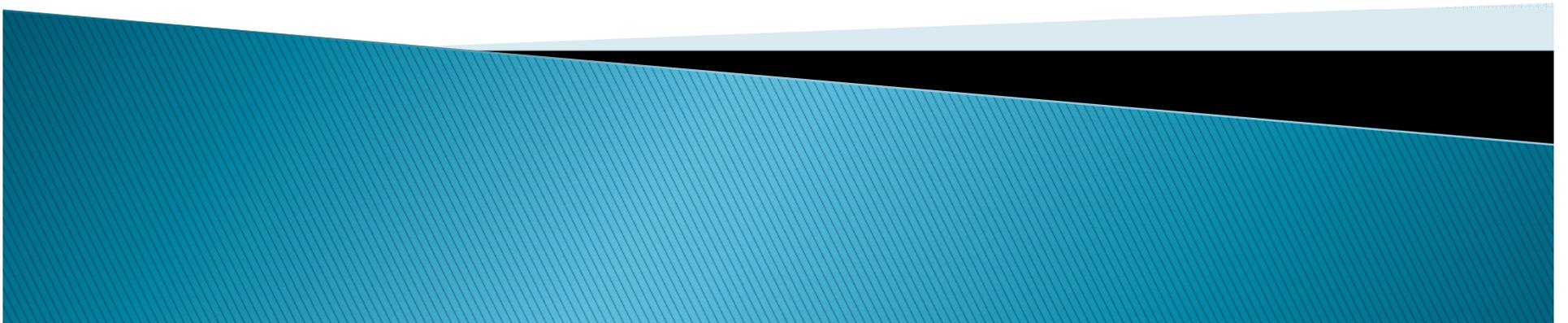


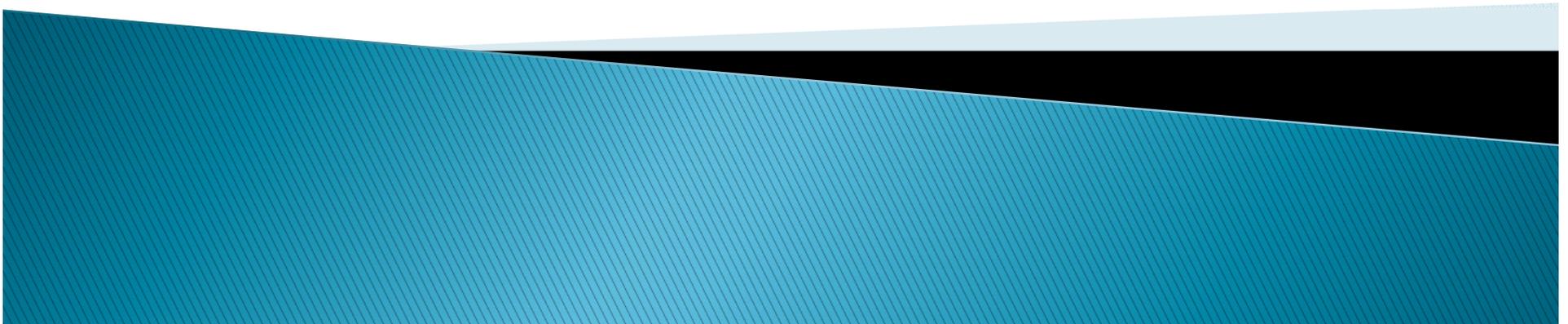
The Important Role of the Quiet Leader

Presented by: Aletha M. Carver



“Quiet The Power of Introverts in a World That Can’t Stop Talking”

By Susan Cain



Four Take-Aways

- ▶ What characteristics make up a quiet leader?
- ▶ Who is a quiet leader? Are you?
- ▶ Why quiet leaders are effective.
- ▶ How do you effectively work with quiet leaders?



Characteristics of an Extrovert

- ▶ Enjoys human interaction
- ▶ Enthusiastic
- ▶ Talkative
- ▶ Assertive
- ▶ Comfortable in large social gatherings
- ▶ Dominant
- ▶ Forceful
- ▶ Better “marketers”



Extroverts in U.S. Culture

Which personality type is most closely associated with leaders in U.S. culture today?

- 1/2 to 2/3 of Americans are extroverts
- Can you name a few well-known extroverts that exemplify this type of personality in the U.S.?



Characteristics of Introverts

- ▶ Enjoys solitary activities
- ▶ Concentrates on a single activity
- ▶ Observes before participation
- ▶ More analytical before speaking
- ▶ Overwhelmed by large gatherings



Well-Known Introverts

- ▶ 1/3 to 1/2 of Americans are introverts.

- ▶ Examples of well-known introverts that have made major contributions:
 1. Sir Isaac Newton – theory of relativity
 2. Dr. Seuss – Cat in the Hat
 3. Steven Spielberg – Schindler's List, E.T.
 4. J.K. Rowling – Harry Potter



Where Are You on the Introvert/Extrovert Continuum?

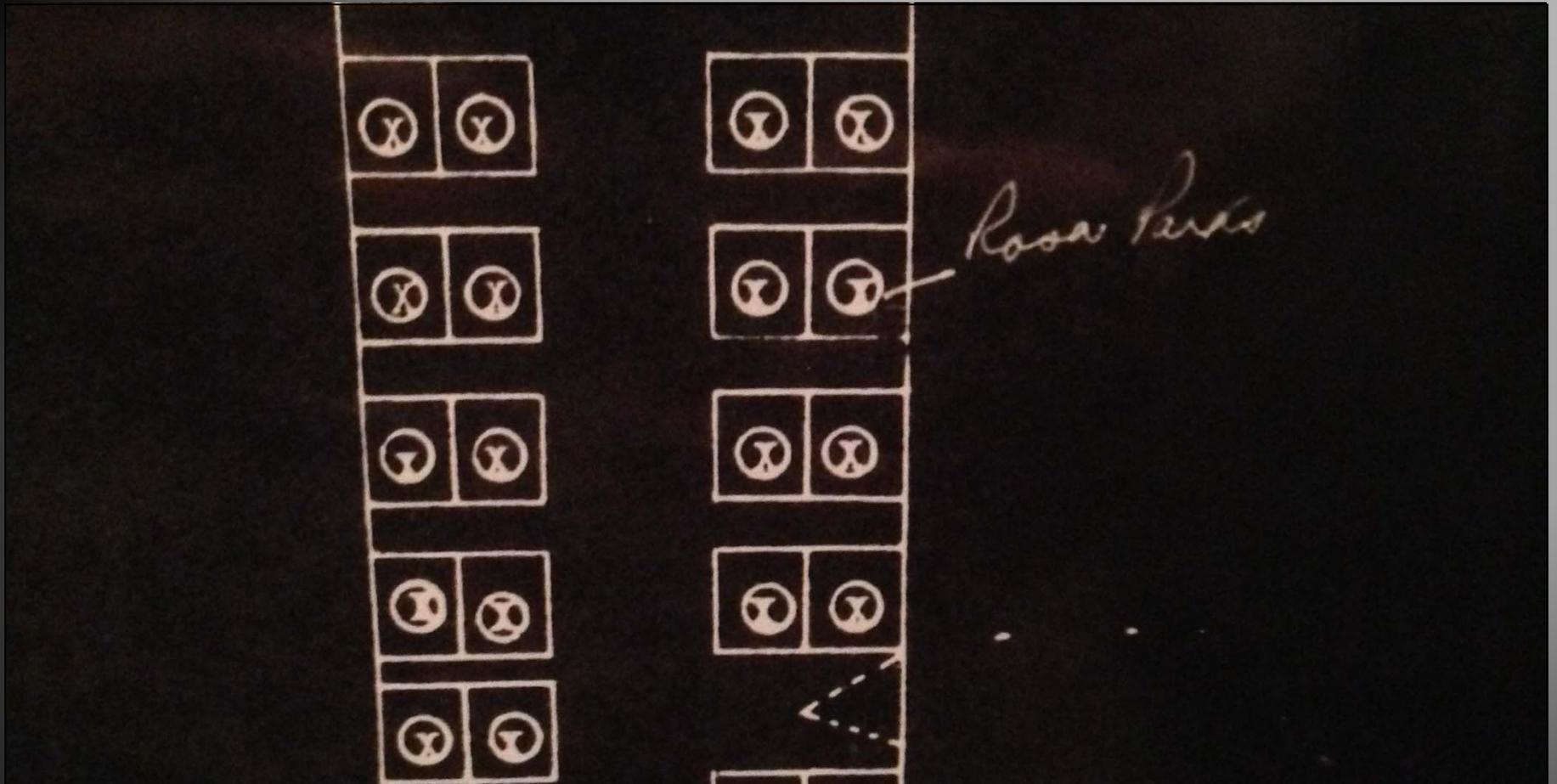
- ▶ Take the test
- ▶ Answer each question “true” or “false.”



Introvert/Extrovert Distinction Predicts Behavior

- ▶ Even more telling than the Myers-Briggs personality test
- ▶ Exercise = extroverts
- ▶ Commit adultery = extroverts
- ▶ Function well without sleep = introverts
- ▶ Learn from our mistakes = introverts
- ▶ Place big bets = extroverts
- ▶ Delay gratification = introverts





Introvert



Trial Exhibit

Extrovert – “I Have a Dream” Speech



Civil Rights Leaders

- ▶ Mother of Civil Rights Movement
 - ▶ Originally viewed as a “foot soldier” and not a “leader”
 - ▶ Uttered one word – “No” – stayed in seat
 - ▶ Arrested – civil disobedience
 - ▶ Received civil rights’ training, but acted as a private citizen
 - ▶ Filed civil lawsuit against city
 - ▶ 1943 act of “passive resistance”
 - ▶ Fundraising speaking tour
 - ▶ Eleanor Roosevelt’s comments
- ▶ Minister
 - ▶ Head of Montgomery Improvement Association
 - ▶ Promoted nonviolent civil disobedience
 - ▶ Led 1955 Montgomery Bus Boycott
 - ▶ Organized 1963 “March on Washington”
 - ▶ Delivered “I Have a Dream Speech”
 - ▶ Recipient of 1964 Nobel Peace Prize

Rosa Parks

Dr. Martin Luther King, Jr.

What Makes Introverts Effective Leaders?

- ▶ More interested in listening/gathering information than asserting their own opinion or dominating the conversation
- ▶ Willing to give subordinates input into key decisions and implementing subordinates' ideas that make sense
- ▶ Generally not concerned with “getting credit” or being in charge – willing to share credit
- ▶ Assigns work to those who can perform best
- ▶ Uniquely good at leading groups of initiative-takers because they will listen and implement suggestions



How to Effectively Lead Introverts

- ▶ Don't think introversion needs to be “cured.”
- ▶ If you must work in groups, make them small with structured roles. More likely to share ideas in small groups.
- ▶ Allow introverts to work in “low interaction” areas. No cubicles or high-traffic areas. Hampers their creativity.
- ▶ Give them time to think/respond. Don't expect immediate responses. “3 Second Rule”
- ▶ Encourage comments/feedback after meetings. Introverts will mainly listen in meetings and not provide comments.
- ▶ Use on-line communications – more likely to participate in this manner.



QUESTIONS

