

Top 10 Tips for Hybrid Working with Introverts and Extroverts

Introverts

- Practise saying someone's name before you speakspeak and keep on speaking.
- Remember that people don't know what you're thinking so make an effort to check in with the rest of your team so they know what you are doing, what's going well and where you're having difficulties.
- Schedule a check in with someone who's influential to talk about successes
- Schedule time to speak to your boss and colleagues so you can check in to see what they have been doing.
- It's ok to ask to turn off your video during calls – some have to because of limited bandwidth anyway

Extroverts

- Give introverts quiet time when they can think rather than bombarding them with lots of social on-line chats.
- Remember introverts do value social connection, but don't overdo it.
- Don't expect everyone's digital door to be open all of the time.
- For on-line meetings, introduce everyone putting themselves on mute and putting up their hand to talk – if you haven't done so already.
- Let people know that an old-fashioned telephone call will do sometimes.

When you start hybrid working

- Aim for a mix of who's in at any one time, rather than letting the extraverts always volunteer.
- Make extra effort to keep open lines of communication with those working at home rather than only taking decisions with those in the office.
- Remember that in terms of thinking things through – extroverts tend to talk, reflect then talk again; introverts tend to reflect, talk and then reflect again. Plan discussions so that both can think their own way.
- Discuss and agree how issues will be escalated so that everyone knows the circumstances when managers want to know there are issues to be addressed – particularly when it can't emerge in casual discussions when people are working from home.
- Maintain regular catch ups with the whole team.