

Managing Introverts & Extroverts Within a Team Environment



Instructor-Led Training Facilitation Guide

Course Title: Managing Introverts & Extroverts Within a Team Environment

Background

This course is for learners who need to effectively manage a team with differing personalities. It will provide applicable tools and strategies for bridging the communication gap between introverts and extroverts.

Problem

Ineffectively managing a team of individuals with different personalities and working styles can result in unnecessary challenges and lead to the failure of a project. This instructor-led training will ensure that team managers can structure project meetings and tasks in a manner that supports the strengths of all team members.

Course Goals

Lesson 1 - Participants will:

- Determine the strengths and weaknesses of introverts and extroverts
- Evaluate the importance of managing both personalities within a team

Lesson 2 - Participants will:

- Use 4 management tools and strategies
- Demonstrate the ability to structure & organize team meetings around the 4 tools/strategies

Format and Delivery

- This interactive training works best in a group with 14-30 participants. More than 30 participants may require a second instructor to assist group structures and activities.
- This training is designed to last approximately 1 hour, depending on the size and proficiency of the group.
- Participants will work in groups of 2, based on personality: introverted or extroverted.
- The slide presentation is provided for visual engagement, as well as to aid in retention of information and should be shown on a large monitor or screen visible to all participants throughout the training session.
- The facilitator should have high-level presentation skills and group facilitation skills.

Materials and Room Setup

- Each participant will need a smart device that can either scan a qr code or can navigate to a website.
- Each participant will be provided with a participant guide. Participants will take notes or brainstorm directly on the participant guide.
- There needs to be a TV or projector at the front of the room with an adapter for the facilitator to display the slidedeck from their own laptop. If the facilitator does not have a laptop, the room will need to have a computer with projecting capabilities for the facilitator's use.
- Seats should be arranged so that all participants can see the TV or projector screen and for easy pairing for meeting activities.
- In addition to computer access, the facilitator will need:
 - The [slide deck](#)
 - Mentimeter access
 - This facilitator's guide

Course Outline

- Introduction and Course Overview
- Lesson 1: Introversion vs. Extroversion
- Lesson 2: Management Tools & Strategies
- Conclusion

Detailed outline found [here](#).

Facilitator Guidelines and Script

Welcome to the Course On Screen: Slide 1 	<i>Before the session starts: Greet participants as they enter the room.</i> <i>Begin the session by introducing yourself and welcoming the participants to the course.</i>
Introductions & Engage Questions On Screen: Slide 2 	Ask: 1) How do you engage your meeting/audience members? <i>Allow for volunteer answers. Engage each speaker and follow-up to each answer given.</i> Ask: 2) How do you encourage participation during meetings? <i>Allow for volunteer answers. Engage each speaker and follow-up to each answer given.</i> Ask: 3) What different challenges do you anticipate when managing different personality types? <i>Allow for volunteer answers. Engage each speaker and follow-up to each answer given.</i>
Introductions & Engage Questions On Screen: Slide 2	Say: I'm willing to bet that I just heard from only extroverts in this room. But what about the people who didn't speak up. Where are the more introverted people at? <i>Pause, and acknowledge anyone who raises hand or responds</i> Say: Now, I know that you had valuable contributions to make to the whole group discussion we just had. But, I didn't provide you with an appropriate avenue to share. This means that our team is

	not working as efficiently as it could be.
Introvert or Extrovert Quiz On Screen: Slide 3 	Say: Before we move on. I need to know who is extroverted and who is introverted on this team. So, please take a moment to complete this quiz and view your quiz results. If you receive the result of ambivert, that is a valid result. But, for the purpose of today, please decide what you relate to the most right now: introverted or extroverted. <i>Circulate the room while participants are navigating to the online quiz. Assist anyone who is unable to go to the website.</i>
Course Overview On Screen: Slides 4-6	Say: So, here's the problem- <i>Advance to slide 5</i> Say: Ineffectively managing a team of individuals with different personalities and working styles can result in unnecessary challenges and lead to the failure of a project. <i>Advance to slide 6</i> Say: But, if you are able to successfully manage a project by structuring project meetings and tasks in a manner that supports the strengths of all team members, the project is likely to be more successful.



Introversion vs. Extroversion

On Screen: Slide 7-9

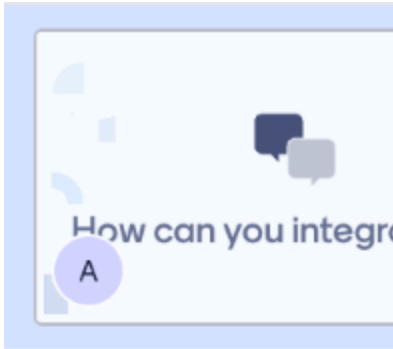
Say: First, what are some profound differences between introverts and extroverts (as it pertains to team projects)?

Advance to slide 8

Say: Introverts draw energy from their own thoughts and ideas.

	They tend to be introspective, analytical and cautious team members. <i>Advance to slide 9</i> Say: Extroverts, on the other hand, draw energy from interactions with others. They are typically vocal, active and perfectly comfortable expressing their ideas (as we saw at the start of this meeting)
Introversion vs. Extroversion On Screen: Slide 10	Say: Both are essential for projects. Introverted team members need extroverts to initiate discussions and extroverts value an introvert's ability to problem solve based on careful reflection.

	
Managing Teams of Introverts & Extroverts On Screen: Slide 11 	Say: Managing a team of introverts & extroverts requires forethought and creativity. • Meetings are an integral component of project management • For extroverts, meetings provide a venue for thought-provoking discussion; they may regard meetings as energizing and productive • Introverts need time to research and plan for discussion. They may find group discussions draining and stressful. • Through awareness and planning, project managers can create conditions that are supportive of both working styles.
Written Information On Screen: Slide 12 	Say: One thing you can do to accommodate both working styles is to organize meetings around documentation. You can provide written information before a meeting, such as: • Agenda • Report • Discussion questions This gives the introvert time to organize thoughts and the extroverts will welcome their contributions throughout the meeting. <i>Refer to the participant guide that learners received on the way into the meeting.</i> Say: You received an example of this through the participant guide.

	Notice that it outlines today's meeting and has space for you to add your own ideas or take notes.
Mentimeter On Screen: 	Say: We are going to be using mentimeter to showcase different ways that participants can interact throughout a project meeting. <i>Use mentimeter features to receive feedback in between each activity</i> <i>1) What did the learners like or dislike about each activity</i> <i>2) How can they integrate the activity into their next meeting</i>
Team Exercises in Pairs	Say: Another strategy is to conduct team exercises in pairs. One

On Screen: Slide 13 Team Exercises in Pairs Organize group into pairs (an extrovert with an introvert, if possible) Example Structure: Think-Pair-Share	way to do this is to organize a brainstorming exercise where the group is broken up into pairs (an extrovert with an introvert, if possible). This will appease an extrovert's need for face-to-face communication. While also reducing the anxiety an introvert may feel speaking in front of a group. An example structure is called "Think-Pair-Share": Individuals think about an answer to a question. Then, partners pair up and share their ideas with each other. This activity can then be extended by having the pairs share with other pairs, and so on.
Question slide On Screen: Slide 14 Team Exercises in Pairs Organize group into pairs (an extrovert with an introvert, if possible) Example Structure: Think-Pair-Share What form of written doc before your next project m	Say: So, let's practice this strategy. In a few minutes I am going to ask that you create pairs of introvert & extrovert. But first, I am going to ask a question on the screen. I will now give you some time to think about your answer. You can even write down your thoughts in the space provided on the participant guide. Then, we will pair and share. 1) Depending on the current pace of the meeting, give participants 1-3 minutes to consider an answer. 2) Assist participants in finding an introverted or extroverted partner. 3) Give 1-3 minutes for the partners to share ideas with each other 4) Again, depending on time, prompt partners to find another pair close to them and share answers again.
Question slide On Screen: Slide 15 Team Exercises in Pairs Organize group into pairs (an extrovert with an introvert, if possible) Example Structure: Think-Pair-Share How much time do you an make such materials?	Say: Let's repeat our process with a new question that is now on the screen. Project a new question on the screen and repeat steps 1-3 again. Change the approach for step 4. 4) Prompt extrovert partners (or willing participants) to share their answers with the whole group. Say: Hopefully, it is apparent how the pairing structure improves collaboration between introverted and extroverted team members. Additionally, the extroverted partner can speak on the introverted partner's behalf- if necessary. Use mentimeter features to receive feedback in between each activity

	3) <i>What did the learners like or dislike about each activity</i> 4) <i>How can they integrate the activity into their next meeting</i>
Private Journaling Exercise On Screen: Slide 16 	Say: Another strategy that works well is to assign a journaling exercise. Journaling allows team participants to explore their project ideas and reactions on paper. This activity provides a safety zone for freedom of thought, creativity and introspection. This form of brainstorming can be used before or during a meeting.
Private Journaling Exercise On Screen: Slide 16 	Say: Now, I want you to think about your next meeting or training session that you will facilitate. <i>Give them the prompt: "If I let it be fun, what would I do?"</i> Say: Take 5 minutes to journal about how you will make your next meeting fun (engaging). <i>If extroverts get quirmy, let them discuss the prompt with other extroverts.</i> <i>Use mentimeter features to receive feedback in between each activity</i> 5) <i>What did the learners like or dislike about each activity</i> 6) <i>How can they integrate the activity into their next meeting</i>
Technology Tools On Screen: Slide 17	Say: Finally you can use technology resources to help bridge the communication gap between work personalities. The use of technology can provide a variety of interaction opportunities. By incorporating tech as a meeting tool, the sit-down meeting is nearly an extension of a running dialogue. Example tools are • Nearpod • Mentimeter (being showcased in this presentation) • Genially, etc.

Utilize Technological Resources

Provide a variety of interaction opportunities.

Sit-down meeting is an extension of a running dialogue.

Example tools are

- Nearpod
- Mentimeter (being showcased in this presentation),
- Genially, etc.

Conclusion

On Screen: Slide 18



Say: As any group is enriched by diversity, a variety of personalities can make for a stronger team. By nurturing the strengths of all participants, managers can increase performance, creativity and harmony within the team.

Take any participant questions at this time