



Introversion vs. Extroversion Achieving Team Synergy



Introversion and extroversion are one of the three pairs comprising the personality style theories of renowned Swiss Psychologist Carl Jung. Most people have a working definition of the difference and thus accept the differences as common. What I find in working with teams, however, is that working definitions fall way short of the deep understanding needed to create adapting strategies to bring about team synergy.

So what's your definition of the difference? Perhaps it's something like one of these:

- Introverts are quiet, extroverts are boisterous
- Introverts are book worms, extroverts like to party
- Introverts are loners, extroverts are people-people

This month's topic is a small piece of learning to understand and appreciate each other's differences in a way that improves communication, team effectiveness and overall workplace performance. I've chosen to build my consulting practice around helping teams and leaders grow and perform to higher levels because of my own experience working on amazing teams. I know what it feels like to work on teams who drive toward common goals and are willing to embrace and resolve conflict to produce better results. I've known the value of team

There are partial truths in the above statements, but if that's your definition, there is much you are missing. Let's go a little deeper. What I'm sharing comes from the work of Carl Jung and also my learning and expertise as a licensed practitioner of the Insights Discovery® learning system, all based on Jungian theory.

First, people are not one or the other. Individuals fall somewhere on the continuum between introversion and extroversion.

? Introversion ? ? ? ? Extroversion ?

It is more accurate to use language referring to a preference toward introversion or extroversion rather than labeling someone as an introvert or extrovert.

Second, one major difference is that those with a preference for introversion “**Think to Speak**.” They like to organize their thoughts and have clearly in their mind what they want to say and how they want to say it before they begin to speak. **Those with a preference for extroversion** “**Speak to Think**.” They tend to think out loud and as they talk, their thoughts become clearer, the ideas come along with it and that can then lead to an organized, cohesive communication.



members who elevate each other to make use of each other's strengths and fill in the gaps for each other's weaknesses to build a cohesive team that exceeds expectations. I want you to enjoy that kind of team synergy and energy where you work.

This month's topic comes from the Insights Discovery learning tools. I use Discovery as a foundation in working with many of my clients for team effectiveness, leadership development, sales effectiveness and for individual coaching. So below, you'll find a 1 minute video introducing you to Insights Discovery and the visuals below give you more information about some of the ways it can impact your work.

If you'd like to learn more about how this could help your team or organization, click on the button above to reach out for a consultation with me and I'll be happy to hear more about your organization, your challenges and your needs and share how Insights Discovery can help.




Discovery Insights®

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Third, introversion and extroversion are about how we gain our energy, recharge our batteries and how we then draw on that energy to do our work.

How do you recharge your batteries at the end of a tiring day or week?

Do you prefer:

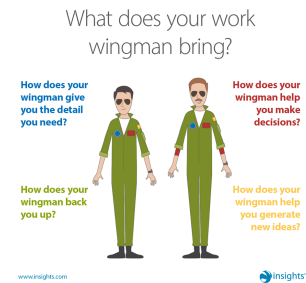
Riding your bike by yourself	Going with friends to an exercise class
Walking your dog	Going out to eat or drinks with a group
Soaking in a bubble bath	Entertaining
Reading a book	Gathering in the driveway with your lawn chairs with the neighbors
Working on a project at home	Going Clubbing
Introverted Preference  Extroverted Preference	

Those with a preference for introversion recharge their batteries by being alone or having quiet time, while those with a preference for extroversion get their energy back by being with other people or through group activities.

Those are a few of the differences, but what does it mean in the workplace and how does it play out among team members?

Consider this scenario: A team meeting begins and someone starts with the agenda and listing the items you need to get through, decisions to be made, etc. Before you know it, ideas are bouncing around and possibilities explored and a plan emerges and someone asks, "Is everybody OK with this?" What happens next? A few seconds go by, maybe no one objects, and so the person says, "Great, we've got a plan, let's get started." Either the group is on to the next agenda item or the meeting is over.

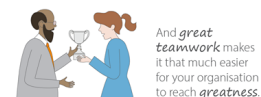
Click on any of the visuals below to enlarge them



Most teams experience *conflict* sometimes.



When we work with teams we bring about *cohesion*, which kicks *team morale* and *performance* into high gear.



And *great teamwork* makes it that much easier for your organisation to reach *greatness*.



What happens next? Uh huh, you're right! I refer to it as the water cooler talk. A couple people start commiserating about how they really didn't have time to think about it before the plan was pushed through, and they start wondering together: "What about this?" or "Have they even thought about how they'll handle this challenge?" The details may not have been well thought out, the analysis may have fallen short and people may be left with unanswered questions. The reservations being discussed start leaking out to the rest of the team.

Enter stage left – CONFLICT! Those who agreed with the plan or had a hand in designing it often ask, "If you had reservations, why didn't you speak up?" The answer can sometimes be "If you'd have stopped talking long enough, maybe we would have!"

So now, here comes the part about how we can adapt our behavior to meet the needs of each preference:

Here are some ways to meet needs of the introversion preference:

- When you ask a question, stop talking and wait for the less vocal folks in the room to begin speaking. Often, people who ask a question will wait a few seconds. Maybe they'll even wait 10 seconds if they are generous. Wait 90 seconds – practice how long that silence sounds! It seems like forever! I tell you, it's worth the wait. Give others time to collect and organize their thoughts and if those with a more extroverted preference will hold back, I promise you, what will emerge as a result of your patience will be valuable wisdom, analysis, critical questions and insights into the impact a decision has on people, which otherwise might have gone unnoticed.
- Before a meeting begins, or before you ask a more introverted person for their opinion, email them the agenda topics, decisions to be made, etc. ahead of

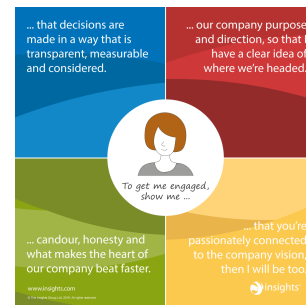


time. Email them your question to get their perspective before you show up at their cubicle. Give them time to think.

- Ask for their opinions. They do want to be asked, included and valued.
- When approaching this person, slow down your pace, sit down, and take time to listen. Let them express themselves without you interrupting or finishing their sentences.

Here are some ways to meet needs of the extroverted preference:

- Be sure to allow time for brainstorming, sharing ideas and bantering back and forth. Those with a more extroverted preference are energized by and develop more ideas from human interaction.
- Ask questions and challenge them to think through various aspects of what's being discussed. Allow for crazy ideas. Sometimes those are the ones that inspire someone else with the idea that really hits the target.
- Get your voice in the room. You may not have all your thoughts perfectly organized and you may have more questions later. That's all perfectly OK! In the meantime, be willing to put some of your thoughts out there to seed the conversation's direction to wider perspectives.
- If at the end of the conversation you want more time to consider it or analyze it, say that! It's ok to table things and share your questions and analyses before the next meeting for everyone to consider. Your contributions are valuable, so don't let them be lost by the pace of the conversation.
- Pick up the pace when you can. I don't mean to move totally out of your comfort zone, but if you can speak a little faster or more directly, go for it. Those with a preference for extroversion appreciate faster pace.



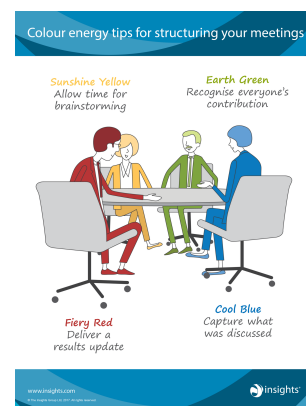
- If you have thoughts after the meeting, share them.
 “Here are some things that have occurred to me, since our discussion, which I think are worth sharing for your thoughts and consideration. Let me know what you think, or let’s talk about is some more.”
- When approaching, be prepared, stand your ground and try not to overload the person with too many details.



This is just a taste of how, by adapting our behavior in small, simple ways, we can powerfully impact communication, synergy and results.

I mentioned in the beginning that introversion and extroversion are just one of three pairs of preferences identified by Carl Jung. The two others are:

2. Thinking and Feeling – How we make decisions
3. Sensation and Intuition – How we take in and process communication and information.



Would you or your team like to experience the value of understanding your own preferences, how to quickly assess the preferences of others and how to adapt your behavior for much more powerful individual and team communication? My clients see the results translated every day to higher levels of productivity, increased sales and efficiency, and a host of other business results. Insights Discovery combines all three preferences into four color energies and helps you learn adapting strategies for a wide variety of circumstances. Click the link below or the one below my photo to schedule a call with me to learn more. I've also placed a one-minute video in the sidebar of this newsletter, along with visuals that tell more of the Insights Discovery story.

What issues would you like to solve or improve?

Utilize preferences wisely,

Upcoming Newsletters

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Listening leaders

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Success Across the Generations
by Guest Contributor Peggy Bud.

August

The Success of Teamwork

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