

# The Calm in the Storm: An Introvert's Guide to Success

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# Introduction



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# Introduction

## Your Type

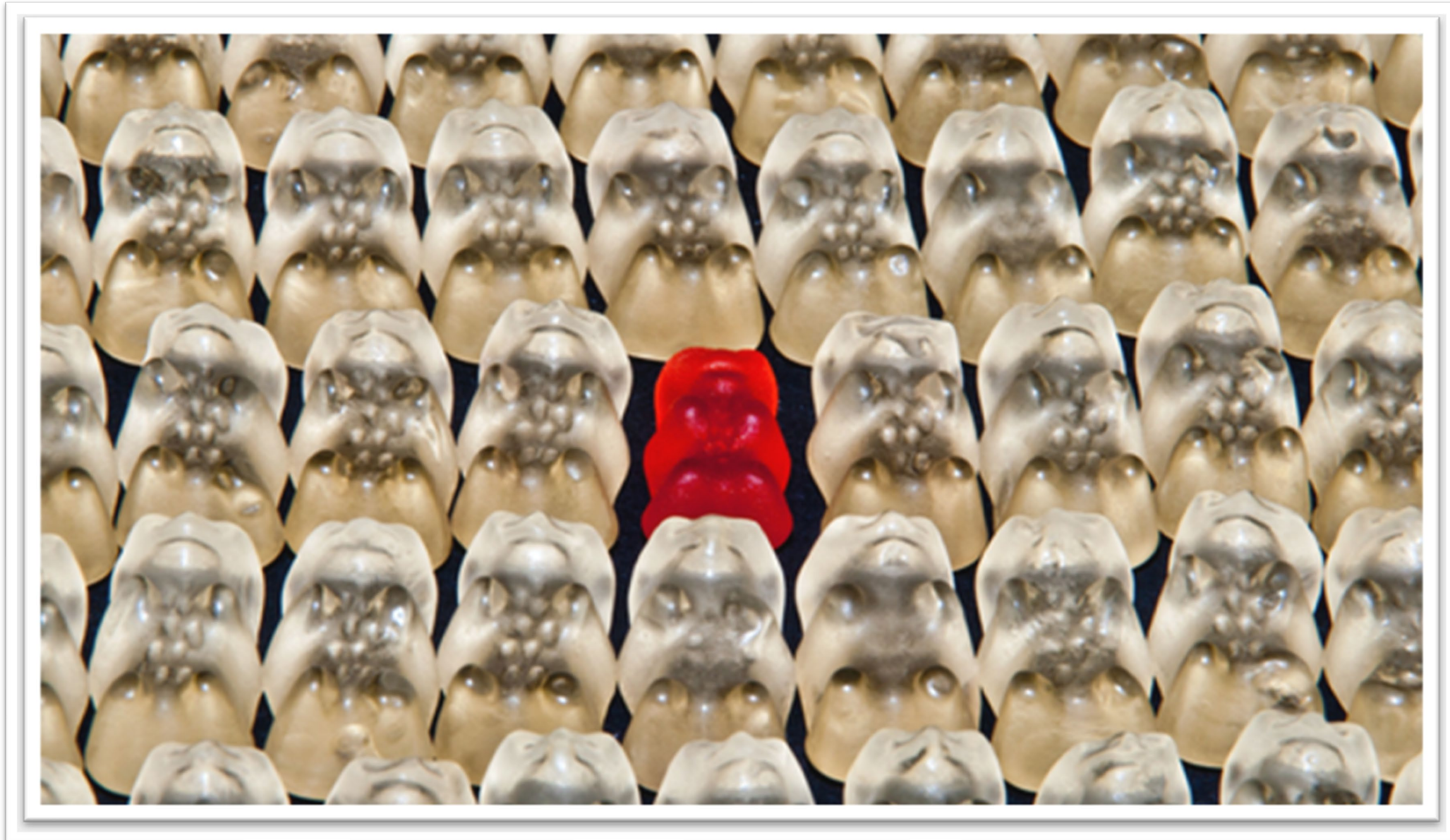
**INTJ**

**Introvert(81%) iNtuitive(3%) Thinking(66%) Judging(44%)**

- You have strong preference of Introversion over Extraversion (81%)
- You have marginal or no preference of Intuition over Sensing (3%)
- You have distinct preference of Thinking over Feeling (66%)
- You have moderate preference of Judging over Perceiving (44%)



# Introduction

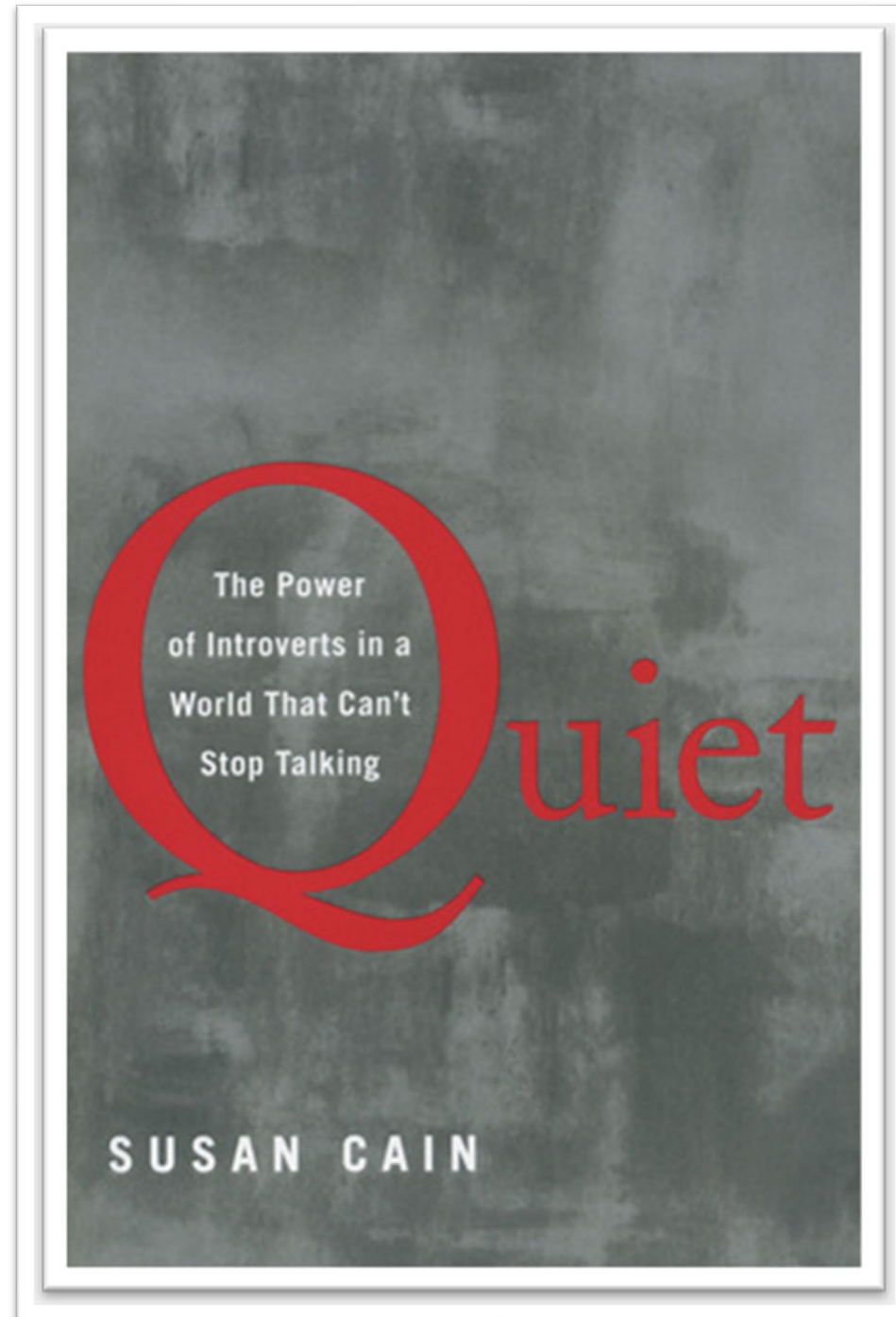


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# Motivation





# Topics

- What is an Introvert?
- Why are introverts at a disadvantage?
- What are the consequences of introvert bias?
- How can we be more inclusive of introverts?



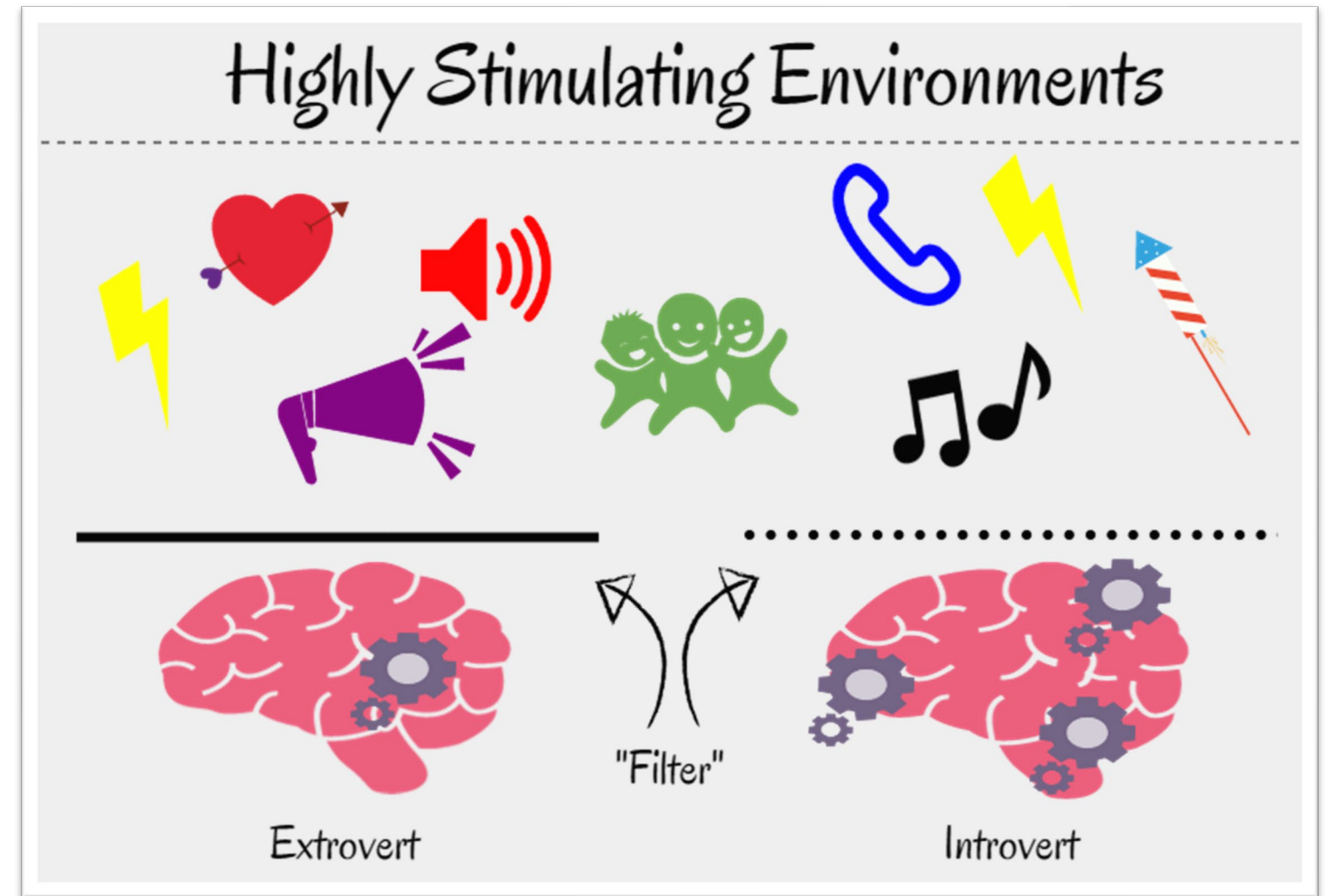
# Disclaimers

- I am a Game Developer!
- I love my job!
- I love extroverts!



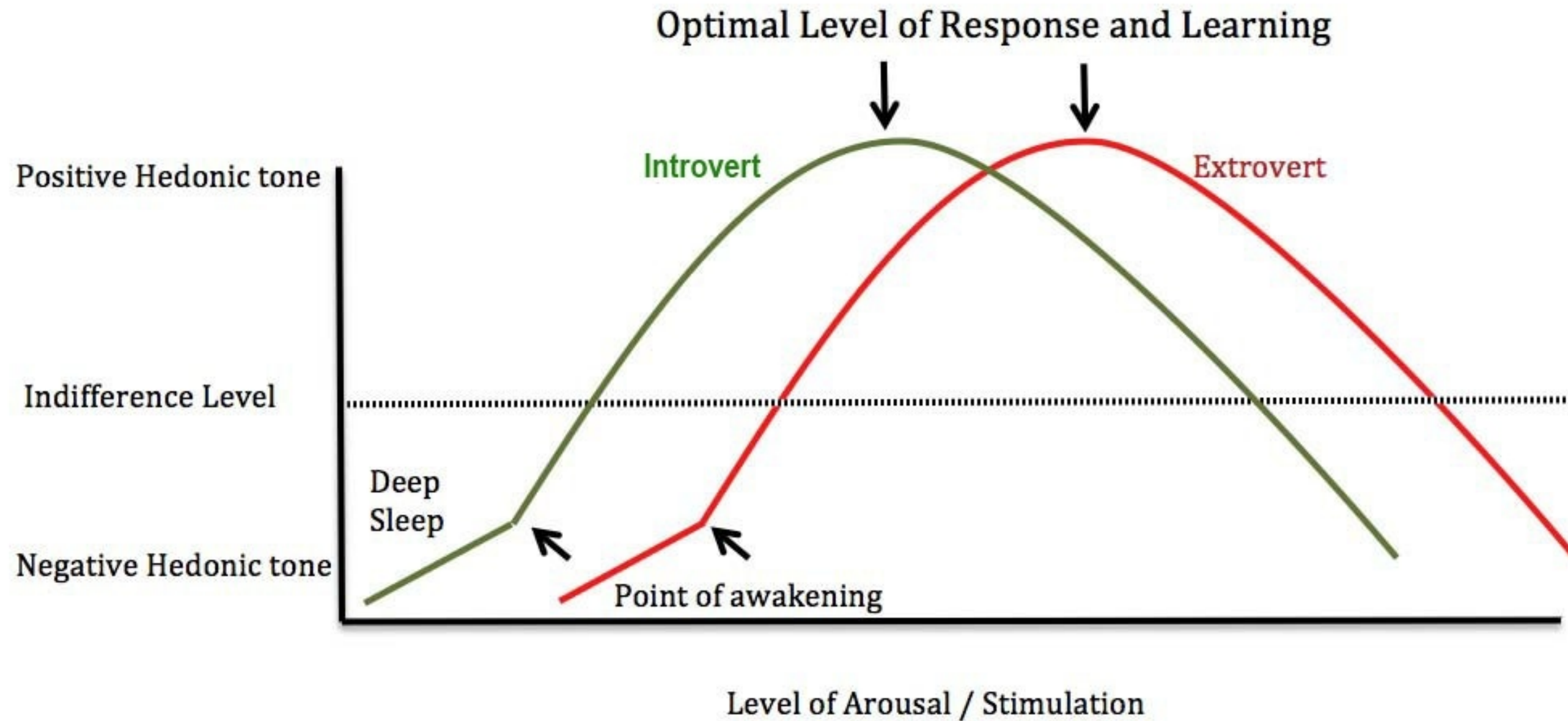
# What is an Introvert?

- An introvert is someone who prefers, and operates better, in environments that are lower stimulation
- Stimulation is not just social situations
- Stimulus examples: noise, caffeine, light levels, etc.





# What is an Introvert?



# What is an Introvert?

- External initiation required
- All energy comes from within
- More interaction uses more battery
- Low battery requires recharging
  - Recharging = Seclusion



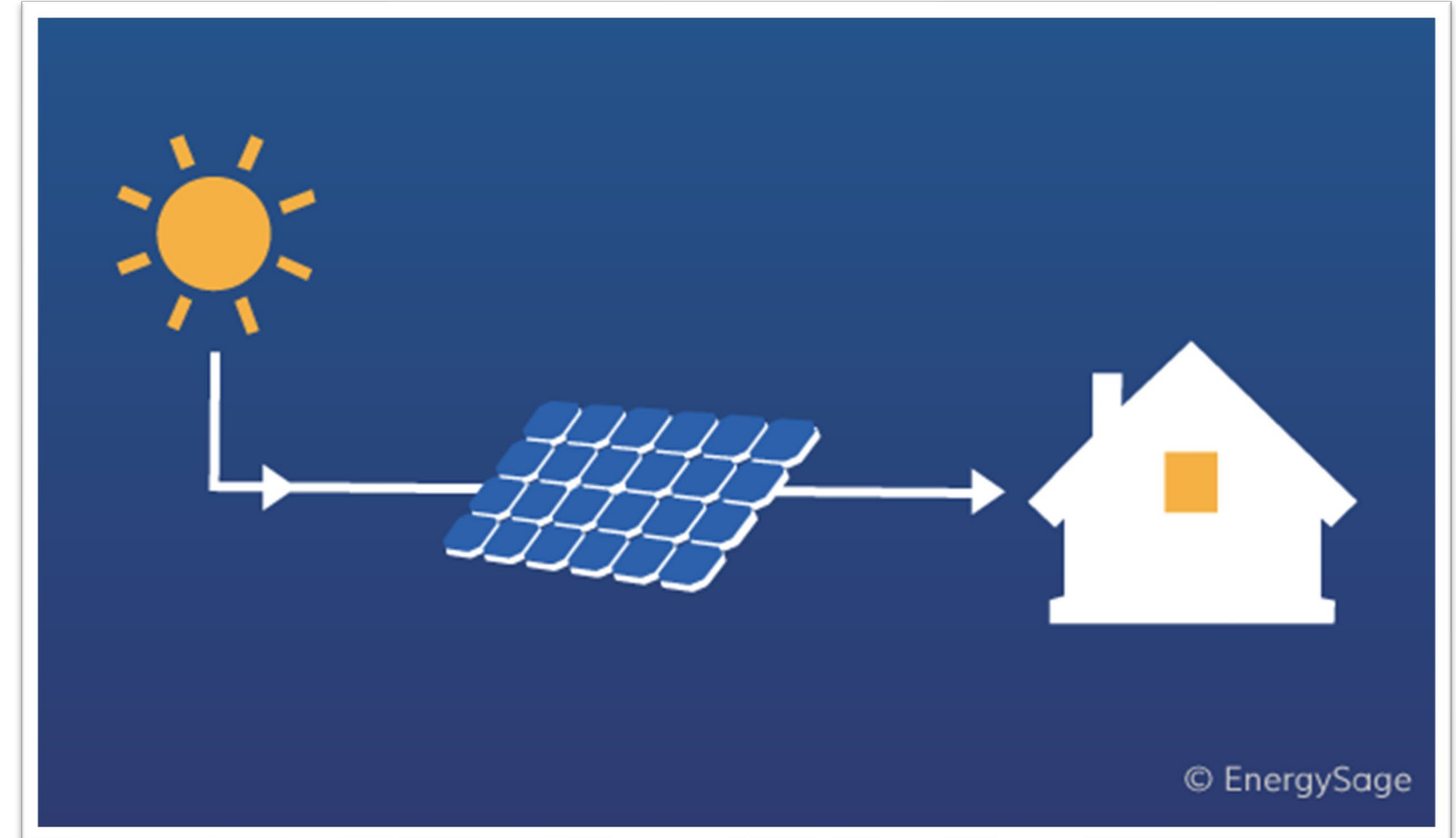
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# What is an Extrovert?

- Energy is from an external source
- Can't make their own energy
- Always give their energy back



# Introverts vs. Extroverts

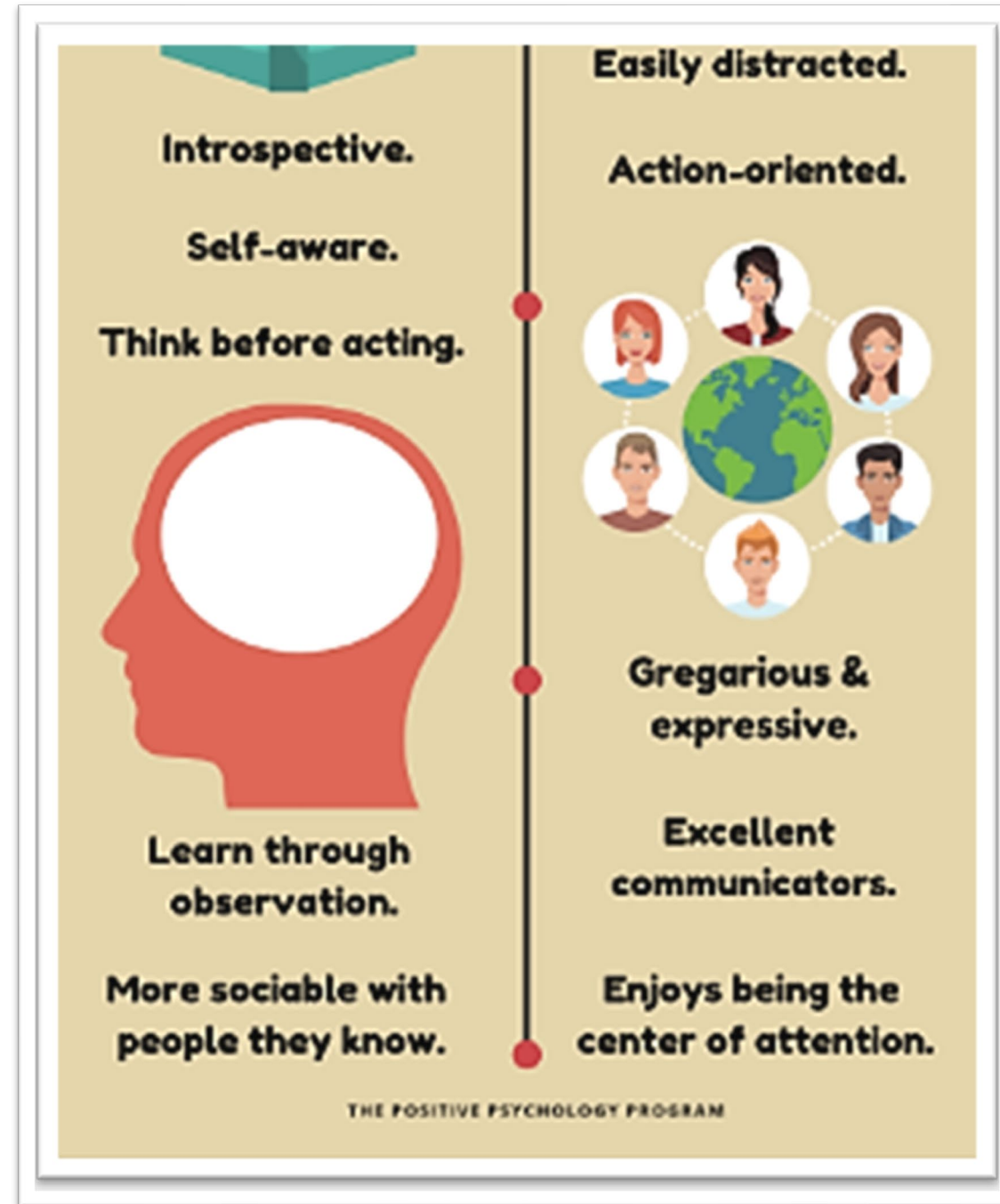


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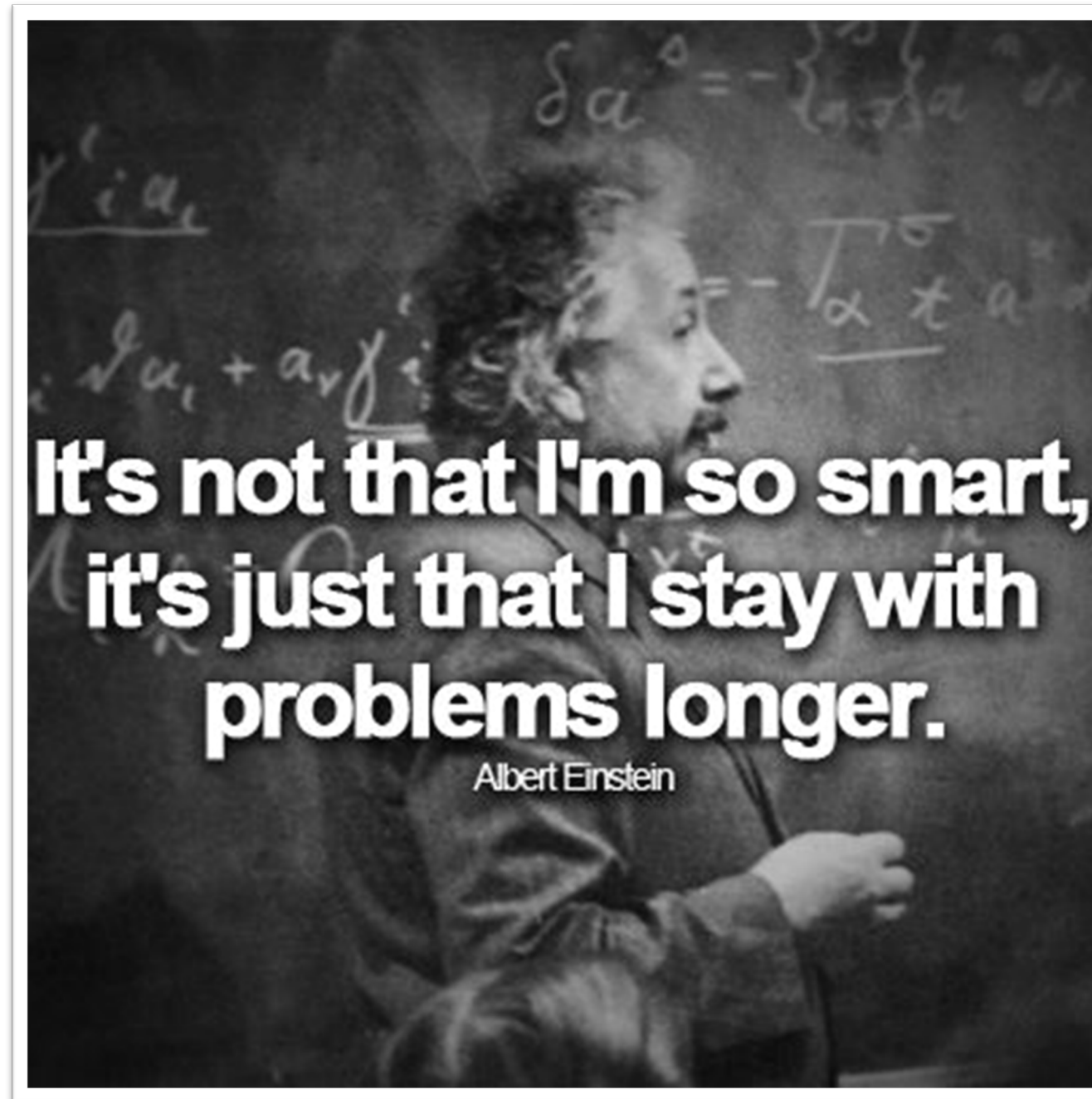
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# Introverts vs. Extroverts



# Introverts vs. Extroverts





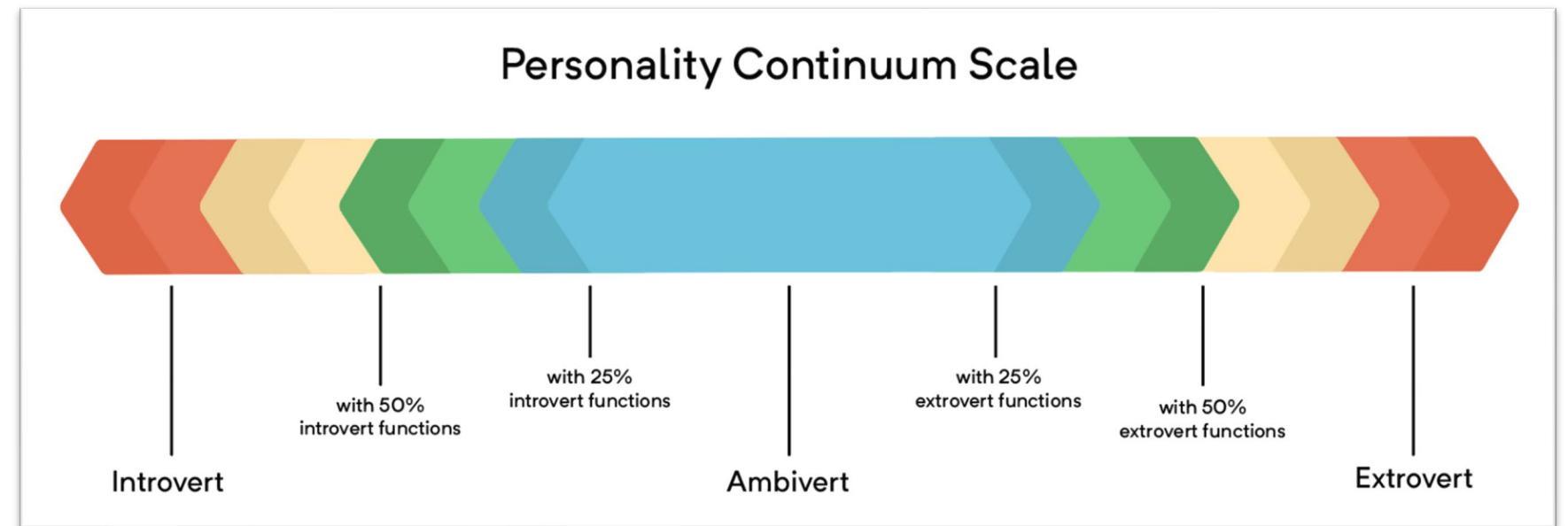
# Introverts vs. Extroverts

- Exude less emotion, energy
  - To maintain lower stimulation
  - To communicate preferences
- Can result in misperceptions
- Should be used beneficially



# The Personality Spectrum

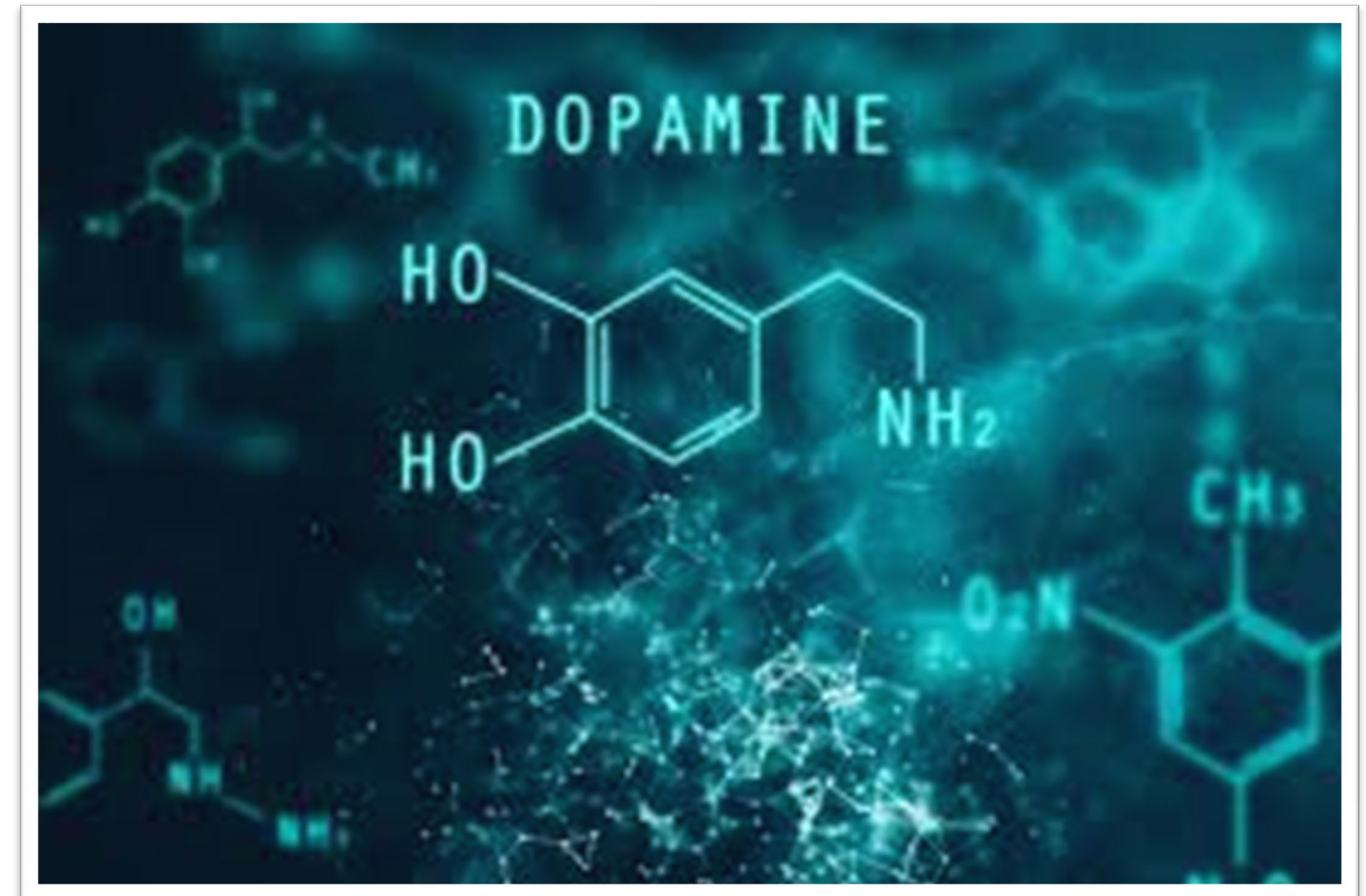
- Rarely is anyone 100% of either type
- Types can shift based on time and situation
- Can not change your personality





# Evolution of Extroverts

- Introversion is in your DNA
- Extroverts respond more to dopamine
- Western cultures evolved extroversion
- 20<sup>th</sup> Century America
  - Rise of the businessman
  - The Extrovert Ideal



# Extrovert Ideal



**For the anxiety that comes from not fitting in**

The newcomer in town who can't make friends. The organization man who can't adjust to altered status within his company. The woman who can't get along with her new daughter-in-law. The executive who can't accept retirement.

These common adjustment problems of our society are frequently intolerable for the disordered personality, who often responds with excessive anxiety.

Serentil is suggested for this type of patient. Not simply because its tranquilizing action can ease anxiety and tension, but because it benefits personality disorders in general. And because it has not been found habituating.

**Serentil<sup>®</sup>**  
(mesoridazine)

should have  
  
I should have joined in more often, but...

could have  
  
I could have taken the promotion, except...

would have  
  
I would have found someone special, only...

**can't.** I just can't.

Best response shown was: Incidence of 25% or greater and evidence for Paxil at least twice that for placebo in depressive, OCD, panic disorder or social anxiety disorder studies include: sweating, nausea, dry mouth, constipation, decreased appetite, insomnia, dizziness, tremor, weight decrease, nervousness, upset, decreased sexual function, female genital discomfort and experience. Concurrent use of Paxil is strictly taking maximum advised limitation. (PAXIL) is contraindicated. Please see full warning of prescribing information. (PAXIL) is a prescription drug.

Announcing the first and only FDA-approved treatment for social anxiety disorder

Show them they **can**

  
**PAXIL**  
PAROXETINE HCl  
Relieve the anxiety.  
Reveal the person.



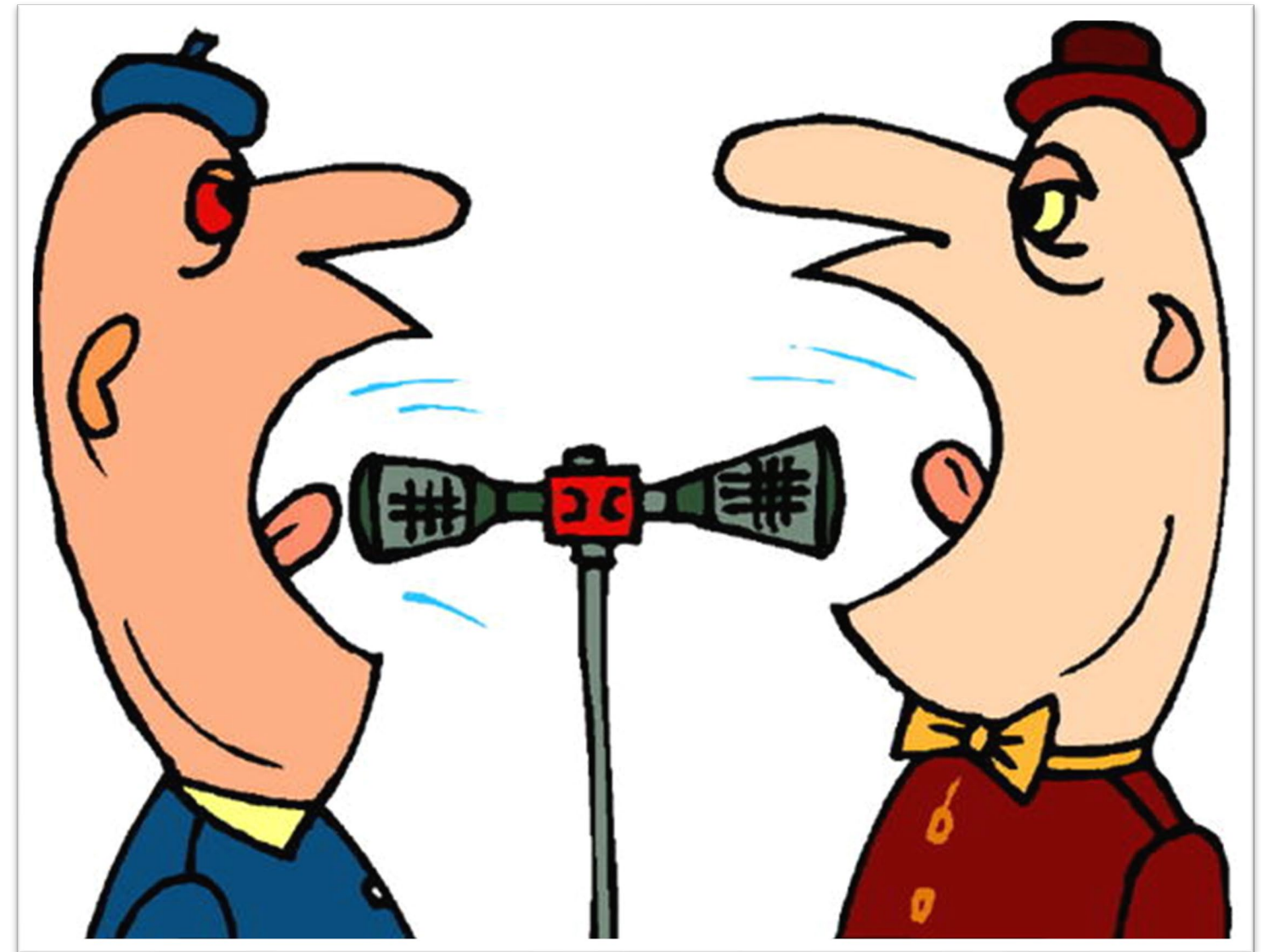
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# Extrovert Ideal

- Those who speak more often, more loudly, faster are rated:
  - Smarter
  - Better looking
  - More interesting
- Study: Television pundits



# Extrovert Ideal



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# Extrovert Ideal

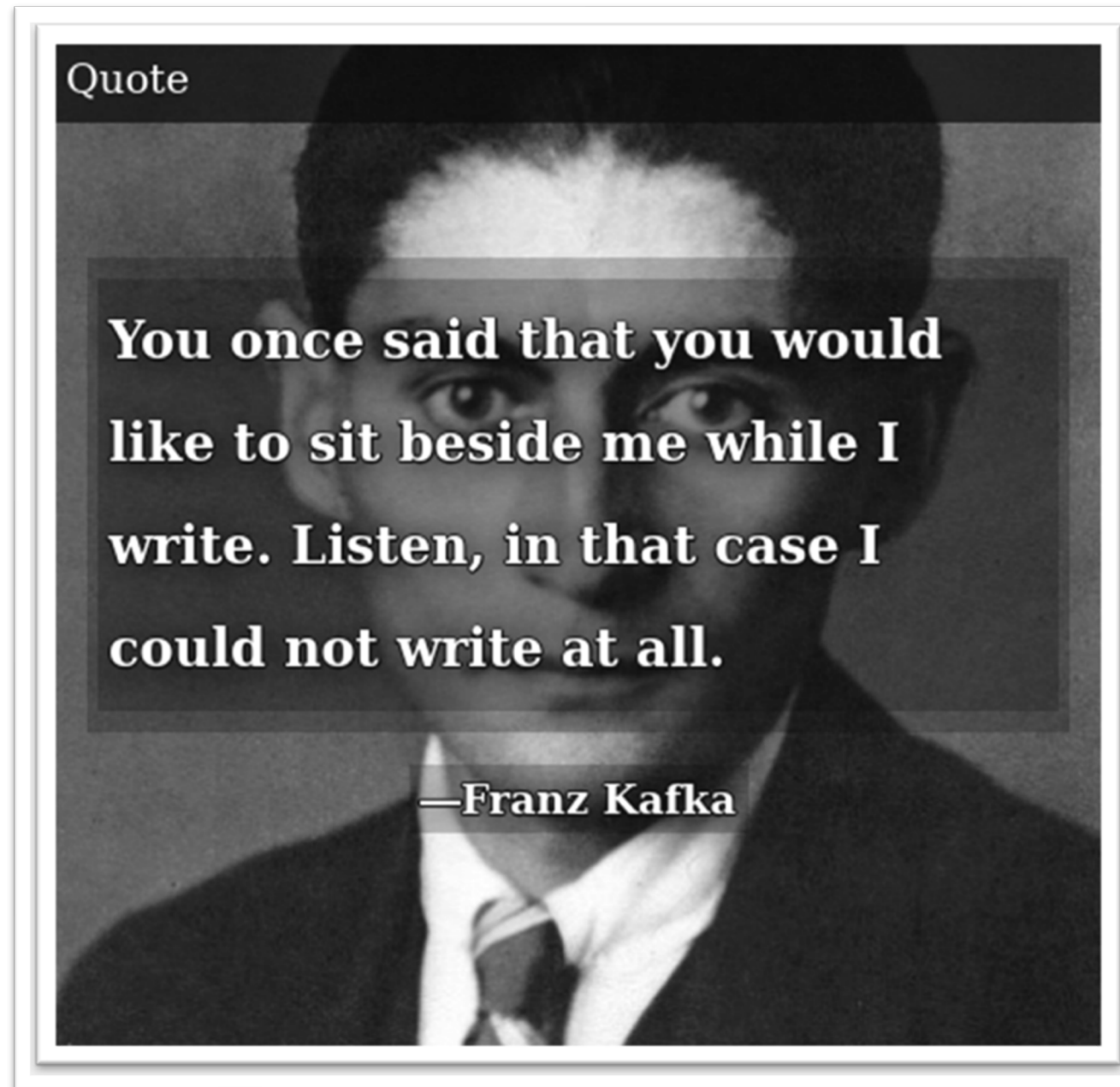
EDUCATION PROGRESS REPORT		
Name <u>Kelly</u>	Grade <u>1</u>	Catechist <u>Deborah</u>
<u>WORK HABITS</u>	<u>FIRST SEMESTER</u>	<u>SECOND SEMESTER</u>
1. Listens carefully	<u>A</u>	<u>A</u>
2. Follows directions	<u>A</u>	<u>A</u>
3. Comprehends lessons	<u>B</u>	<u>A</u>
4. Oral participation	<u>C</u>	<u>B</u>
5. Completes work on time	<u>A</u>	<u>A</u>
<u>CONDUCT - CLASSROOM BEHAVIOR</u>		
1. Attitude/classmates	<u>A</u>	<u>A</u>
2. Attitude/teacher	<u>A</u>	<u>A</u>
3. Controls unnecessary talking	<u>A</u>	<u>A</u>
<u>COMMENTS</u>		
<u>First Semester:</u> Kelly is a very quiet and enjoyable girl to have in class.		



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# Extrovert Ideal





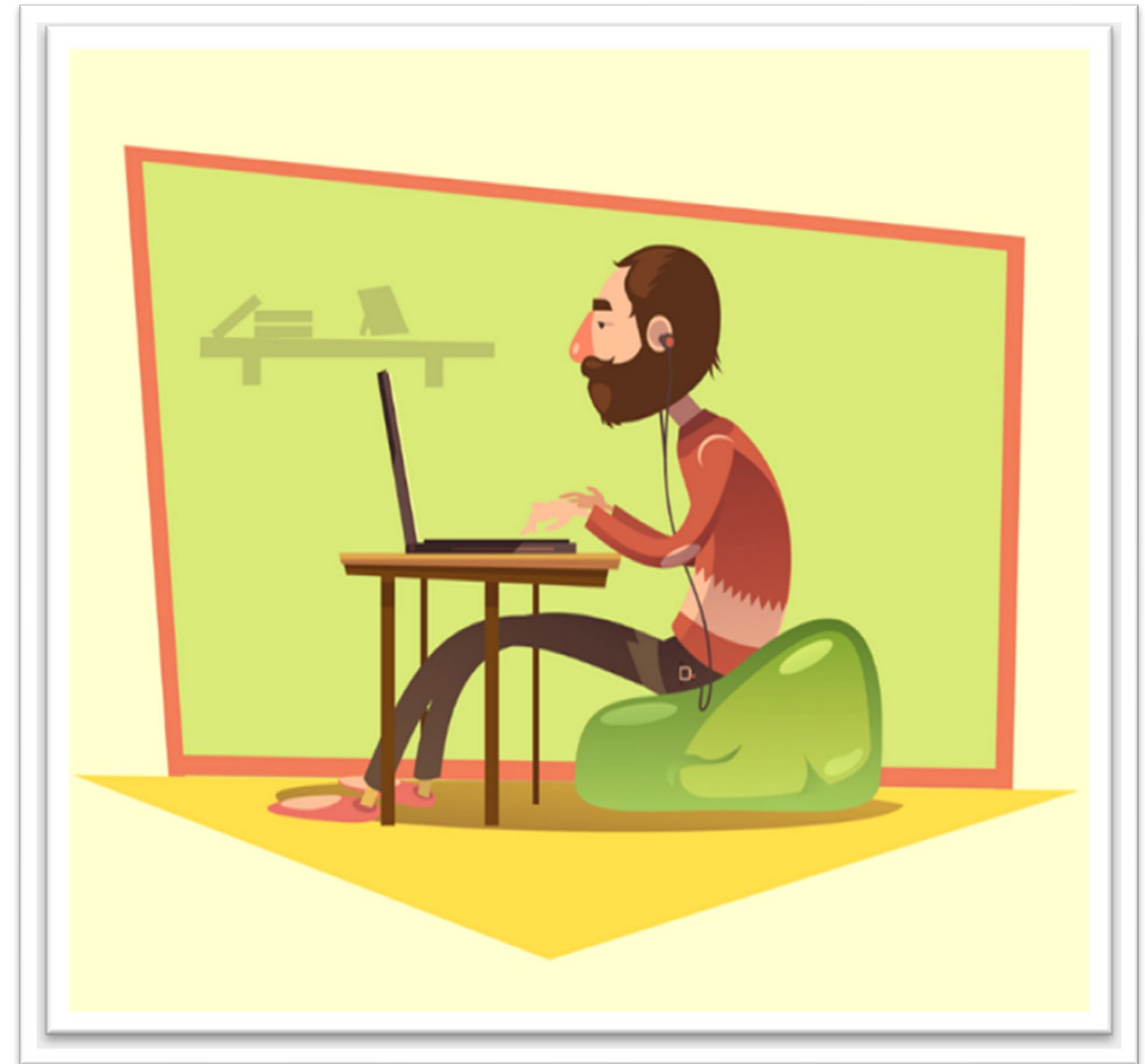
# Open Office Plans & The Introvert

- Study: Decibel Levels
  - Introverts chose ~20 decibels lower
  - At chosen levels, both types performed equally
  - When levels swapped, both underperformed by ~32%



# Open Office Plans & The Introvert

- Study: Coding War Games
  - Goal: Find best programmers
  - Salary, job level, experience did not influence results
  - Best performers all came from same companies
    - Were given the most privacy, freedom, and least interruptions



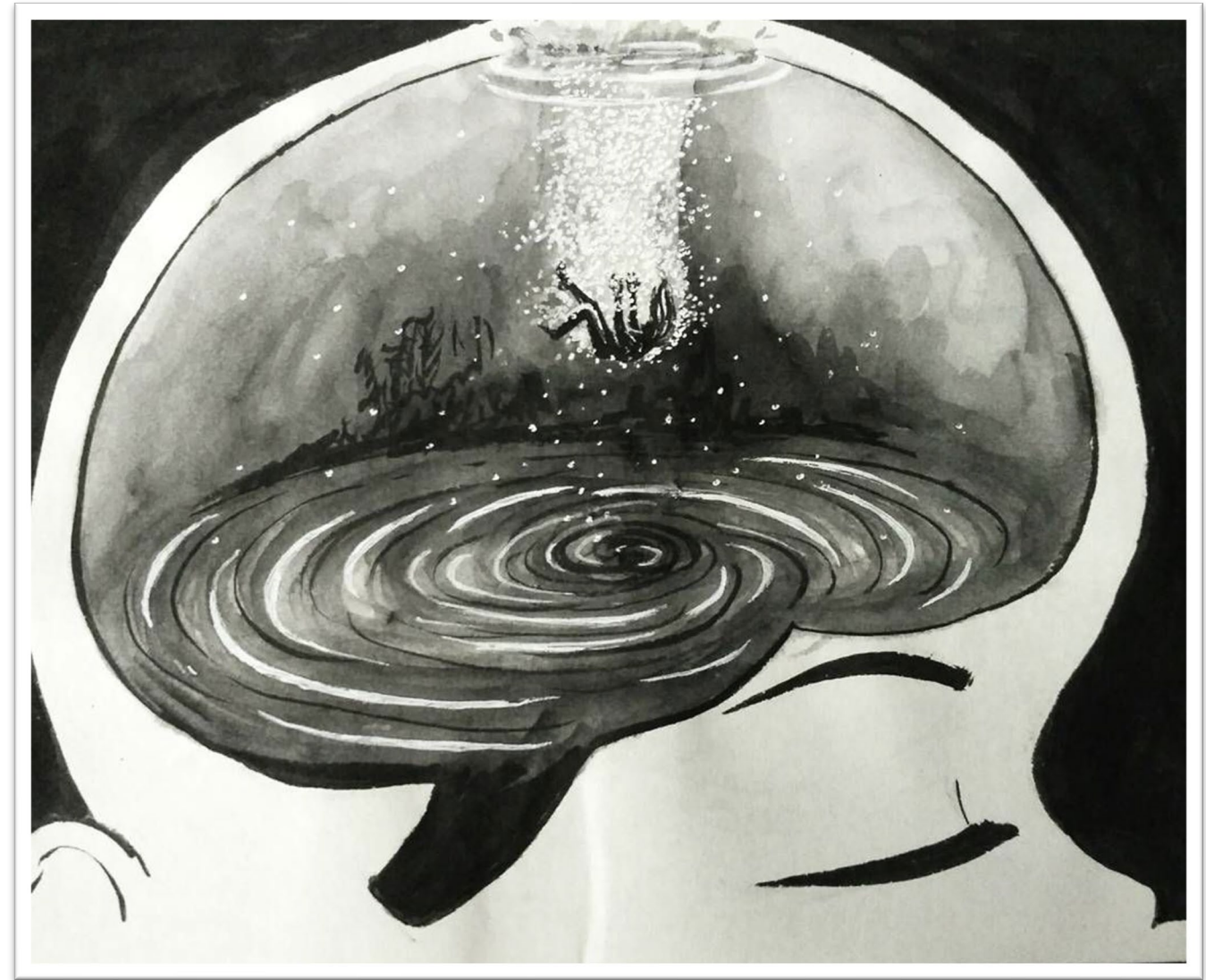


# Open Office Plans & The Introvert



# Group Meetings & The Introvert

- Performance gets worse as group size increases
  - Social Loafing
    - For introverts, prohibited by overstimulation and deep thinking



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# Group Meetings & The Introvert



# Group Meetings & The Introvert

- The Abilene Paradox
  - Tendency to follow anyone who initiates action, regardless if we agree



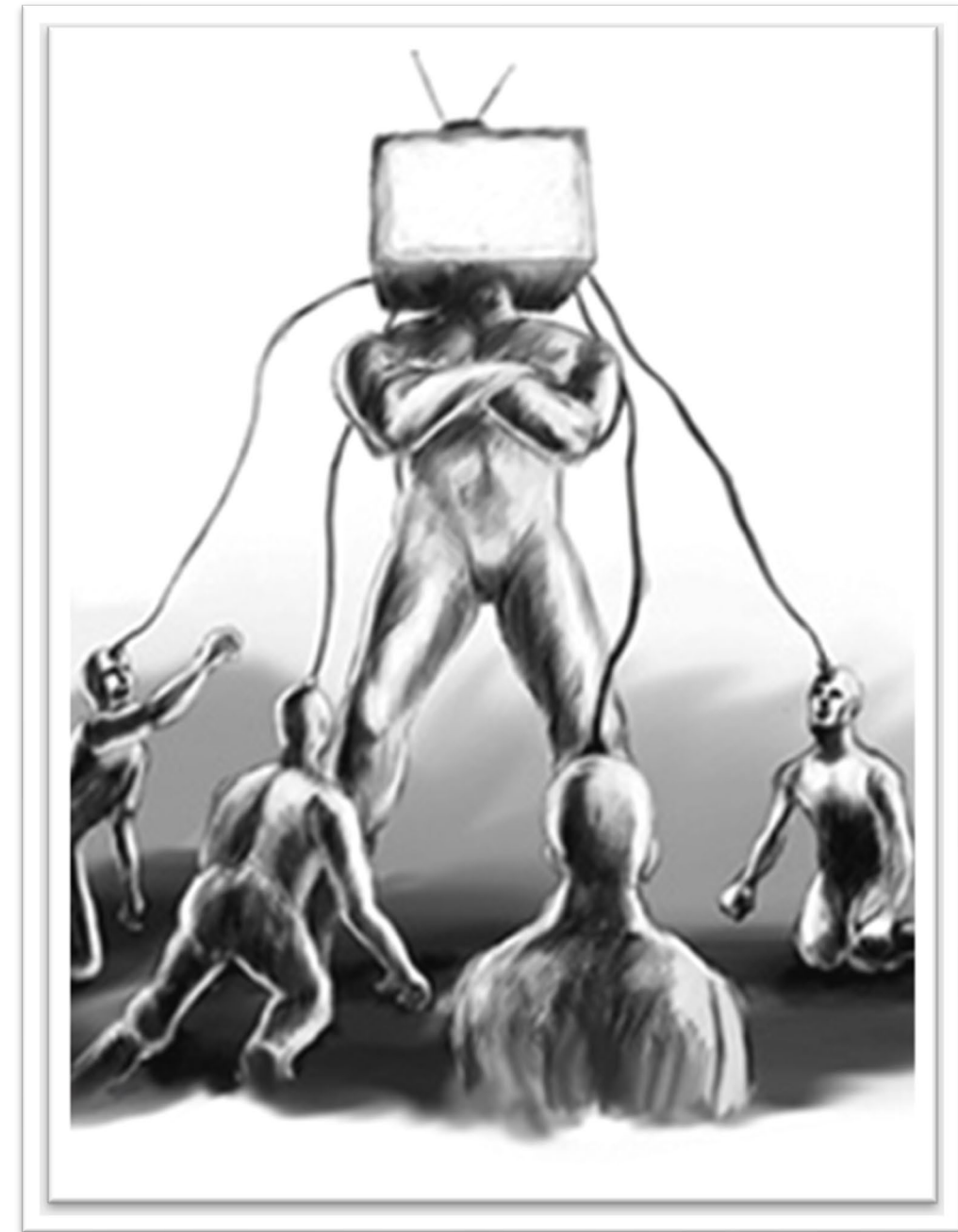
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# Group Meetings & The Introvert

- Pain of Independence
  - Group falsities can cause you to perceive things differently



# Introverts as Leaders





# Free Trait Theory

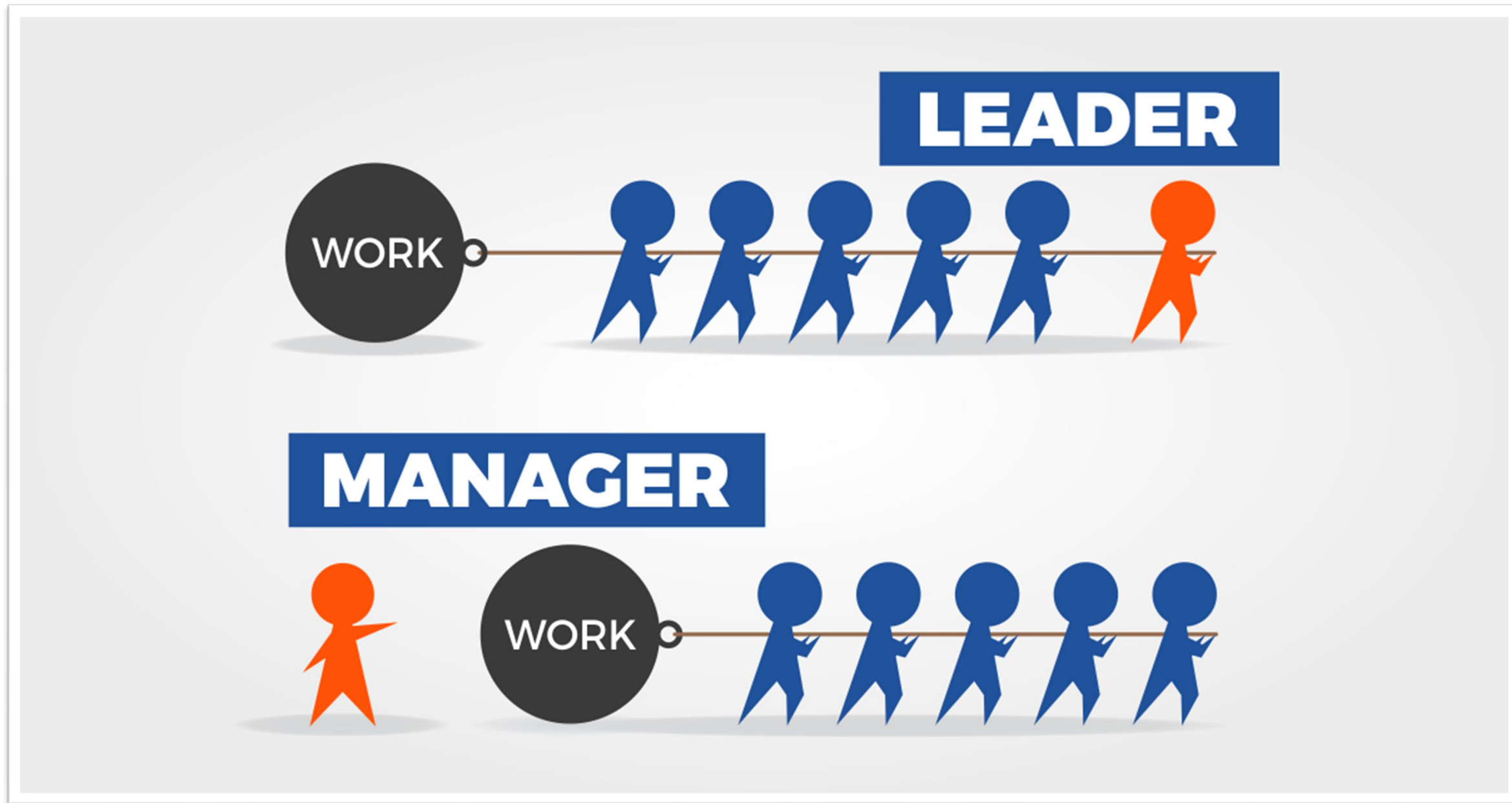
- We can act out of character in pursuit of core personal projects
- Help push introverts to be extroverted
- Not everyone is capable of this



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# Introverted Leadership





# Introverted Leadership

- Jim Collins, *Good to Great*
  - Level 5 Leader
    - Great humility
    - Strong Will
    - Ferocious Resolve
    - Tendency to give credit to others



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# Introverted Leadership

- Study: Pizza Chain Leaders
  - 16% higher profits when led by extroverts
    - But only when employees were passive types
  - 30% higher profits when led by introverts
    - If employees actively engaged in improving work procedures



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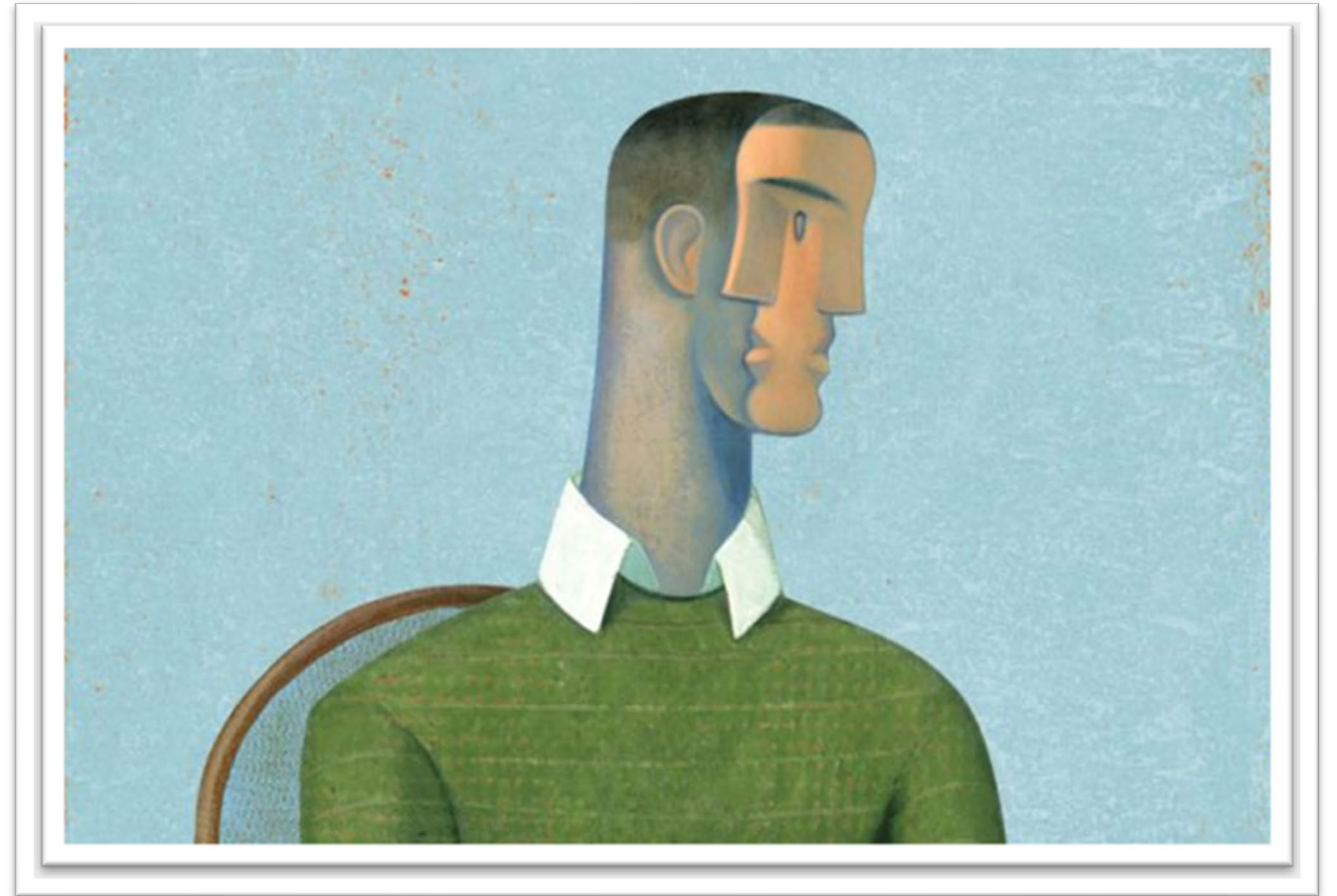
# Introverted Leadership

- Study: Shirt Folding
  - Introverted leaders perceived as more open and receptive to ideas
- Resulted in:
  - Higher motivation
  - Better performance



# Introverted Leadership

- 95% of leaders identify themselves as extroverts
- 65% of senior management views introversion as a liability





# Working From Home

- Introverts still need balance
- Introverts think a lot
- “Don’t forget your extrovert friends”
- We all still need to recharge

CDC: To prevent coronavirus stay home, avoid physical contact and don't go into large crowds.

Introverts: I've been thinking about this moment my

1:31 PM · 2/28/20

140 Retweets 4

Introverts are desperate for social distancing to end so everyone they live with will leave the house.

Quarantine & Overthinkers don't mix 🧟

11:42 AM · Mar 17, 2020

♡ 24

“

People think introverts are having it easy because they don't go out. We do. We go out alone. And we miss it.

— Dragon Mami (@muslamicchai) March 29, 2020 ”



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# Working From Home

## • Zoom Failures

- Meeting failures magnified
- Fatigue
  - Limit daily meeting quantity
  - Hide self-view
  - Alternate feedback avenues

## • Virtual Social Functions

- Quality over quantity

**"YOU DIDN'T  
JOIN THE ZOOM  
MEETING!"**

**"IT SHOULD'VE  
BEEN AN  
EMAIL!"**



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# Take Advantage of Your Environment

- Find the time that your environment is most conducive to your preferences
- Introverts work better with lower levels of sleep



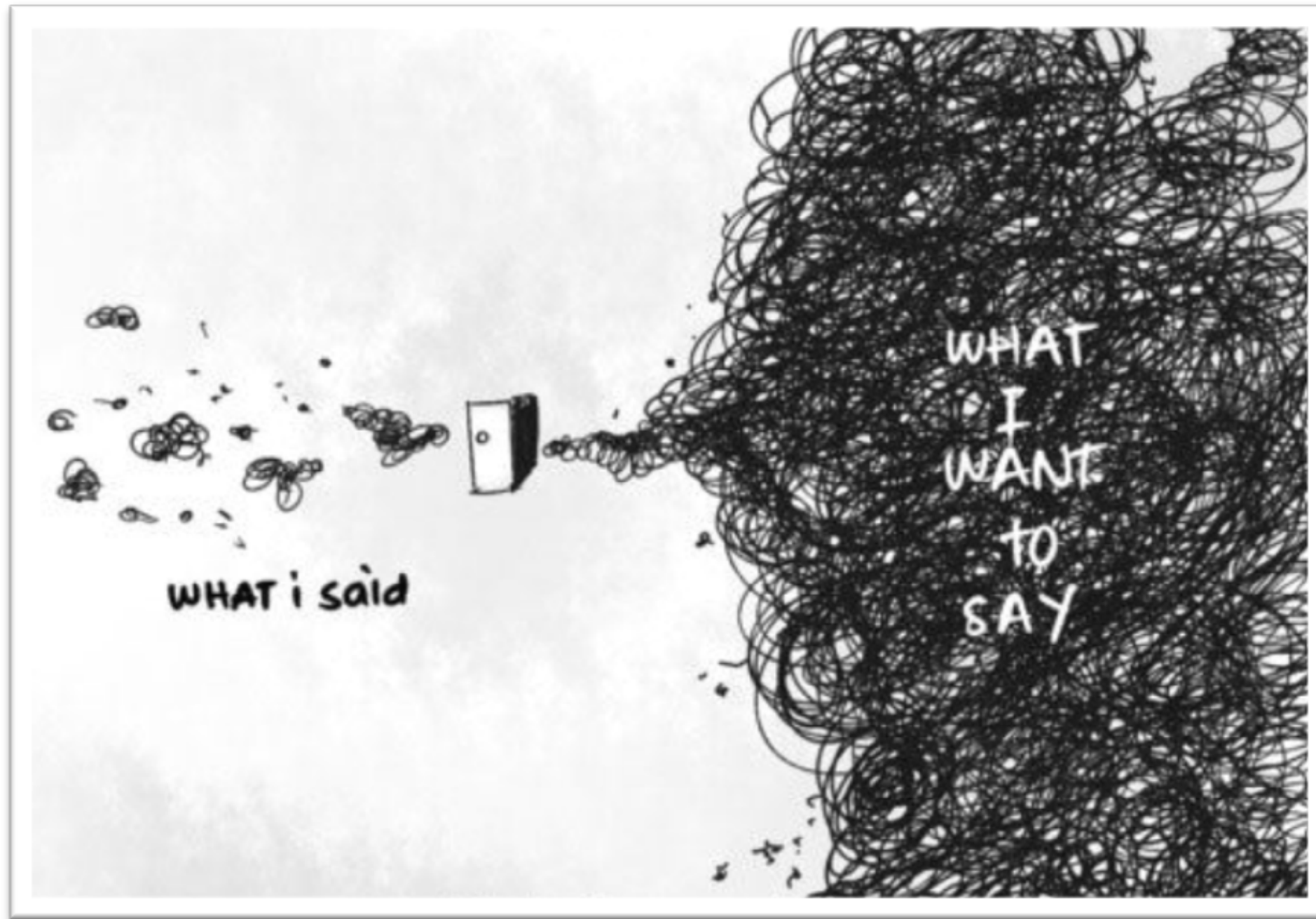
# Prepare for Meetings Ahead of Time

- Gather key points
- Allows time to:
  - Absorb the materials
  - Generate questions
  - Explore deeply
- Reduces missing key elements
- Makes idea sharing easier



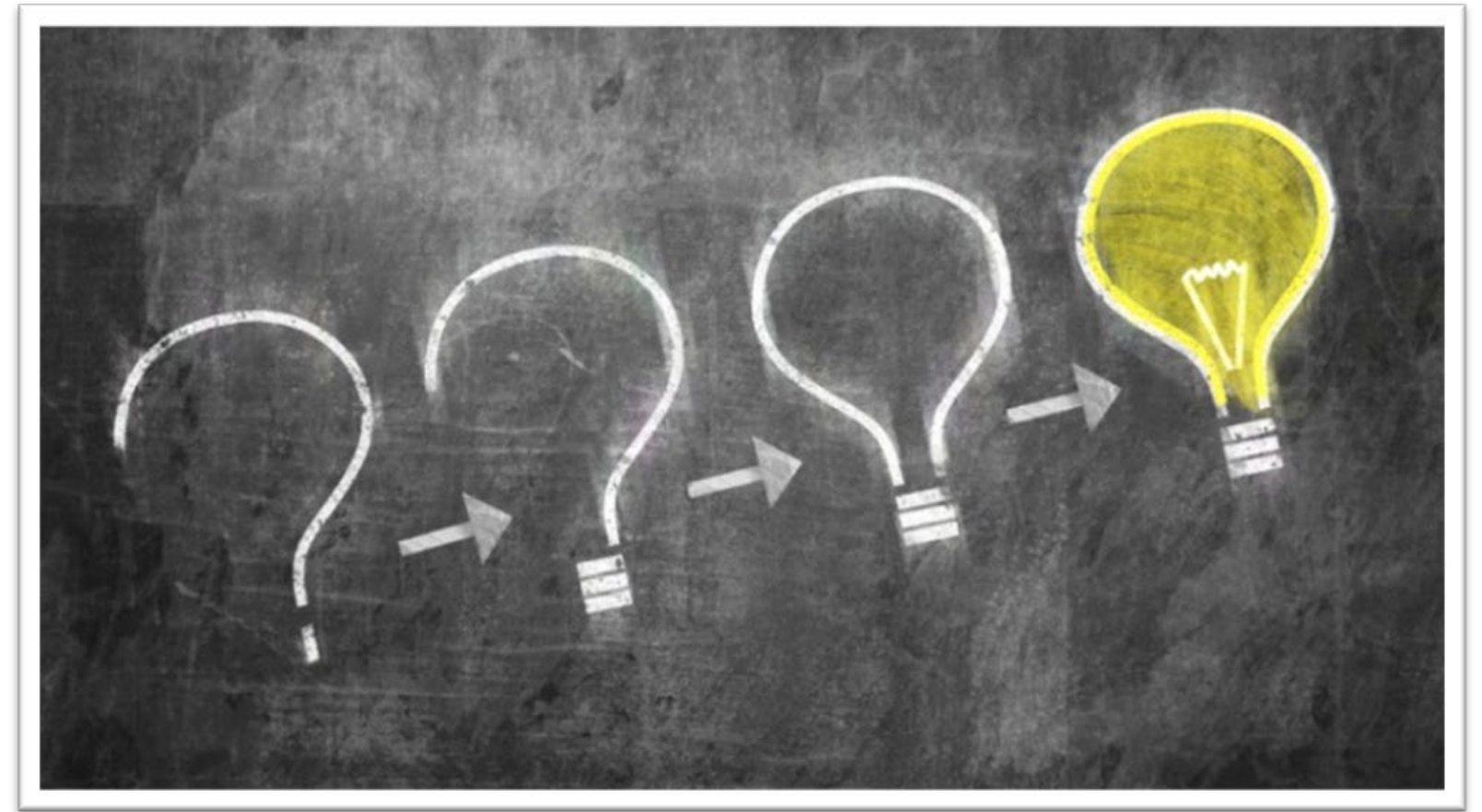


# Follow Up After the Fact



# Ask Thoughtful Questions

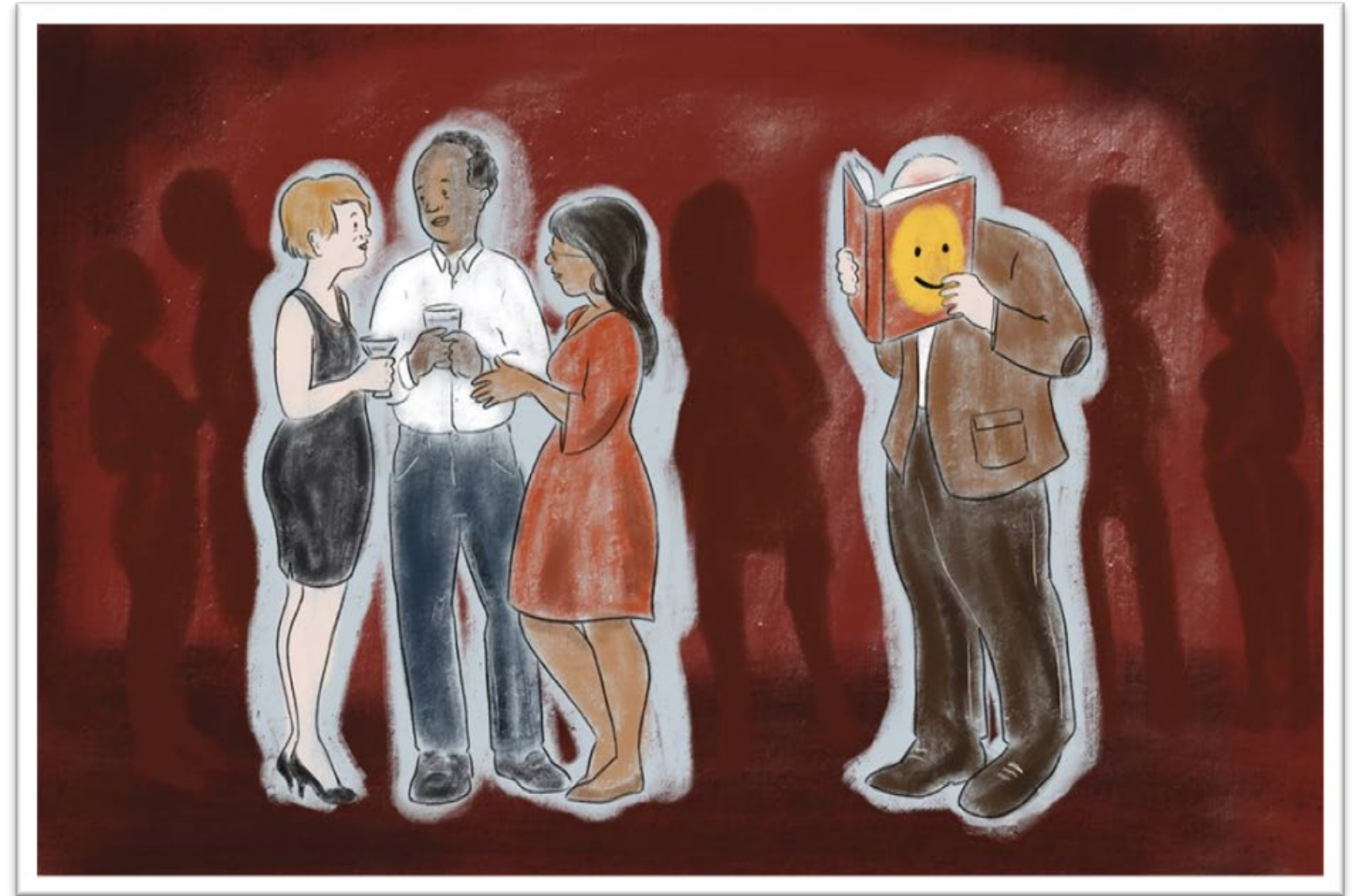
- Helps others think deeply
- Buys time to explore
- Maintains focus
- Deflects energy
- Gives you the spotlight





# Just Say “No”

- Don't feel guilty for not participating
- Suggest more fruitful and less draining alternatives



# Find a Champion for Your Work

- Rely on those who complement your personality
- Reduces the need for:
  - Overstimulation
  - Self-promotion
- Trust your champion



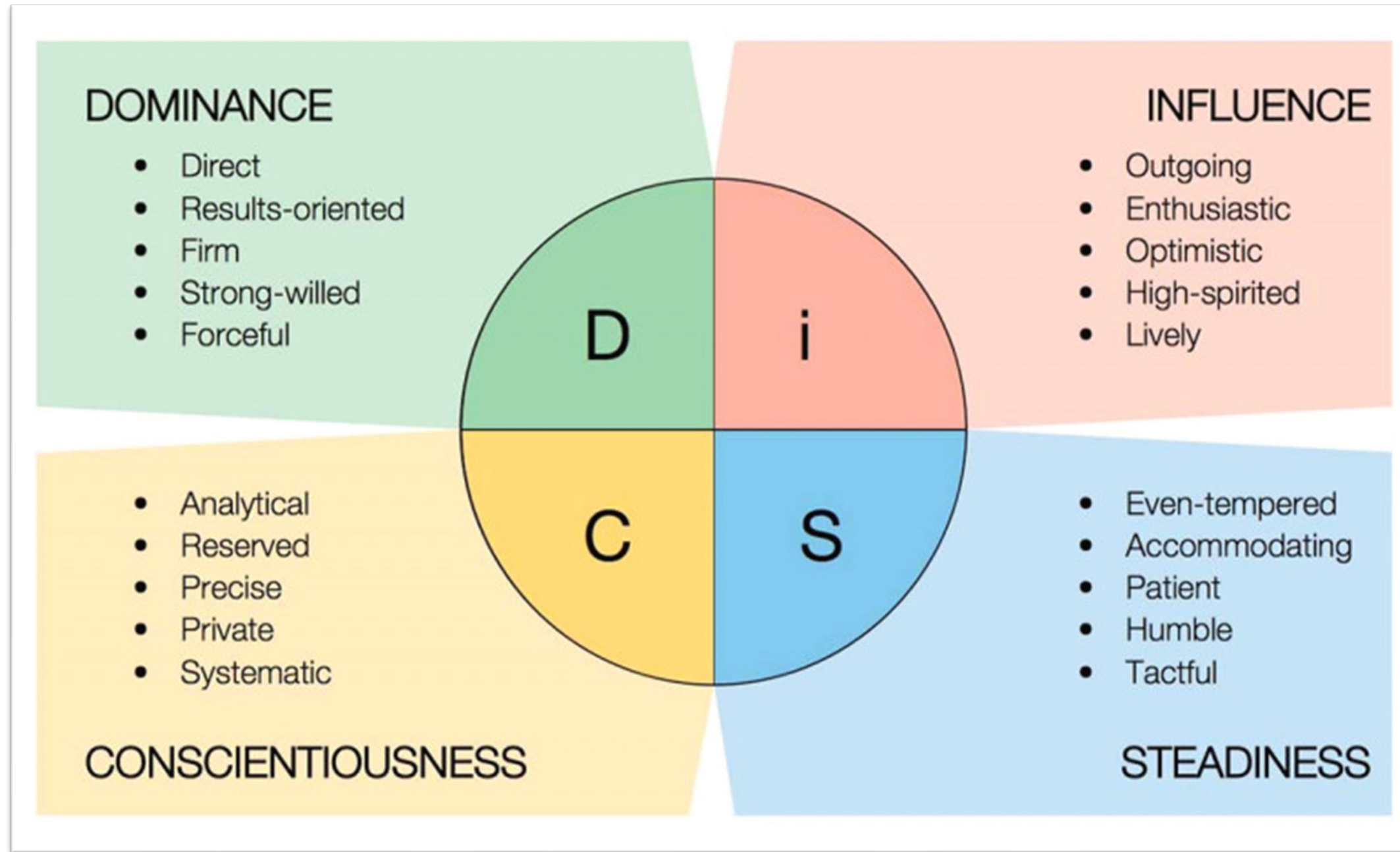


# Balance Your Stimulation

- Take notes of things that you do that put you in your comfort zone
  - Headphones
  - Other filters?
  - Recharge



# Studio Impact – DiSC Training





# Studio Impact – Active Listening Training

- Introverts tend to be more out of tune with a conversation
  - Constantly thinking
  - Asking questions
  - Trying to solve the problems



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# Studio Impact – Professional Development Time

- ~2 hours/week to focus on core personal projects
- Scheduled in Outlook to keep calendars free
- Google's "20% Time"





# How Can Extroverts Help?

- Pre-warm meetings
- The 5-second Rule
- Call on the quiet
- No Meeting/Talk Days
- Minimize multi-tasking
- Mix personalities
  - Leverage the powers of both introverts and extroverts

# Thank you!

- Be mindful of introvert bias
- Utilize the strengths of introverts
- Questions? Comments?
  - [jhuber@blizzard.com](mailto:jhuber@blizzard.com)



# We're Hiring!

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