

Introverts and Extroverts at Work

What Extroverts Should Know About Introverts

Introverts:

1. Like quiet for concentration.
2. Care about their work and workplace.
3. May have trouble communicating.
4. May know more than they reveal.
5. May seem quiet and aloof.
6. Need to be asked for their opinions and ideas (they won't simply supply them).
7. Like to work on long complex problems, and have good attention to detail.
8. Need to understand exactly why they are doing something.
9. Dislike intrusions and interruptions.
10. Need to think and reflect before speaking and acting.
11. Work alone contentedly.
12. May be reluctant to delegate.
13. Prefer to stay in their office, cubicle, or work area instead of socializing.
14. Do not like to draw attention to themselves.
15. Work well with little supervision.
16. May have trouble remembering names and faces.

What Introverts Should Know About Extroverts

Extroverts:

1. Network well and socialize with co-workers.
2. Keep track of the organization grapevine.
3. Respond quickly to requests and spring into action without much advance thinking.
4. Enjoy phone calls, and see interruptions as a welcome diversion.
5. Become impatient and bored when the work is slow or repetitive.
6. Develop ideas through interaction and discussion.
7. Are good at marketing themselves.
8. Like to physically move around a lot, and prefer to be out and about.
9. Speak while they are thinking.
10. Have excellent verbal skills, enjoy verbal jousting, and ask many questions.
11. Like to be part of the majority opinion, and feel isolated without management support.
12. Appreciate and enjoy attention.
13. Are attracted to other Extroverts.

Type	Personality Clues	How to Speak Their Language
Introvert	<ul style="list-style-type: none"> • Have quiet energy. • Talk less. • Are reflective. 	<ul style="list-style-type: none"> • Ask, then listen. • Give them time to reflect. • Be patient.
Extrovert	<ul style="list-style-type: none"> • Have high energy. • Talk a lot. • Think out loud. 	<ul style="list-style-type: none"> • Let them talk. • Include variety. • Keep a lively pace.

Tips for Introverts

1. Recognize that you need to let others know where you are and what you need.
2. Realize that some people may misinterpret your silence and draw incorrect assumptions.
3. Give feedback to others in a nonjudgmental way when their pace or interruptions are causing problems for you:

I want to participate, but I feel like I can't get a word in edgewise. Can we step back for a moment?

Tips for Extroverts

1. Be aware that your style can overwhelm others.
2. Slow down a little, pause, allow silence, ask others for their thoughts, and listen.
3. Before leaving a topic, ask everyone for their input.

Does anyone else have ideas that apply to this topic?

How to Talk Less and Communicate More

1. Smile when you greet a co-worker or boss.
2. Nod and maintain eye contact with the speaker in meetings and groups.
3. Lean toward the speaker to show interest in what he/she is saying.
4. Acknowledge physical space differences. For example, you might say, "Could we keep the chair empty between us so we can both spread out a little?"
5. Say hello and good-bye to fellow employees (this seems so obvious, but sometimes we forget).
6. Send thank-you notes, e-mail, or electronic cards to co-workers to congratulate them on an accomplishment or to tell them you appreciate something they did.
7. Copy an article you think would interest a colleague or boss, and give it to the person with a note from you.
8. Give out birthday cards or holiday cards if this is appropriate in your work setting.
9. Put your name on everything you write or produce.

Conflict

While some people (usually Extroverts) thrive on seeing the sparks fly, other people (usually Introverts) are conflict-adverse. Introverts literally feel the unresolved stress in their bodies (headaches, stomachaches, and generally feeling ill).

Steps to Resolving Conflicts:

1. Define and agree on the problem.
2. Understand how your Introversion and the other person's Extroversion affects the problem.
3. Try to see the situation from the other person's perspective.
4. Problem solve with an Introvert/Extrovert perspective in mind.

Introverted Bosses

Many Introverts are bosses who often display excellent leadership qualities: integrity; good judgment; the ability to make tough decisions; a sense of humor; intellectual curiosity; and the ability to look to the past, present, and future.

Although in many ways it can be easier to work for an Introverted boss, it can also be problematic. Introverted bosses may forget to communicate expectations, may fail to delegate, and may not realize the importance of praise and rewarding good work.

Whether you're an Extrovert or Introvert, you work better with Introverted bosses if you learn to keep them up to date on what's happening by dropping them e-mails, notes, and memos. If you would like more feedback, ask for it.

Introverts in management positions do not empower employees as effortlessly as Extroverts. Keep in mind that Extroverts are motivated by different factors than Introverts are.

Suggestions for Introverted Bosses

1. Communicate Your Expectations
 - Discuss expectations and put them in writing.
 - Ask your employees for feedback.
 - Give them feedback on what you see as their strengths, as well as the areas you feel they need to improve.
2. Delegate
 - Delegate authority by giving your employees increasing responsibility.
 - Let your employees know how you rely on them.
 - Ask for suggestions, ideas, and solutions; and implement some of them.
 - Stand behind your staff, and encourage good intentions.