

Worksheet: How to Engage Introverts and Extroverts

Introverts and extroverts engage work in different ways. There are best practices based on a decade of research with high-performing, distributed teams.

Best practice

Practice description

Give introverts time and space

- Ask introverts to complete their point if they are interrupted during meetings
 - Use chat bar or hand-raising tools to designate speakers
 - Establish norms of waiting a few seconds before jumping in on thoughts
 - Send meeting questions in advance to allow preparation, and collect conclusive thoughts via email afterwards
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Give extroverts airtime

- Schedule regular face-to-face video meetings to ideate
 - Encourage use of breakout rooms in video meetings to allow sidebars on new ideas
 - Foster the return of “watercooler moments” to promote spontaneous social connection
 - Organize more optional hybrid team bonding events (e.g., Zoom lunch, hybrid happy hour)
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Encourage a range of communication styles

- Create space for different communication styles to allow multiple types of authentic voices
- Encourage use of different communication media for more and less formal communication