The background is a gradient of dark blue and purple. On the left side, there are several concentric circles and a large circular scale with degree markings from 140 to 260. Some of the circles have arrows indicating a clockwise direction. The overall aesthetic is technical and modern.

THE INTROVERTED FACILITATOR'S SURVIVAL GUIDE

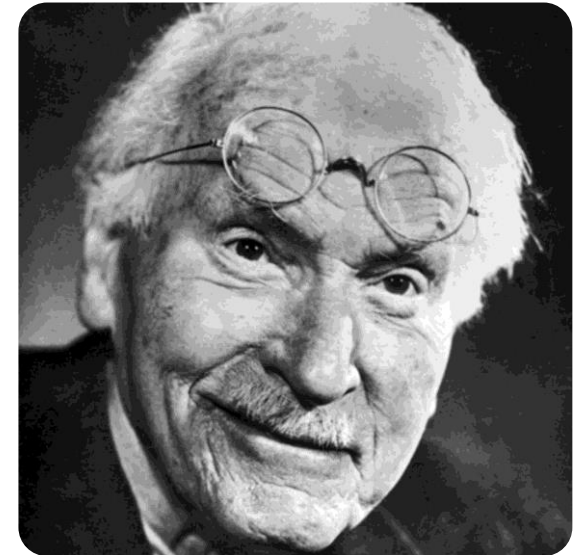
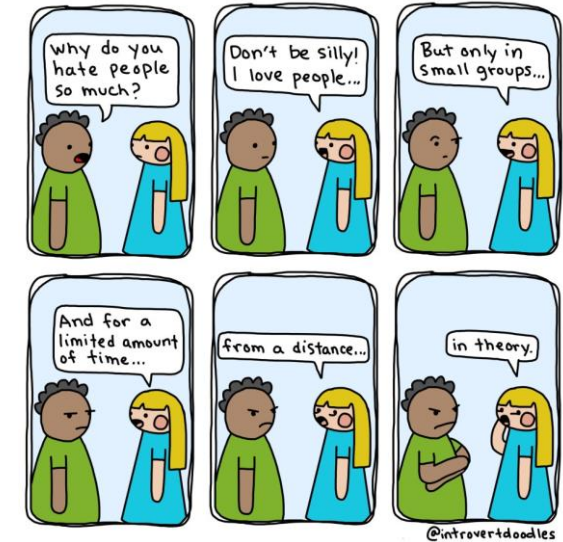
OR: AN INTROVERT'S GUIDE TO AWESOME FACILITATION

The background is a dark blue gradient with a subtle pattern of small white dots. Overlaid on this are several faint, light blue circular and semi-circular lines. Some of these lines have tick marks and numbers, resembling a circular scale or a clock face. The numbers visible include 40, 150, 160, 170, 180, 200, 210, 220, 230, 240, 250, and 260. There are also some curved arrows and dashed lines, giving the impression of a technical or scientific diagram.

INTROVERT CHARACTERISTICS

INTROVERT CHARACTERISTICS

- Introversion, Extroversion – coined by psychologist Carl Jung
- Response to stimulation
- Spectrum
- Inward focus
- Energized by “alone time”, drained by large groups
- “Recharge” by resting
- May change slightly over time
- NOT shyness!
- 1/3 to 1/2 of population are introverted



WELL-KNOWN SUCCESSFUL INTROVERTS

- Mark Zuckerberg
- Bill Gates
- JK Rowling
- Audrey Hepburn
- Elton John
- Michael Jordan
- Theodor Geisel aka Dr. Seuss
- Barack Obama
- Emma Watson

INTROVERT CHARACTERISTICS

- Quiet
- Thoughtful
- Analytical
- Introspective / Self-reflective
- Thinker
- Listen well
- Prefer small groups
- Observant
- Soft-spoken
- Self-reliant
- Empathetic
- Avoid confrontation / conflict
- Prefer writing
- Withdrawn
- Reserved
- Hesitant
- Slower to respond
- Unlikely to share in groups
- May keep ideas to themselves

ABOUT ME

- Software developer
- Certified Scrum Professional (CSM from Ken Schwaber and Jeff McKenna)
- Introvert (INFJ, Guardian/Integrator)
- Came from Denmark to U.S. with a startup
- Since then with HP (in various incarnations)
- “Thank you!” to
 - Astrid Claessen
 - Ainsley Nies and III
 - Eric Rapin, RfG 2015 participants
 - Mark Kilby



The background is a deep blue gradient with a subtle pattern of white dots. Overlaid on this are several faint, light-colored circular and semi-circular lines. Some of these lines have tick marks and numbers, resembling a compass or a circular scale. The numbers visible include 40, 150, 160, 170, 180, 200, 210, 220, 230, 240, 250, and 260. There are also some curved arrows and dashed lines, giving the impression of a technical or scientific diagram.

INTROVERT STRENGTHS

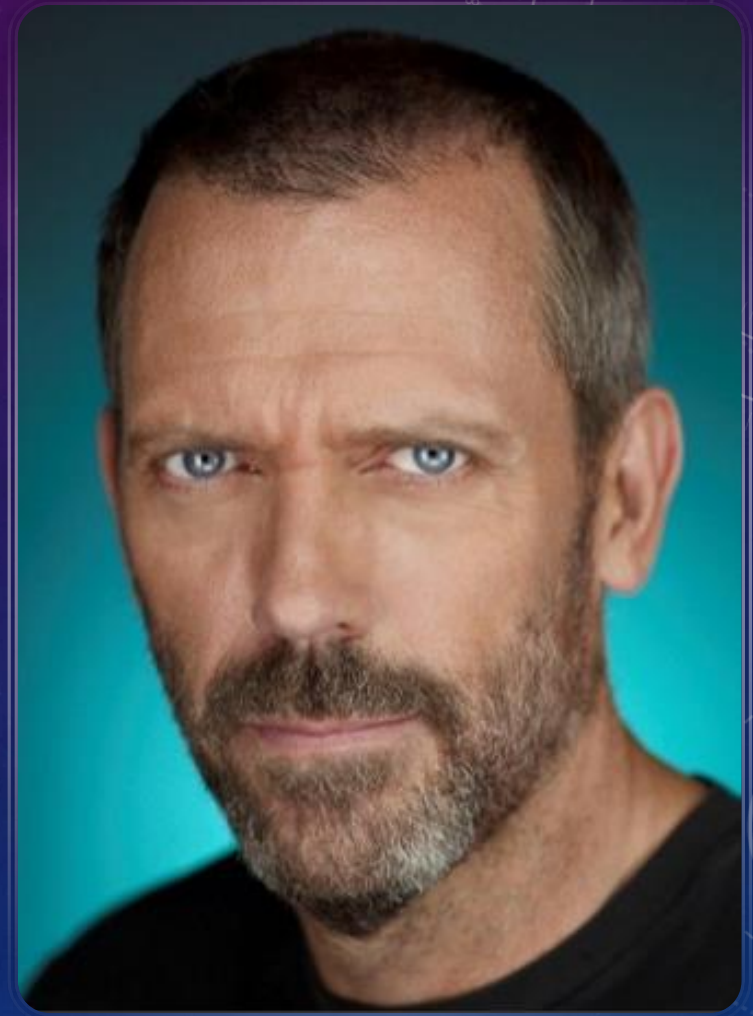
INTROVERT STRENGTHS

Deep thinking



INTROVERT STRENGTHS

Listening



INTROVERT STRENGTHS

Can work well with others and prefer doing so in small groups



INTROVERT STRENGTHS

Strong ability to concentrate



INTROVERT STRENGTHS

Responsible



INTROVERT STRENGTHS

Careful



INTROVERT STRENGTHS

Persevering



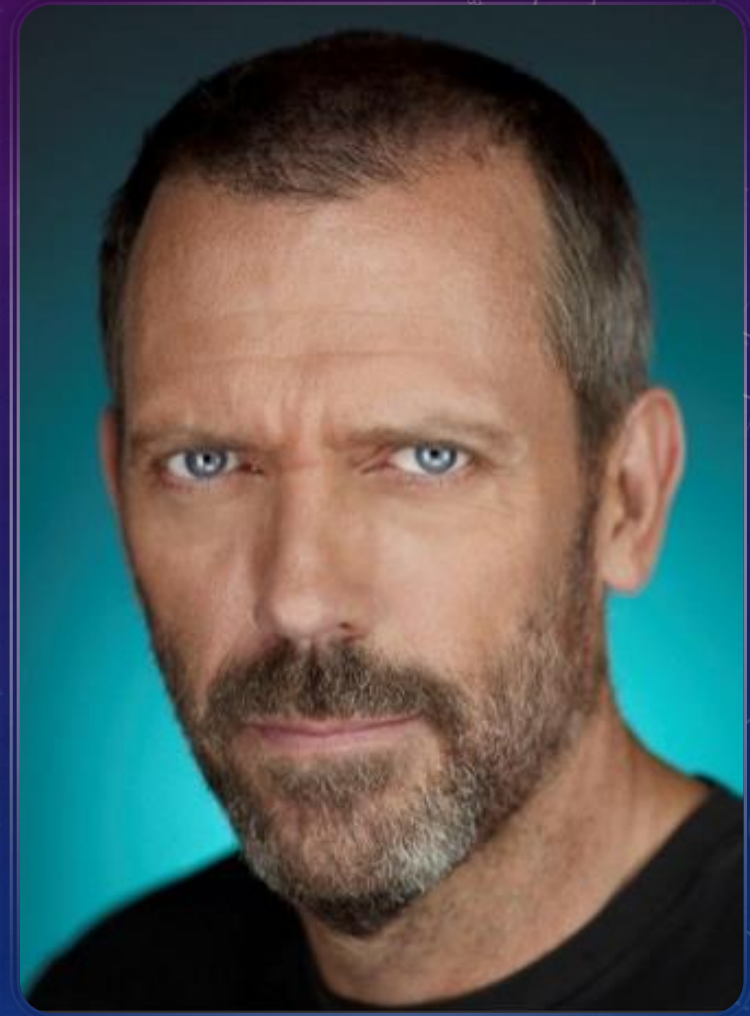
INTROVERT STRENGTHS

Empathetic



INTROVERT STRENGTHS

Analytical skills that integrate complexity



The background is a deep blue gradient with a subtle pattern of white dots. Overlaid on this are several faint, light-colored circular and semi-circular lines. Some of these lines have small arrows indicating a clockwise direction. On the left side, there is a large, semi-circular scale with numerical markings ranging from 40 to 260 in increments of 10. The text 'INTROVERTS AND FACILITATION' is centered in a white, sans-serif font.

INTROVERTS AND FACILITATION

INTROVERTS AND FACILITATION

Longer-term self-preparation (not limited to facilitation)

- Take an improv class to learn a bit of “flowing with the situation”



INTROVERTS AND FACILITATION

Longer-term self-preparation (not limited to facilitation)

- Attend Toastmasters meetings to practice speaking



INTROVERTS AND FACILITATION

Longer-term self-preparation (not limited to facilitation)

- Try low-key practice, such as Presentation Karaoke



Chicken chicken

- Chicken chicken/chickens
 - Chicken-chicken [Ch '95]
 - "Chickens" chickens [C&C '97a]
 - Chickens chickens chickens chickens [Ch '00]
- Chickens chickens chickens
 - Chickens/chickens [Ch '01]
 - Chicken [C. Ch '97b]

INTROVERTS AND FACILITATION

Days Before

- Ask for help with logistics
- Designing activities to take advantage of introvert strengths
 - Build in activities that allow for your downtime
 - Small-group activities
 - Find a co-facilitator and hand off to them
 - Let the groups debrief with each other
- Memorize the "Bone" of the session
- Practice delivery
- Rehearse: Open, Close and Statement of Purpose



INTROVERTS AND FACILITATION

Right Before

- Give yourself time to get centered
 - Reserve the facilities for time before and after the session
- Get comfortable in the space
 - Vocal warm-ups, stretch, diaphragm exercise
 - Walk the space



INTROVERTS AND FACILITATION

During

- Be clear about your role, purpose and what you intend to bring to the session
- Make it clear that you're creating an environment for things to emerge from
- For retrospectives
 - Start with the Prime Directive
 - Do Safety Check (<http://stevenmsmith.com/ar-safety-check/>)
- Pass off to co-facilitator periodically
- Rely on "I" strengths
 - Deep listening
 - Being comfortable with looong pauses
 - Observation
- Ask for help
 - Note taking
 - Summarizing
- Check in with the team periodically
- Use small-group exercises to get small amounts of downtime



INTROVERTS AND FACILITATION

After

- Be happy-exhausted as you're celebrating achievement
- Plan for alone-time and enjoy it
- Go outdoors and wander/wonder

HELPING INTROVERTED PARTICIPANTS

- Ask questions that deal with facts rather than feelings
- Build in activities that give time to think first
 - Writing individually to a prompting question
 - Passing the paper activities (see Retromat, i.e. www.plans-for-retrospectives.com)
- For dispersed teams (online) [hat tip to Mark Kilby]
 - Have a back channel available (text chat)
 - Have Co-pilot facilitators in each location to read body language

FACILITATING EXTROVERTS

- Set the stage, focus on the subject of introverts and extroverts
- Explain your facilitator responsibility – making sure everyone is heard
- Form session-agreements with permission for you to interrupt
- Ask extroverts to hold back a bit and speak later

BIBLIOGRAPHY

- Quiet: The Power of Introverts in a World That Can't Stop Talking – by Susan Cain
- Quiet Influence: The Introvert's Guide to Making a Difference – by Jennifer B. Kahnweiler
- Introvertdoodles.com – by Maureen “Marzi” Wilson



THANK YOU!

HOW TO CONNECT WITH ME:

- TWITTER [@GEEKTIEGUY](#)
- LINKEDIN: [HTTPS://WWW.LINKEDIN.COM/IN/OLUFNISSEN/](https://www.linkedin.com/in/olufnissen/)