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**Words from Hayley Mayer .....40**

## **About the Author**

Hayley Mayer has used her own experience as an introvert along with research and input from others to write this guide.

Hayley feels that many of the problems which introverts have are caused by lack of information or misunderstandings.

Hayley has worked in a number of types of business but now stays home to raise her children.

Hayley said, "I have direct experience of many of the situations which can cause stress for introverts and the people they deal with."

"As a mother, I'm involved in school committees, children's sports and other groups. I wrote the book so that I can share what has helped me and other introverted people in many different areas and situations."

"Some ideas may need some tweaking and some will fit some readers right away. I hope that every reader will feel that they have more options and greater confidence to become successful in whatever way they want to."

## Introduction

*All Welcome!*

*Although this book is written to help introverts, I hope that my readers will share it with the extroverts who are closest to them.*

*This will lead to more understanding and make it easier for you both to discuss and deal with any challenges which may happen.*

People mostly fit well into one of two groups; the introverts and the extroverts (sometimes called "extraverts"). Some researchers prefer the view that each of us has both characteristics but one is usually more dominant.

Current research supports the belief that these characteristics are part of our basic make-up and they cannot be changed significantly. It may actually cause distress if anyone tries to force someone to change this part of their psychological make-up. It can also create great pressure on the relationship between those people.

If you are introverted, you cannot push a button or take a pill to become an enthusiastic extrovert and vice-versa. Any attempt to change that will fail and probably cause you more stress than it could ever be worth.

It's good that we cannot change our basic characteristics, because introverts and extroverts have different but equally valuable qualities which the World needs.

It can take some effort at times for introverts and extroverts to work together but it is worthwhile. When we cooperate with each other, we increase our individual effectiveness and ensure the continued development of our society.

Most problems for introverts come when people expect them to operate as if they were extroverts or when some misguided person attempts to "improve" them by making them become more like the extroverts in their family, social or business group.

An introvert and an extrovert process information differently.

Introverts may take longer to reply to questions because they think and then answer instead of verbalizing their thoughts like many extroverts do. This is one of the main reasons that extroverted people often devalue their introverted colleagues' and friends' abilities and potential contribution.

I wrote my book mainly to help any introvert who has problems with any part of the mainly extroverted societies we have today. But, I think that sharing the book with your extroverted partner or older children (both extroverted and introverted). It may help them to understand more about you and any family members or friends who are introverted.

There are a wide range of tips and strategies which I've learned from my own experience, my research or from friends and colleagues. Not everything will be a good fit for all readers because we all have different circumstances and backgrounds. Some will fit like a glove and some might just need some careful tweaking so you are comfortable using them.

Others won't be right for you but might help you just as starters for you to develop your own ideas which better fit your own situation and needs.

I have tried to cover as many areas as I could where people may have problems, from understanding the differences between shy and introverted to meeting the demands of social and business environments which sometimes seem to have been designed by extroverts only for extroverts.

I suggest that you read through the whole book at whatever pace is comfortable for you and then review the sections which are about areas where you may currently have concerns.

Then, pick just one suggestion which you feel may help you with something that has been bothering you.

Think about the effect you want from the new strategy and also consider what impact it might have on other people.

Then, do it when the appropriate situation arises.

If it doesn't work the first time, don't discard it altogether without thinking through the attempt you just made to see if there was something which you

might tweak, and then give it another try. You may want to try it with a few different people to check whether it works with some people better than it does with others.

I wish you great success and hope that you will find my book helps you achieve all your goals for yourself and those you care about.

*Hayley Mayer*



## Interviews

In the current economy, very few people can expect to have the traditional job for life. Many of the people reading this ebook will have to go through a job hunt, or more than one, in the future.

That’s why I’ve put this section about making the best impression you can with your interviews right up front.



Preparation for interviews is important for anyone but may introverts often need to give more time to their preparation.

Apart from preparing your personal documents and researching the position applied for and the organization which is offering it, you will need to prepare yourself for the actual interview.

Just like a college test, don’t leave your preparation until the latest possible time. Get your material together and review it. Many people find that they get more and often better ideas, which require at least a little more preparation, from being able to do that early examination of the material. You may not use all, or even most of this material in your interview, but it can be helpful and even impressive on some occasions.

Then, try to learn about the organization and even the people who will be interviewing the candidates, if they are connected with the organization.

### *Small Talk is Essential*

Many introverted people that I know are not keen about small talk, unless it’s about a subject which they have a strong personal interest in. They prefer to get better use of their time.

But, I suggest that you have read enough of the local media so that you have some idea about current topics of interest in your type of business and the wider community. That’s because the people offering the position will want to

know that the person they employ will be able to get along with other staff as well as clients and other people.

If you seem entirely focused on your work, they may think you are a bit one-dimensional and mark you down for poor interpersonal skills.

Don't use any kind of technical terms or jargon in an interview, unless you applied for a technical position and know the interviewer will be expecting it.

If you make a mistake, or don't have all the facts about something which you are asked to comment on, admit it and move on.

Most interviewers are interested in how people handle themselves when things don't work perfectly and accept that perfection is a myth.

You may find it easier to keep tension at a minimum if you focus on what you want from the interview and the position if you are offered it.

Use your earlier research to prepare good questions about the organization and its products or services.

Be ready to ask what exactly would be expected of you if you were offered the position.

That will help you by moving your focus outward to the target rather than inward to your emotions.

It is also a way to demonstrate that you have taken the trouble to do some basic research about the organization.

Make sure that you mention any relevant high-points in your previous work. I always felt uncomfortable about doing this to promote myself until a person that I worked for said, "How will they know if you don't tell them? Just tell them the facts, and let them give it whatever importance they will."

If possible, arrange your day to ensure that you are feeling at your best when you enter the interview room.

Make sure that you thank the people doing the interview just before you leave. Practice what you will say and keep it short and simple.

Try to get some time by yourself without distractions to go over your materials close to the time of your interview.

### *Prepare for the Questions You Don't Want to be Asked*

If there are any parts of your job or personal history that you are hoping will not be reviewed, or questions at all which won't be asked during your interview, you are wasting time and nervous energy if you just worry about them.

Although they may not be asked in a particular interview, they are almost certain to be at some time during your career when you least expect it.

The only way to avoid the disaster which may come from those items being thrown at you when you are unprepared is to carefully review them and prepare your best possible responses.

You probably don't need to start talking about any of them yourself unless they could have a vital effect on your ability to perform in the position you are applying for.



But, you need to prepare yourself to address any of those matters when they are mentioned so you can maintain control of your part of the discussion.

You may be able to show that you have overcome some earlier problem in a way which could reflect well on you.

Anyway, your honesty and willingness to address such questions will be a plus in the eyes of most review panels or employers.

## Making an Impression at Meetings

A lot of introverts feel heavily pressured when they have to attend meetings but know that their prospects of promotion or even continued employment may be affected if they don't make the best of these opportunities.



An introvert mostly processes information internally which means that we need time to collect our thoughts before we speak. This can be a disadvantage if some people think we don't have anything we want to say about a particular topic or that we are

very slow to respond to their comments.

Preparation is the best way to get around this.

Try to get the agenda of a meeting ahead of time where that is possible. If it is available, set aside some time to prepare yourself for the most relevant topics, especially those where you might be asked to comment or provide information.

If you cannot get the agenda until very close to the meeting, think about the topics which you would expect to be included and prepare something in case you are asked about any of them.

Some of my best ideas have come to me during the period between this preview session and the actual event. Because there is still time before the interview, I can try to polish the idea so that it made a much better impression than I could have if I had just got the idea during the actual event. Then, I put at least a couple of lines about the idea in my notes for the meeting, so that I can start talking to the topic without any noticeable delay. By the time I've repeated what I had written and got a reaction from one or more of the other people at the meeting, I will have my thoughts about the topic in focus.

It sometimes seems that many organizations value input at staff meetings on volume and frequency rather than actual value of the content which someone offers.

That’s bad news for introverts that like to polish their suggestions mentally before putting them into the public view.

Everyone talks to themselves. This is part of the connection between our conscious thought processes and the unseen powerhouse that is our subconscious.

Introverts have a more developed editor which tries to perfect their ideas before they express them verbally.

This can create an impression in meetings that they don’t have much to offer or are not interested in sharing their best ideas.

With practice, you will find that you can present your ideas more quickly and present them to the meetings as suggestions which give the other people a better opportunity to add their suggestions to them.

You may also have to make some effort to be more forceful about finding a chance to put forward your rough diamond of an idea.

But, developing that skill will provide dividends at future meetings which will make the extra effort with your first attempts well worthwhile.

Any time and effort you use to develop some suggestions before the meeting when you are by yourself and other commitments permit is likely to quickly produce dividends.

Just keep them ready in note form and offer one when someone asks for suggestions.

But, don’t just rush to speak. That would be wasting one of your greatest assets as an introvert; your well-developed reasoning skills.

I hope my suggestions will help to ease that pressure and also increase the likelihood that you will be able to make a greater contribution and be recognized for doing so.

*Volunteer for the Tasks no-one wants*

One way that a friend found which enabled her to be seen to make an important contribution to meetings, but also minimize the amount of speaking and interacting she did, was to volunteer to be the note-taker where there was not already someone already assigned to that task.

Annette told me, "I had only been with the company for a short time and, this way, I got to know all the people involved without a lot of interaction. I liked doing the minutes and I was complimented on doing the job well."

"Later on, I had more confidence and it was easier for me to take part in the discussions because I knew something about each of the people and also how things were done within the organization."

## Conferences and other Events

Conferences are a standard part of many business operations these days. Conferences and other business-related events are very popular in many industries. As an introvert you may feel you are better off leaving them to the extroverts you work with.



That may seem the easy way out but it does also prevent you from traveling at company expense, learning about new processes and products which are often first shown at these events and building your profile with your organization and other areas of the industry.

You meet and sometimes form lasting friendships on at least a business level with people from other companies and even from different branches of your own organization at these events. This can be easier for introverts at an external event, than it might be when people from different offices of a company get together on the company’s premises. Most of the sessions in the formal program for a conference are likely to have a relatively relaxed atmosphere.

It’s also usually easy to arrange some quiet time when you need to recharge after a session involving a lot of people. But, make sure that you do meet with some of the other people for socializing because those times, when you are away from the demands of the official program, are when the strongest connections are often made.

At the exhibitions and conferences which I’ve attended, it has been much easier to meet and make a connection with people between the main sessions. And, you usually don’t have to keep mixing and talking for very long because everyone wants to meet with as many of the other attendees as possible and there is not usually a lot of time before it is time for you to go to another session.

If you find crowds of people stressful, but want to make a good impression, follow the tip I suggested in the section on meetings. Arrange, before the event, to volunteer for some note-taking or other behind-the-scenes activity such as checking people when they arrive at the registration desk for the event. Your efforts will be noticed and appreciated.

If you need to have a break for any reason, you will usually have no trouble finding someone who will take over.

Although this involves dealing with a lot of people, you will find that they are almost always very easy to get on with because everyone wants to have a good time. They also realize that they are unofficial representatives of their company and must ensure that no-one has any reason to complain to their office about anything which they did or said after the event.

The most important point is that these opportunities are not beyond the capacity of introverts if we plan our participation in them for maximum effectiveness and minimum impact on us.

I look at them as opportunities for developing our business skills and not just an experience to be endured. Expect yourself to succeed and you will find others ready to help you while you help them.



## Labels and Reality

In our modern and fast-paced society, many people try to label everyone they meet according to a small number of common pre-conceived groupings. This may be convenient but it ignores the real differences which exist between us in favor of broad, simplistic categories.



We need to understand that everyone has a different background and that causes significant differences can be expected between people who are members of the same broad category.

If they are an introvert, they will be different in their needs and attitudes to all the other introverts that you know because of the effects of the environment which they grew up in and the influences of circumstances and, most importantly, those people who were the main authority figures for them during their formative years. No two introverts are wired exactly the same. Each has different levels of tolerance of various stimuli.

Most parents will encourage their children to develop the abilities they have and explore those areas which most interest them and not try to push them into what the parents might think most enjoyable or inspiring.

But, unfortunately, some parents try to help any of their children who display introvert qualities to become more like their extrovert siblings and parents.

Other parents will try to shield their introvert child from excess pressure which can also cause problems.

While their intentions are good, they can be setting up problems for the child which may last for years.

Introverts can also get this kind of pressure to conform from their extrovert friends or schoolmates and be taunted or ignored if they don’t start to exhibit more extrovert behavior.

It is important to get the word out that introverts are also valuable contributors to society and I hope that my book will help in some small way to do that.

## The Shyness Factor

A lot of people believe that shyness and introversion are the same thing.

Shyness and introversion are different in significant ways.

The essential difference is that shyness is a condition which causes people to feel fear about interacting with people.

Shyness can be treated and even overcome by many people while introversion is part of a person's basic make-up.

The level of shyness that one person has may vary according to the circumstances which they are confronted with. A meal with a few friends or work colleagues may not cause you any significant concern from your natural shyness, but a business function where you are observed by senior staff where your performance may have a significant effect on the next promotion may cause you problems.

Both introverts and extroverts can also be shy. The degree of shyness can be greater in some extroverts than some introverts.

Some extroverted people can be affected by shyness which may be related to experiences they had during their early years when they were influenced by their parents and other adult role models.

Usually, they don't have as much to contend with as introverts who are also shy, but it varies a lot.

The other important fact to remember is how each condition affects the person.

Shy people are upset to some degree when they need to mix with other people. This can be reduced by counseling and focusing on the other people rather than their own feelings which usually pre-judge the reaction of the other people to be negative.

Introverts have to expend energy every time that they interact with other people, even when they are among friends. They need time alone to restore their energy levels after interaction.

They also process their thoughts internally while extroverts process their thoughts verbally, which sometimes gives people the impression that the extroverts are more on the ball about the topic of discussion and also enjoying the interaction more than the introverts. This is why many extroverts think that most, if not all introverts that they know are a bit anti-social.

Extended sessions of interaction can make the introverts tired and many tend to become less approachable or in control. That can have an effect on their own self-confidence as well as how other perceive them.

Part of that may be because their inward focus can give other people an impression that they are less sociable and focused only on themselves. That may reduce the willingness of some of those people to continue to associate with them.

## Conversation Tips

Many introverts find conversation draining, especially when it is with people they don't know or about topics which they have no great interest in.

But, it is an important skill for anyone that wants to make the best of employment and even social opportunities which come their way.



It can also be very helpful for people that are involved with community groups. With the current economy, there is usually a constant need to promote the group to other people and help to encourage

new members and more funding for the projects it undertakes.

I hope these tips will help you with any difficulties which you may have at business or social functions.

When you meet people at a function, I suggest that you take the initiative and start the conversation, even if you usually wait for someone else to do that.

The advantage for you is that you can prepare some possible conversation starters beforehand and practice them if necessary. If you don't take an opportunity to speak when you join a group, you may have to wait and then respond as quickly as possible to a comment about something which you are not prepared for instead of something which you have prepared in advance.

If you use open questions which give the other people more options than just answering "Yes." Or "No", you will be able to use the time while they are talking to recharge without feeling any pressure.

Pay attention to what they say and the body language which they exhibit. This will ensure that you can respond appropriately when you have the opportunity. It will also give them a good impression of you because few people show they are genuinely listening when other people are talking to them.

Don't pretend you understand something if you don't. Ask for clarification, whether it is their name or some subject which you have little knowledge of. Nobody minds repeating their name when asked or helping someone better understand some topic which they have a strong interest in.

I try to repeat someone's name once or twice in the first meeting when I am introduced to them. It helps me to anchor their name firmly in my memory. If they give me a business card which has a blank area on the back, I'll put some details about them there to provide further reinforcement if it might be needed.

Prepare interesting answers about popular topics which you might be asked about even if you have minimal personal interest in the topic. That way, you won't make basic mistakes during a conversation like thinking some currently popular female is a man because of their name which is unfamiliar to you.

Keep your answers brief.

Ask more questions about those topics which the person you are talking with shows the most interest. They will be happy to expound on their favorite topics and that will give you more time to rest before you have to say something else.

## Phone Talk Tips

Many introverts also find it hard at times to talk with people on the phone if they have not had time to prepare for the conversation.

With the development of Internet based phone services like [Skype.com](http://Skype.com) which are usually much cheaper than traditional land-line based services, many people are making contact with distant family members and old friends that are now living in other states or even other countries.



That means that being able to handle phone conversations well is a useful asset for almost everyone.

I hope these tips will help you with your future phone conversations by whatever means you use.

If you usually take a few seconds to gather your thoughts before you speak, wait until the third or fourth ring to answer your phone. That gives you time and also does the same for the person who is calling. Many people actually start to make a phone call before they are really sure what they want to say.

Always prepare some notes before you make an important call. You need to be sure:

- What do you want to say?
- What result do you want from the conversation?
- How you will answer any questions the other person asks you?
- How you will end the conversation?

When you finish the call, write notes about all the most important points which were discussed and the outcome:

- Was there was an agreement or not?
- Were there actions which you or the other person is committed to as a result of the conversation?
- What do you need to do?

- Is there a deadline for whatever you are committed to?
- When do you have to talk or meet with them again?
- Is there anyone else that you need to contact as a result of the conversation?

On really important matters, write a letter or email to the other person as soon as possible after finishing the call, and include what you recall of the discussion. This can be useful if there is disagreement between you later about the content of the call.

Always be polite and professional. Because you both have only verbal input from the other person and cannot see the other person’s attitude, misunderstandings do happen and can have serious long-term consequences. Ask for clarification about anything which is said to you that you do not fully understand.

Before you start the call, make yourself comfortable. But, don’t get too comfortable. You need to be alert and in control.

Always smile when you start a conversation. If you haven’t tried it, you may be pleasantly surprised by the positive reaction which this usually gets. Somehow, the other person seems to receive the good vibes from a genuine smile, even over the Internet.



Of course, a smile can also help improve your connection to anyone you are talking to face-to-face as well. Check your smile with a mirror – some people’s smiles make them look like they have toothache!

Always take a couple of deep breaths and then a few normal ones to relax your body before you start talking.

Don’t eat just before you make a phone call or while you are on the call.

If you need to have a drink with you during the call, stick to water. That will have the most benefit for you and minimize any chance of problems.



Show respect for people you are talking to. Keep the level of any background noise at your end very low.

If you are more comfortable with a portable phone, that's fine. But, check the battery has a good charge before you make a call.

If you find talking with strangers makes you tense up, phone a friend and talk to them for a few minutes before you make your important business call. The buzz you get from your first call will put you in a better frame of mind for the other one.

After a while, you will have much less difficulty just making the business call. Prepare your notes about the call before you start including the names and positions of each person involved.

Always check details which are not clear to you with them before the call finishes.

I also prepare a message and write it down for use if I only connect with someone's answering machine or secretary.

Keep the message short, clear and upbeat. Make sure you tell them who you are, how to contact you and why it is important to them to do so.

When you leave a message on someone's answering machine or computer, follow up with a short email giving the same message you left for them.

Finish each call with a verbal equivalent of a firm and friendly handshake.

If you usually take a few seconds to think about what the other person said before you reply, they may think you are not going to answer. Some people say something like, "let me think about that for a moment", which is fine, but I usually repeat their question back to them in my own words.

This shows that you understand what they meant and echoes what you are thinking about. For me, that's an ideal way to cover those few seconds while you mentally prepare your reply.

## Speaking to Groups

One activity which causes worry or even fear for many people in the wider community is speaking to groups of people in a social or, especially a formal program.

This is even more of concern to introverts.

Mental preparation for a meeting or presentation is just as important as the physical work of researching topics and organizing your material.

But, that mental preparation is something that I would expect any introvert to enjoy and be good at because they are used to processing information internally.

If I have to do a presentation, I try to get access to the venue beforehand so that I can see the actual conditions which I will be working in.

I meet the people who do the backstage work because I want to make sure that I know any rules which they want me to follow, such as which side to enter the stage from and whether to walk off or wait for the next speaker to come on first when I finish my presentation.

Whether or not I can see the venue beforehand, I always mentally walk through the presentation or other encounter. This can remind me of details which I had previously overlooked but its main value is getting a better idea of the whole routine which I will follow.

This will become easier and have greater value each time that you do it.

If you are concerned that visualizing your actions it is no more than a time-wasting day-dream, please understand that many sports people visualize themselves playing their sport mentally as part of their preparation for their most important contests. Some of these people are playing for millions of dollars so I am very willing to use a technique which they believe is valuable.

Another point about a visualization is that it lets your subconscious get ready to accept your successful performance.

If you just visualize collecting the rewards of your efforts before you do them, research shows that will not help you at all.

## Can Training Help?

When I found a great job which appealed to me several years ago, I was disappointed to find out that it involved making presentations.

I felt that that the introvert part of my make-up would prevent me from being able to deal with that even if I successfully cleared the first hurdle of the interview.

But, I really wanted a job like that one so I looked for ways to get help with my lack of ability to do live presentations.

I thought about hypnosis but the cost was high and the time before I was likely to see results was probably going to be longer than I hoped. I found that some people are able to use this method. Some can even learn to use some hypnotic methods on themselves but I only recommend anyone try that if they use a qualified hypnotherapist for a couple of sessions first.

I would be very careful about being hypnotized by anyone that I had not checked the background of very carefully too.

There are various organizations which offer training in Public Speaking. They range from companies which have offices or franchisees around the world to local Adult Education organizations that offer courses by experienced speakers which last a few weeks.

I contacted [ToastMasters](#) on the recommendation of a business colleague.

This organization has clubs in most countries which all offer a training course. Usually, this is integrated with the program of each meeting. Various members take particular duties at each meeting or make a specific type of speech.

The atmosphere is entirely supportive because everyone goes through the same experiences over time. The evaluations are focused on helping the individual and encouraging them with advice based on the other members' experience.

I found this very good and I've recommended it to other people who have provided positive feedback as well.

There are many other groups which offer their own training and I know people that have benefited from them as well. Most groups will let you attend a couple of meetings for free (except for the cost of a meal if they have a meal with their meeting), so that you can get a good idea of the atmosphere and how likely it is to fit your particular needs.

The community-based courses are usually less expensive and have smaller groups which can mean that you get more personal attention if you want it. I’ve attended community courses on my hobbies and always find them very good value. I am sure that the public speaking courses are also worthwhile. I suggest that you think seriously about using these resources if you feel that you are being held back by any problems you have about talking to groups. It is a skill which will help you in all your daily interactions, whether or not you ever speak to a group from a stage.

## Can an Introvert and an Extrovert be Happy Partners?

I am sure that the answer to this question should be a resounding, "YES!" because that is our experience and I know many happy couples that are one introvert and one extrovert.

It works because the partnership is the most important focus for both people. We are willing to make some adjustments and allowances for our differences because the benefits we both get make our lives much better.



At times, my husband knows that I need some quiet time and I attend some events with him because it's important for us both to attend. But, he helps me to get some time-out during and

after the event if I need it.

We also have friends that understand and their thoughtfulness makes events we are together at even more enjoyable.

In the early days, we arranged some phrases which would alert my husband that I needed his help or that he wanted to leave without alerting other people in the group.

Over time, the need for verbal signals decreased as I found familiarity with the people at the events we regularly went to meant that I could cope much better and we became better able to understand how each other felt without the verbal signals.

## Can Introversion be "Cured"?

In societies like the United States of America where it's commonly accepted that the majority of people are extroverts, introverts are often misunderstood and their abilities undervalued.

Extroverted parents often try to encourage their introverted child to be more like their extroverted kin.

We are sometimes thought smug, insular or less interesting.

So, you might expect that many introverts would try to change, wouldn't you?

Well, I'm sure that some do try but they fail.

Introversion is not reversible and most introverts would agree that's fine, because we benefit from being introverted.

Extroverts need other people to bounce their ideas off. If there are no other people available, they may falter, but we introverts can get along fine with our (often better trained) internal thought processes.

Like anyone else, we can become successful at almost anything we prepare ourselves for and then take action.

It helps if we review what we are best at and avoid those things which we find stressful or exhausting.

Then, plan well, include some consideration of how we can avoid or reduce the effects of failures so that we can start again.

It's also a bit inspiring that the Bill Gates is widely regarded as a happy introvert and one of the wealthiest people in the world!

Introverts and extroverts can be equally successful according to how they define it if they apply themselves.

It is thought that the perceived bias against introverts which many people share is influenced by the reported increase in the percentage of our population who are extroverts.

It’s not really that important because we need each other to make the best future we can for all of us.

## Helping Your Introverted Child



Many introverted children suffer needlessly because their parents and/or other authority figures who influence their early development are extroverts and may lack an understanding of the need to support their introverted child's self-image and cause without meaning to

damage to their limited social development skills.

Some feel that encouraging the child to act more like an extrovert will help them to get along with their friends and classmates more easily.

That might work in the short term but will probably cause the child some stress if they believe they are not as good a person as the extroverts they know.

Children have enough to learn and overcome without well-meaning bad advice from us.

Treat them always like people and not subjects of an experiment.

Avoid using labels like "shy" or "introverted" to describe your child. They may be shy but the term generally is viewed negatively by many people.

Help the child to understand that he or she has qualities equal to any that other children display. Support them when they are feeling down.

If they try to avoid mixing with other children or taking part in group activities, be understanding but keep offering them opportunities for such interaction, related where possible to those subjects which they display a personal interest in. Pushing them repeatedly to try a particular thing will tend to reinforce their desire to keep clear of it.

Start with a small taste and increase their exposure while continuing your support as they become more confident about their ability to be successful with that activity.



Let them have the quiet time to recharge and ensure that other family members understand that it's normal for them to need that time.

It can help to get them to events early so they can become familiar with where everything is and settled in before most of the other children arrive. This will help them to meet children individually as they arrive which will give them a better chance of making a good connection with them.



By giving them support and help with any problems, but also encouraging them whenever they have some successful interactions, you are confirming that they have the potential to succeed and they will thank you for that through the rest of their lives.

## It’s not Just You

I’ve had my share (maybe more) of bad experiences because of the reaction other people show to introverts.

In this section, I will share some of the best tips which have helped me reduce the negative effects of those encounters.

Because I was inwardly focused, I took all criticism as some form of personal attack. This is a problem which many people who are extroverted also feel if someone gives them negative feedback about something they did or which they said.

This can affect your health if you continue to let other people’s comments bug you. At the least, it can affect your ability to keep producing quality work.

A friend had a worse outcome because he erupted in front of a group when someone loudly criticized his work for about the fourth time. This gave him some satisfaction because the critic stopped criticizing him.



But, his personal and professional reputation was damaged as people heard about his spur-of-the-moment outburst.

It took me too long to realize that people’s comments were not aimed at bringing me down, except those from one or two who got a buzz from attacking almost everyone.

Some were genuine criticism or suggestions which were intended to be helpful, but probably could have been expressed better.

Other people’s comments were intended to be funny but missed that target.

Whatever the intent of the person making the comment, it was almost always not aimed at me personally.

Most comments were partly designed to make the person who said it look better.

When I realized that I wasn't a target, I was a lot less defensive and better able to get help from those who offered it.

That new understanding helped with my own self-image and also helped me to have a much better interaction with more people than before.

A phrase that helps me cope with criticism is "What You Think of Me Is None of My Business". Once you know that, you can't and don't want to control someone else's thoughts, and because you know that most criticism is not directed at you, it should be much easier to focus on getting to your goals your way.

## **Social Media is a Must for Introverts!**

Because of our preference for internalizing our thinking, Social Media, such as Facebook and Twitter are worth trying.

In the off-line "real" world, you may feel reluctant to start a conversation with someone or to join into a group that is chatting away nearby.

The Internet Social Media Services make that much easier because it's less personal and a bit remote.

But the connections can work out great.

There are risks which need to be guarded against like people who use false identities and people who try to rip you off, but these have to be guarded against everywhere around the Net and most places off-line as well.

At the time of writing, I'd say that Facebook and LinkedIn are the most fruitful areas. Next week, there will be several new options (and even more in the weeks and years to come), but I think it's best to start small and focus on making the right impression on just one or two that seem a good fit for you.

LinkedIn is only for business people that want to connect and progress their careers and/or their businesses.

Facebook is for everyone.

Be sure to do your own research before starting with any of the services.

Also, try to maintain a positive and friendly attitude with everyone you meet, whether or not you decide to connect with them directly.

It's always a good idea to take your time about connecting with people. That is more important on the Internet than off-line. But, introverts will find it easier to connect this way than face-to-face.

I suggest that you proceed slowly and just make deeper connections with people that seem to genuinely share your interests or may become valuable business contacts over time.

I do recommend that you do some reading about what to do and what to be careful about before you join these services.

If you have already joined and are active to any degree on them, it’s even more important that you do some reading to reduce the possibility of creating problems for yourself or other people while using the services.

Some of the risks can be being duped and losing money or other valuable property, or upsetting some of the people you connect with through lack of knowledge about using the services.

However, their power and popularity will increase and you will need to develop your ability to use them or risk losing many social and business opportunities in the future.

## Putting the Best YOU Forward

This chapter concentrates on the best tips I have for making the first impression people get of you impressive.

These tips are simple but that doesn't mean they are of little value.

We all know at least some of them, but I am surprised how many people don't make full use of them.

Write out some quality ways to introduce yourself to people, whether they are in a group or alone. I have used an elevator speech - a short introduction which tells people who you are and what sort of business you are involved in, in about 100 words.

These are good but you need to work at it so that they don't sound too slick or too canned.

As I mentioned earlier, having your introduction prepared and rehearsed to the point where it sounds impromptu gives you confidence and time to take in visual signals from the people you are talking to.

If rehearsing what you will say at the start of an informal conversation sounds like cheating, it's not.

I got the tip from a successful comedian who said, "Always rehearse what you will say, even your off-the-cuff comments."

His view was that he needed to seem as funny (where appropriate) when meeting people at a party as he was on stage. Otherwise, some people would devalue his ability as a comedian.

Our purpose is different but equally important: **To reduce the pressure on us when meeting people we want to connect with.**

Another tip he gave me was to practice smiling. He said that everyone thought they had a great smile because they had been doing it all their lives. Unfortunately, many people were unaware the battery in their smile had run out of juice years ago. Find yourself some energy and work on your smile until it reaches your eyes.

Make sure it looks genuine and you will make a much better impression at the next party you attend.

Stand up. I mean stand straight – imagine that there is a cord attached to the top of your head which is being drawn upward. If you act that out, you will find your whole body will look better and you will actually feel better.

When you walk, look like you know and are interested in where you are going. You never know who is watching. A poor impression they might get on a day when you are under pressure may linger in their mind when you make contact with them when you want to do business or meet them socially.

Stay focused on the people you are with, even if King Kong itself walks into the room.

The only reason we fail to connect with more people is that we don’t give enough attention to them or what they say. Follow this rule and you might be amazed how much your popularity and memory for people’s names will improve in a very short time.

Follow this tip and see the difference in how people regard you. “Listen to what people tell you by their words and attitude as if there was a thousand dollar prize at the end of the discussion. Then, realize that a good contact may be worth more than \$1,000 and a new good friend is worth far more!

Always look at people’s eyes. That can be the best way to make a strong connection. But, don’t try to hold their gaze like it was a contest.

That is a big turn-off. Anyone that is stared at will feel uncomfortable fairly quickly. Most people will make sure that they don’t give you a chance for another contest!

## **Words from Hayley Mayer**

Thank you for buying my book. I hope this book will help you to greater success and happiness through the rest of your life.

Be sure that your goals include more time to enjoy things with the people closer to you. That will energize you, reassure you that you are on the right track and shorten the road to happiness.

*Hayley Mayer*



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