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
  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
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