive transcript
“Being uniquely you is truly your one obligation on the planet.”

Jillian Michaels, Glamour Magazine

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Thank you!

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