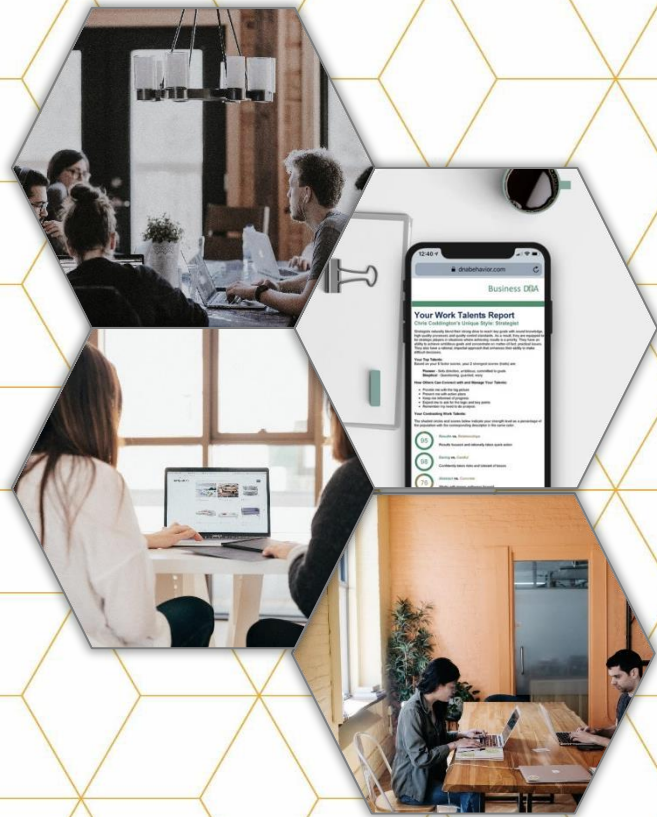


7-Methods to Manage Introverts



Introverts Are Not Shy or Timid

An Introvert is often thought of as quiet, reserved, and thoughtful. This doesn't mean they are shy or timid. Rather, they don't tend to look for opportunities to attend large social gatherings or put themselves into the spotlight. They mix with small groups of trusted, like-minded people knowing that going to large events where they could find themselves side by side with excitable extroverts will leave them exhausted and drained.

In a busy workplace, or when there is a season of change, Introverts are a calming influence. Their quiet demeanor can ease tension around difficult situations.

And there lies the first and most important of the 7-methods for leadership to understand. Without behavioral insight how would you know the value Introverts bring to the organization?

Method 1 – apply a scientifically validated behavioral insight tool to dig deep and get below the surface into the inherent behaviors of your people. Then use the outcomes to know how best to manage your people and their differences. Sometimes the behavior you see from people isn't their natural way of being.

In the case of your Introverts:

They can and will calm a tense situation.

Their input will bring practical solutions to the challenges when the issue is under control.



Introverts Are Your Safety Net

Introversion is determined by brain activity which can be revealed and managed.

Trust them; they are good at organizing. They look for sensible solutions. They don't embrace change just for the sake of change. Introverts are good at paying attention to detail. They are very often the safety net. In other words, as others are focused on delivering a change or looking for new opportunities, Introverts quietly gather the information and formulate thoughts that should be listened to and fed into planning.

Method 2 – When leaders are collecting data to make business decisions consider spending time with your Introverts. They won't be negative, although, to extroverts, they may seem as though they are. Introverts will be into the detail and could just highlight some areas that need to be known in advance of important decision-making. As a leader, know your own behavioral profile and bias. With this personal self-insight, you will see the value of gathering all opinions to ensure success in your decision-making.

Time Out for Introverts is Thinking Time

Introverts process through their thoughts and not through their mouths.

They will think through the different scenarios in any situation. Not much will surprise them as they have probably considered all options. When leaders embrace this style of introversion in their team, they can be confident that Introverts will provide them with a range of thoughts and solutions.

Method 3 – view your Introverts as an important business asset. When everyone else is excited and focused on the next new opportunity, take time out to chat to your Introverts. Yes, you make the final decisions, and they will understand that, but they will also welcome being asked their opinion. Introverts are thinkers; they may well have considered a scenario no other member of your team has! A helpful approach is to set them some key questions and ask them to go away and think about it and return with some scenarios. This management and leadership style ensures you have all the information needed to make sound business decisions.

Introverts Tend to be Self Sufficient

Because they rely so much on their own power to think things through, they often have the capability to manage their life by relying mainly on themselves. In most cases, this means that they are competent problem solvers.

Method 4 – Introverts won't always put their thoughts and opinions into conversations. However, as a leader, you need to draw them out. When you understand your own behavior and communication style, you will know how best to engage with Introverts. Be composed and thoughtful when speaking; don't barrage the introvert with large amounts of information in one go. Make space in the conversation for points to be discussed and understood. Be a good listener. Introverts are careful with their words and thoughts. Being a good listener means you won't miss the gold nuggets.

The Dreaded Meetings

If as a leader you understand the value of including everyone in meetings, then it's important to understand that Introverts need to work on ways to increase visibility in meetings. You as the leader can facilitate this.

When you know your teams behaviors you will see that in the face of more outgoing colleagues, Introverts tend to give away their power and concede the floor too easily. You should call on the Introverts for input. This is a useful step to begin engagement. An approach such as this will work best when you have given your Introverts time to think about the question or topic ahead of calling on them.

Method 5 – In a round table mixed discussion, Introverts are likely to be the last to contribute. Their resistance to sharing opinions, especially if they are contrary to views being shared, can be tricky for them. Giving them advance notice of topics and inviting them to contribute gives them confidence. Just because they don't instantly speak out in meetings doesn't mean they don't have well thought out suggestions to share. They are often worth the wait.

Networking Introverts – don't fly solo.

If networking is a key part of an Introverts job it's always worth teaming them up with a colleague who loves to work the room. The value to the business is this – networkers spy out the good contacts and Introverts hold the contacts attention with good conversation. Small talk doesn't come easily to Introverts and they find it hard work to establish rapport with new people.

Method 6 – Manage networking events. Build relationship between your outgoing networkers and your thoughtful Introverts. Use DNA Behavior Natural Discovery process to match individuals. Using the insight from this approach can help both parties (groups) to use their revealed skills to work the room and find new business, in comfort.

Know, Engage, Grow – Through Understanding Differences

No two people are the same. Knowing this gives leadership a huge advantage in terms of understanding how best to work with and get the best from their people.



Self-awareness is healthy, it sets the foundation for so much success in any organization.

DNA Behavior’s Business DNA Natural Discovery Process reveals Introvert traits. It looks below the surface of what is seen and shared to reveal the core of the individual.

It highlights areas that need to be managed or gaps that need to be filled.

An Introvert as part of a highly energized motivated team, whether the leader or a key team member, may cause people to leave in droves as they perceive the Introvert is socially inept, too private, and too slow in decision making. They fail to realize that this introverted individual is probably keeping their jobs safe by paying attention to the detail.

Introverts excel in thoughtful analysis, listening and reflecting on what they hear. They can quickly ‘sift’ information from conversations to find solutions and answers; even though they may ponder their responses before sharing their thoughts. Colleagues may see them as unapproachable, lacking in empathy and overly thoughtful when making decisions.

Method 7 – In order to encourage introverts, encourage “role play” exercises. Ask introverted team members to be prepared to “play devil’s advocate” in a meeting, give them permission and direction to provide contrary feedback to the group opinion. Playing a role in this way makes it safer for them to be able to interject in a discussion. This approach will provide some valuable insights for both the Introvert and other team members to observe. Importantly when each person has an in-depth awareness of their inherent behavior and can see the advantages and requirements to manage some aspects of it, then you begin to see a coherent team communication. Everyone has a part to play in a team. Knowing how to navigate each other’s differences is where a leader will find success and the team personal satisfaction.

DNA Behavior tools can reveal behaviors that will deliver insight into your leadership style and those you lead. This depth of awareness will provide significant data on how to engage more effectively to lead, involve, interpret, maximize potential of colleagues, individuals and teams.

DNA Behavior[®]

To learn more about DNA Behavior International and the solutions we offer, please visit: www.dnabehavior.com

If you have any questions or would like to discuss with an executive on our team, please email us at: inquiries@dnabehavior.com

