Blue Cross Blue Shield Blue Care Network of Michigan

# Working with introverts and extroverts

Employer session

Presented by Daniel Muncey, MPH and Cindy Bjorkquist, MS

*Blue Cross Virtual Well-Being*

Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.

# The webinar will begin at noon

"There is zero correlation between being the best talker and having the best ideas."

— *Susan Cain*

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# The webinar will begin at noon

"We don't need giant personalities to transform companies. We need leaders who build not their own egos but the institution they run."

— *Susan Cain*

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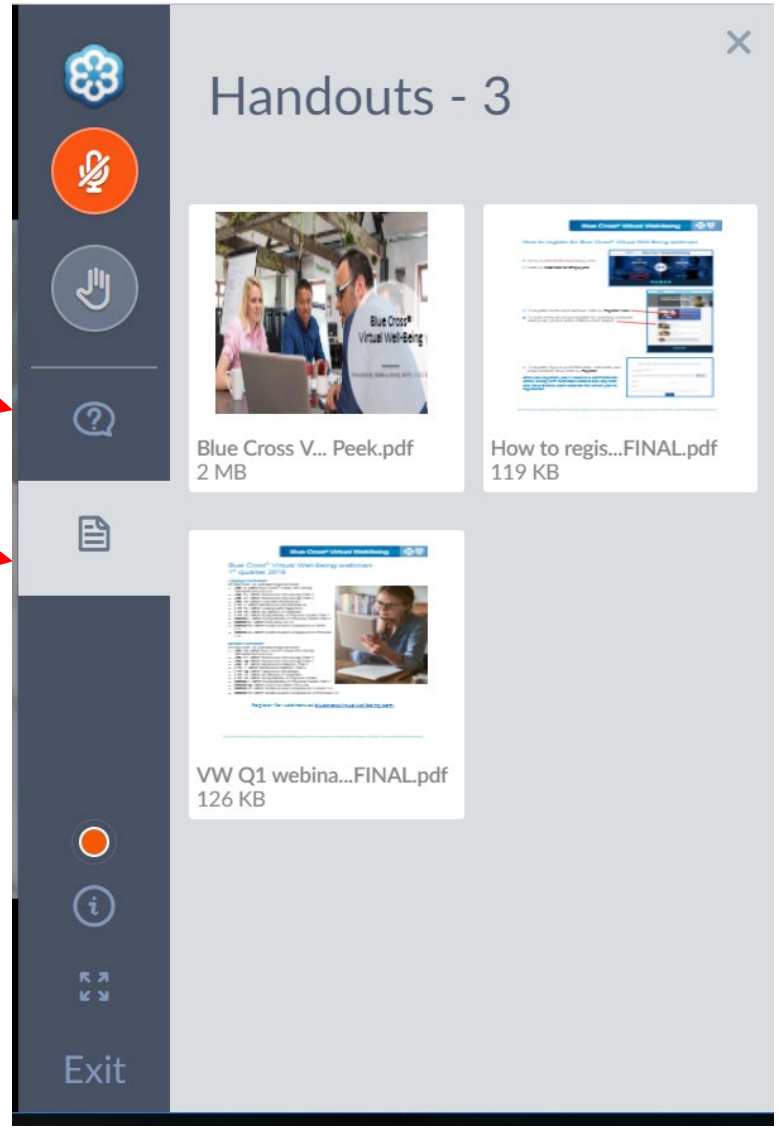


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To interact with the host during the presentation, use the **Question** feature.

Minimize distractions.

There will be a Q&A at the end of the session.

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"The secret to life is to put yourself in the right lighting. For some, it's a Broadway spotlight; for others, a lamplit desk … Everyone shines, given the right lighting."

— *Susan Cain*

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"It’s about letting your true self speak. It’s about seeing your voice as an instrument and learning to play it right."

— *Susan Cain*

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# Upcoming sessions

**Meditation — Grounded**

- Oct. 21, 2020
- 7:30 to 7:45 a.m.

**How to create a well-being calendar**

- Oct. 27, 2020
- Noon to 12:20 p.m.

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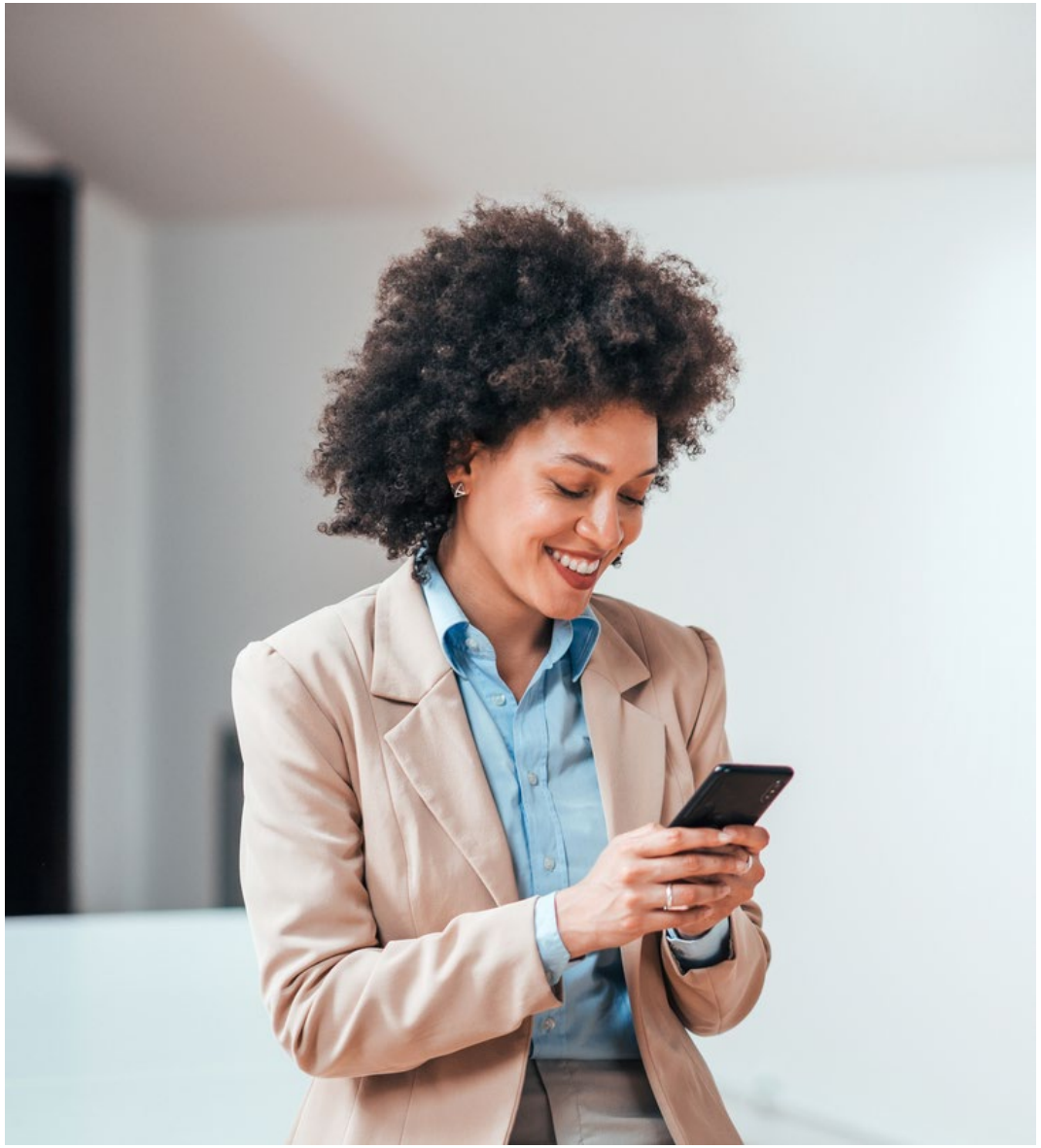

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# Today's presenters

Cindy Bjorkquist, MS
Director of Well-Being

Daniel Muncey, MPH

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# Today's session

- What charges their batteries?
- Introverts and extroverts have different brains
- Introverts and extraverts in the office

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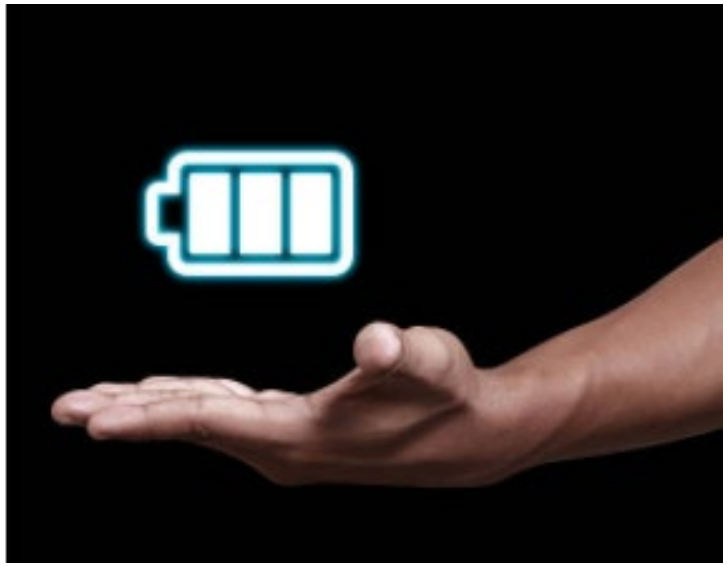
# What charges their batteries?

**Introverts**

- Crave time alone
- Excited by ideas (internal activity)
- Gain energy through inner reflection and solitude
- Energy depleted after socialization even if enjoyed
- Prefer a few deep relationships instead of many casual ones
- Listens well and expects others to do the same
- Think first and talk later
- Expresses self well in writing
- May come across as shy or aloof



**Extroverts**

- Crave people and activity
- Excited by external activity
- Gain energy from socialization
- Energy is depleted with too much alone time
- Prefer talking to someone rather than sitting alone and thinking
- Prefers many social connections
- Speak as you think
- Express yourself verbally
- May seem always “on the go”
- May come across as confident, friendly and assertive

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# Introverts and extroverts have different brains

Art by Mariëlle van Aart-Coppes

- Dopamine sensitivity
- Brain pathways
- Hardwiring differences

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# Introverts and extroverts in the office

- Introvert characteristics at work:
  - Need space to develop ideas
  - Like limited interaction and to present a final product
  - Not comfortable with public praise or criticism
- Extrovert characteristics at work:
  - Like to bounce ideas off others
  - Like to share incremental progress
  - Usually like positive verbal feedback

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# Questions

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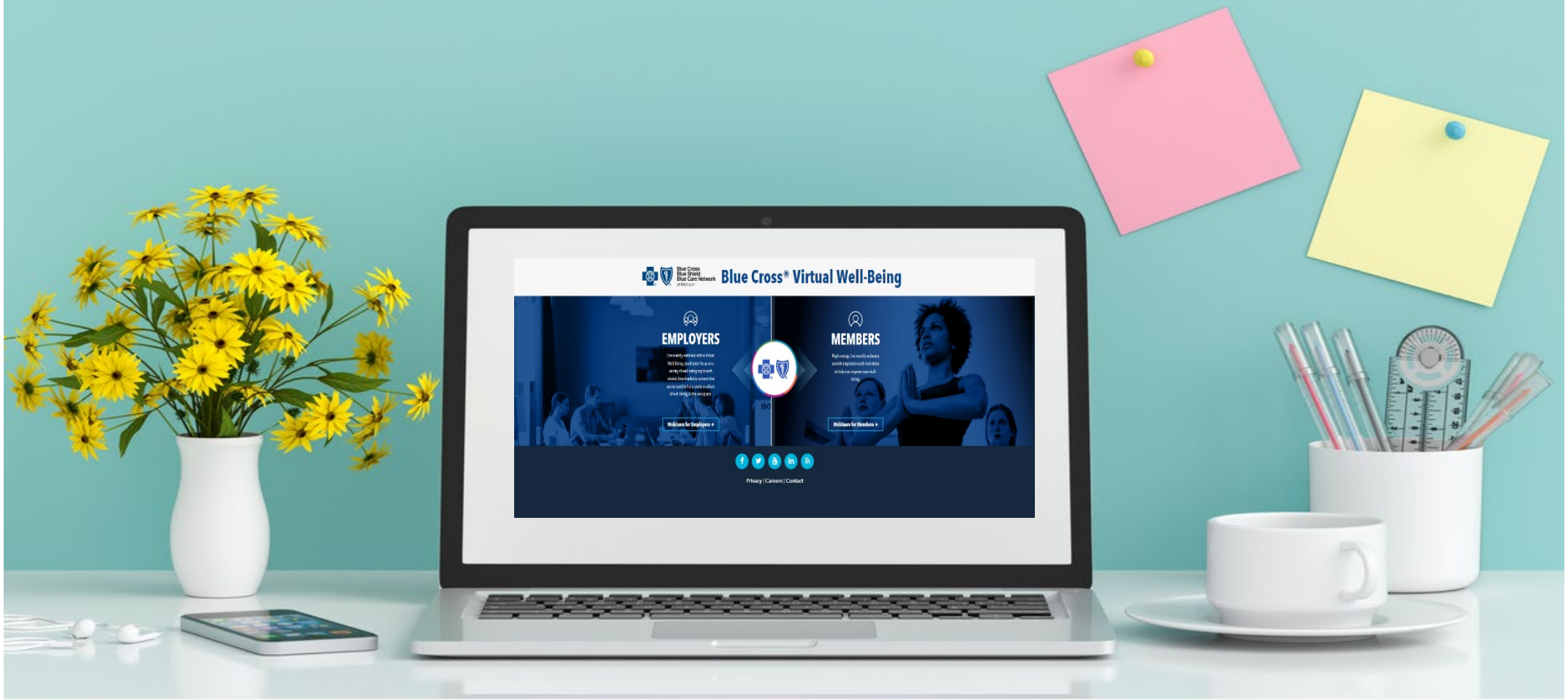
# For more information

- Virtual Well-Being site: **bluecrossvirtualwellbeing.com**
- Virtual Well-Being email: BlueCrossVirtualWell-Being@bcbsm.com

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