EMBRACING DIVERSITY IN AGILE

Quiet Quality

ABOUT ME

AGENDA

- The power of personality
- The power of communication
- The power of work preferences
- The power of culture differences

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THE POWER OF PERSONALITY

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What is personality to you?

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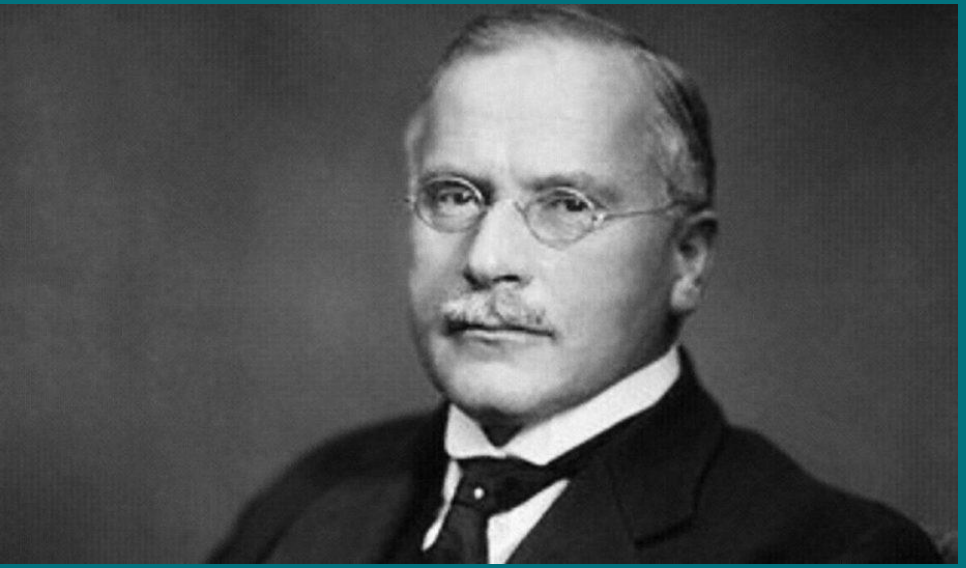
A DEFINITION OF PERSONALITY

Psychology

a. the sum total of the physical, mental, emotional, and social characteristics of an individual.
b. the organized pattern of behavioral characteristics of the individual.

CARL GUSTAV JUNG (1921)



Introversion: subjective orientation on the outside world

Introverts: **inner world** as a starting point

Extroverts: **outer world** as a starting point

MBTI
(1944)

Extrovert (E)/ Introvert (I)

Sensing (S)/ Intuitive (N)

Thinking (T)/ Feeling (F)

Perceiving (P)/ Judging (J)

16 different types

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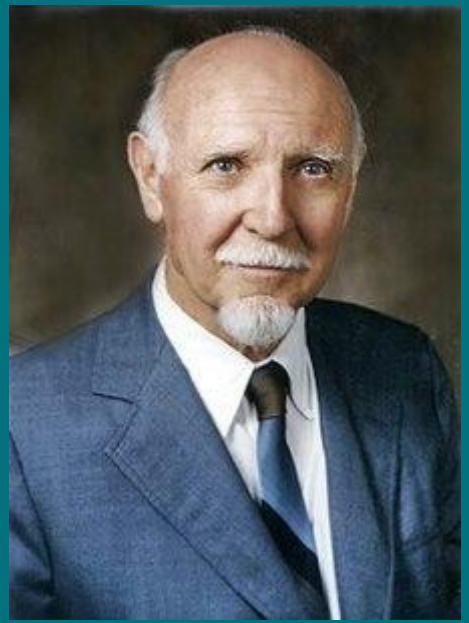
RAYMOND CATTELL (1950)



Factor	Low Score	High Score
Warmth	cold, selfish	supportive, comforting
Intellect	Instinctive, unstable	cerebral, analytical
Emotional Stability	Irritable, moody	level headed, calm
Aggressiveness	Modest, docile	controlling, tough
Liveliness	somber, restrained	wild, fun loving
Dutifulness	untraditional, rebellious	conformity, traditional
Social Assertiveness	shy, withdrawn	uninhibited, bold
Sensitivity	coarse, tough	touchy, soft
Paranoia	trusting, easy going	wary, suspicious
Abstractness	practical, regular	strange, imaginative
Introversion	open, friendly	private, quiet
Anxiety	confident, self-assured	fearful, self-doubting
Open-mindedness	close-minded, set-in-ways	curious, self-exploratory
Independence	outgoing, social	loner, crave solitude
Perfectionism	Disorganized, messy	orderly, thorough
Tension	relaxed, cool	stressed, unsatisfied

17.953
adjectives

16
characteristics

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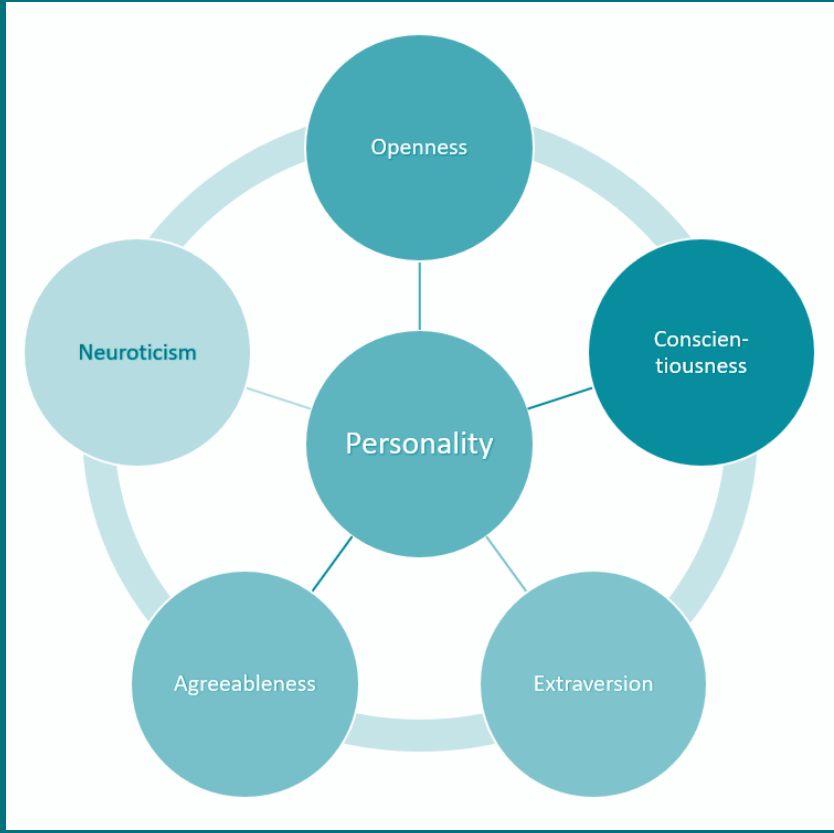
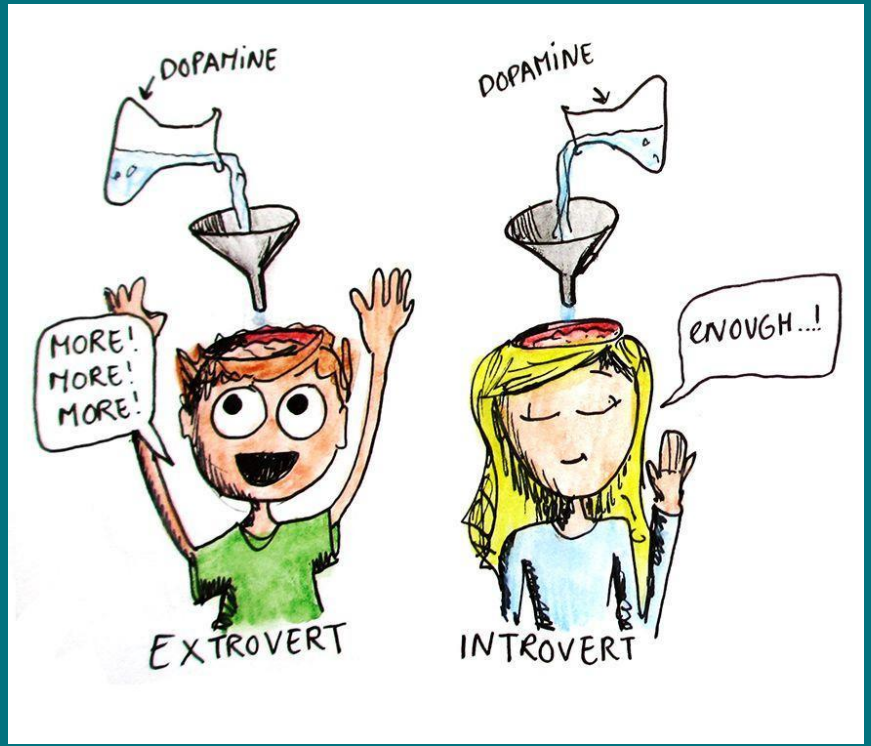
BIG 5 (1992)

Five dimensions:

- **Extraversion**
- **Agreeableness**
- **Openness to experience**
- **Conscientiousness**
- **Emotional stability**



NEUROSCIENCE (2005)



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A NEW DEFINITION OF INTROVERSION

‘An introvert is someone who recharges by being alone. That doesn’t mean he doesn’t want to be with other people.

However, an introvert prefers smaller groups of people during social activities.

He needs more time to express his thoughts and to analyse things than an extrovert does.’

WHERE DO YOU STAND?

THE POWER OF COMMUNICATION

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EXTROVERTS

- Think aloud and process information through **conversations**
- Enjoy speaking in **larger groups** and during meetings
- Are **energetic and enthusiastic** in communication
- Gain energy from **social intera**ction and networking
- Open to **discussion and debate**, unafraid of conflicts
- May be **less patient** with slower communication styles

AMBIVERTS

- Possess both **introverted and extroverted traits** and **adapt** to the situation
- Can both **listen and speak** effectively
- **Flexible** in their communication style depending on the context
- Can enjoy both **deep conversations and group interaction**
- Able to **switch effectively** between different communication modes
- Understand the value of both **silence and conversation**

INTROVERTS

- Prefer **deep reflection** and **thinking before speaking**
- **Listen atten**tively and often ask profound questions
- Prefer **one-on-one** or smaller group communication
- May **avoid conflicts** and prioritize harmony
- Strong in **written communication** and documentation
- Need **alone time** to recharge after social interactions

DISCUSSION

- What is your preference?
- How can you adapt to other styles?

BREAK

THE POWER OF WORK PREFERENCES

EXTROVERTS

- Flourish in **dynamic, collaborative** work environments
- Enjoy **team-based** projects and brainstorming sessions
- Are often effective in roles involving **client or customer interaction**
- Find **open offices** and social workplaces stimulating
- Benefit from **frequent interactions** with colleagues
- Prefer an **energetic and lively** workspace

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AMBIVERTS

- Adapt well to **various work environments** and tasks
- Can perform both **independent and collaborative** work
- Balance **focus and sociability** based on the situation
- Are comfortable with a **variety of workspace setups**
- Thrive in workplaces that offer **flexibility in work style**
- Easily **switch between solitude and teamwork** as needed

INTROVERTS

- Thrive in **quieter, more focused work environments**
- Prefer **independent tasks** and projects that require deep concentration
- Excel at **in-depth research** and analysis
- Find **remote or solitary work conditions** productive
- Benefit from a **well-structured and calm** workspace
- May require **less frequent social interactions** while working

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How to take those preferences into account in the workplace?

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THE POWER OF CULTURE DIFFERENCES

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CULTURE DIFFERENCES

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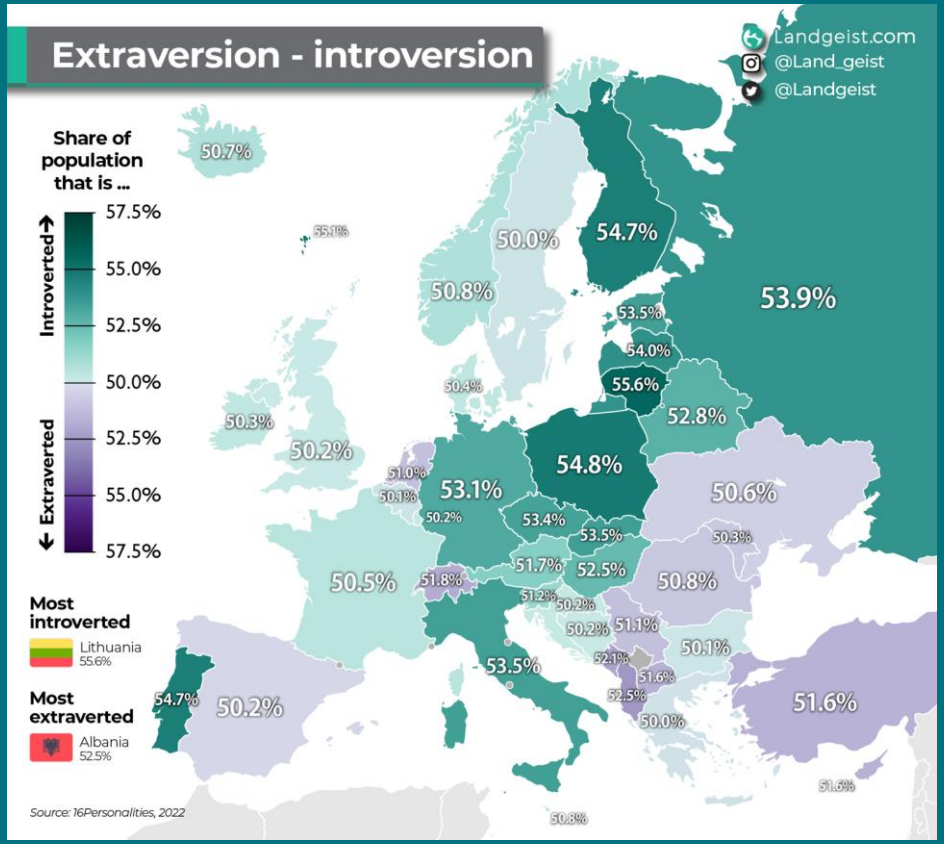
CULTURE DIFFERENCES



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CULTURE DIFFERENCES

Asia and Africa most introverted (collectivistic)

Europe and North-America most extroverted (individualistic)

CULTURE DIFFERENCES

Sales and consultancy more extroverted

Healthcare, IT, education and creative sector more introverted

DISCUSSION

- How did your country of origin influence your personality?
- What is your company culture like?
- How does this fit into agile?

WHAT ARE YOUR TAKEAWAYS?

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Questions?

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How would you rate this session?

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