

## LNP 172

### Introverted and Extroverted LNCs: What is the Difference?

Marion Grobb Finkelstein

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**Kelly:** Welcome to Legal Nurse Podcasts brought to you by Pat Iyer Legal Nurse Business. I am so pleased to introduce myself. I am Kelly Campbell with Cardinal Life Care Consulting as your new co-host. Today we will be talking with Marion Grobb Finkelstein with "MarionSpeaks" on how to connect with both introverts and extroverts.

First, let me tell you a little bit about Marion Grobb Finkelstein. She's an award-winning communication expert of 30 years plus and a former Director of Communications at national museums, international experts and federal departments. Marion Grobb Finkelstein helps associations, non-profit groups and corporate clients improve their workplace communication. Through her interactive workshops and keynotes, MarionSpeaks.com you gain powerful strategies to better connect with employees, bosses, clients and colleagues.

Living in Niagara Falls, Ontario, Marion travels across Canada to share with her clients practical powerful and proven workplace communication strategies to get faster, easier and better results. Welcome Marion and thank you for joining us today.

**Marion:** Kelly, I am so happy to be here. Thank you for having me.

**Kelly:** Thank you. We have a lot we can learn today. As legal nurse consultants, we often deal with multiple personalities with attorneys. Many of us as nurses tend to be introverts and I guess some of us can be extroverts. The first thing we need to know is, "What is an extrovert and what's the definition of an introvert?"

**Marion:** This is a great place to start, Kelly and I thank you for beginning with that question because it's really the foundation of a lot of the work that I do, which is explaining to people that very difference. The reason why it's so important is because introverts and extroverts get their

energy from different places. They recharge their batteries in different ways.

There's a school of thought that says that we are born introverted, leaning toward introverted or extroversion, one or the other. There's another school of thought that says with neuroplasticity and wave events and such that we can morph slightly from being extroverted to a little more introverted or vice-versa from introverted to a little more extroverted.

Let me explain again exactly what they are. They're about where you get your energy and how you express yourself. There are natural tendencies of an extrovert and natural tendencies in the way they communicate and behave of introverts. An example would be in terms of where extroverts get their energy. They get it externally hence the term 'extrovert'. They get it from external sources in stimuli. They find that energizing. It charges up their battery whereas introverts find that they get their energy internally from intrinsic sources, so quite different from the extrovert. They energize by going inside by internalizing, by not being subjected to tons of external stimuli.

That right there is in a nutshell one of the huge major differences. Neither is right or wrong, it just is. They're different and the reality is that on any team in any career, profession, family, office or wherever you work you need both types of personalities, both introverts and extroverts.

The other important thing about introversion and extroversion is that nobody, no person on this earth is extremely absolutely only an extrovert or absolutely only an introvert. If you are, I can assure you that you are in some institution or under heavy medical care because you are not within the realm of what we would say as normal. The reality is that all of us are truly a blend of both and that's good news.

**Kelly:** Interesting, so would it be fair to say that an extrovert may enjoy expert witness testimony work more so than an introvert?

**Marion:** Possibly. It really depends on the personality themselves. Let me explain to you what each might find interesting in providing expert testimony.

An extrovert would enjoy the opportunity to share verbally their expertise. There are different personality types, each one being introverted or extroverted. There are different motivators in each of the four personality types that I deal with, each one being introverted or extroverted.

In terms of just looking at the extroverted variable, what extroverts would find really satisfying is being able to share verbally, in person, their expertise. They would find that will come quite naturally to them, being able to respond extemporaneously off-the-cuff. That will come quite easily to them.

Conversely an introvert would really appreciate sharing their expertise, but the piece that they would really enjoy more so than the off-the-cuff type questions (they would not feel very comfortable with) is having some of the questions in advance. Preparing the Q&As in advance, anticipating those questions with their lawyers in advance so that they could prepare the answers. They would not be comfortable at all with an unexpected question. It might throw them off balance.

Both would come from a place of service and sharing expertise. They will just need different preparation methods to do it. The extrovert would again like the questions in advance too, but they however would be quite comfortable in responding to an off-the-cuff question. The introvert would be quite comfortable responding to questions if they have processing time to respond, so if they had a chance to think about it in advance. They both can serve quite well.

Do you want to hear what some of the dangers might be?

**Kelly:** Absolutely, I am thinking cross-examination, depositions and that sort of thing.

**Marion:** Yes, it's brutal isn't it? It can be brutal and it's grilling. It's that opposing lawyer's job to rattle you. To the introverts and extroverts on the line let me give you some tips as to how to prepare yourselves.

For the introverts I mentioned this before, anticipate every possible question you could get so that you build in that preparation time in advance and you have that processing time which is critical. If you don't, if you get asked a question that throws you off balance

completely, the danger is that you are at an absolute loss for words. You sit there doe-eyed and tight-lipped. It doesn't honor your expertise that you have. You have the ability to answer that question, but what you need is the time to prepare that answer. In order to do exactly that you sit down and you think of every Q&A you could possibly imagine so you are prepared.

As a former Director of Communication, I used to deal with media a lot, so I understand the pressure of being live in front of an audience and responding to tough questions. That is a technique I used to do. I used to prepare all the Q&As in advance. The beauty of doing that is it really gives you a chance to get every nasty anything that can possibly go wrong out and on to paper. It gives you a chance to practice and rehearse your answers.

Now for the extroverts, here are some traps that they can fall in to. When you are being grilled for a question (and again I appeal to my media relations background too), this is a technique that reporters use, and this is a technique that opposing lawyers will use. They will ask a grilling question and it will hang in the air. They will ask the question and they will go silent. For an extrovert, that silence or that dead air even if you begin responding and you respond very concisely and precisely in one sentence the lawyer may still have dead air which will beg an extrovert to fill that void with words.

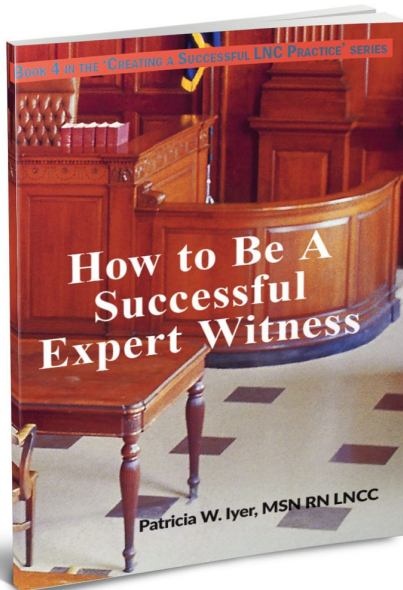
It is a quintessential media relations technique and I'll tell you that will be the clip the media will use that comes after your initial answer. When you are in a court or when you are giving testimony, it will be that add-on that the extrovert feels compelled (to answer) and I mean that it's painful for an extrovert to hear dead air. It's painful. They feel compelled from a place of service. "Oh my gosh, I better fill that air with more detail" and they will, and that's when it will happen. The tip to the extroverts is if you get asked a question even if it's anticipated or unanticipated you answer to the best of your ability, shortly and concisely *then you stop talking*.

**Kelly:** Excellent piece of advice. Thank you.

**Marion:** You know Kelly I have to say that when I do sessions like this in my workshops and I work with teams and groups in all different types of careers talking about this subject. One of the things I tell them is

"Here's the tip for the introverts, pause and then respond. You can't just pause. You must respond." When you are in a court this is why that preparation is really important, so you have those responses ready. If you need a moment to just take a breath, (inhale, exhale and just calm yourself) then respond. You can do this. You have prepared. You are the expert even if it's an unanticipated question. You are the expert that's why you are being called upon. Have confidence that you can do this, so pause and then respond.

Now here's the tip to the extroverts, pause and then respond. Extroverts come from the place of service that they want to fill the gap. They want to fill it with their expertise and knowledge. They come from a place of service that says, "I have to fill that gap. They're asking for information by golly and I have it. I am going to give it until they tell me to stop." No, you pause, you gather your thoughts and then you respond.



Hi, this is Pat Iyer. There is a lot at stake in medical malpractice cases. You want to do your best. I put together a book specifically for LNCs who are expert witnesses or considering taking on this rewarding role. It is called ***How to be a Successful Expert Witness***.

Use this book to read through, refer to, and consult to gain a greater understanding of the role of the expert witness. I urge you to approach being an expert on a case as a tremendous opportunity and a huge responsibility. Engage in your work with professionalism and commitment. The attorney and his client are counting on you.

This book draws on my experiences both as an expert witness and one who has trained hundreds of experts – nurses, physicians, and a variety of healthcare professionals. Order your copy at <http://LNC.tips/expertwitness> and use the code listened to get a 25% discount on this book.

Now let's return to the show.

**Kelly:** What advice would you have for the legal nurse working in their independent office and they must call a physician to collaborate with?

**Marion:** A nurse working in an office and calling a physician - my response to that would be it will depend if the nurse leaned toward introversion or extroversion and if the doctor leaned toward introversion or extroversion.

Here are a couple of tips regardless of which side you happen to lie on. I want to circle back to this question about defining more precisely what introversion and extroversion is so that people clearly understand which side they may fall on.

If you are dealing and communicating with an introvert, what you want to do is allow for that processing time. For example, if the nurse is calling a doctor you were saying to collaborate and the doctor leans towards introversion, what the nurse would want to do is ask the question and then pause. Allow for the processing time or perhaps even better before you call the doctor, give a list of questions to the doctor that you need the information about. And then the doctor has a chance to gather his or her thoughts.

Also, if the nurse is an introvert it gives him or her a chance to process those questions as to what types of questions do they really want to answer and that they need the answers for. It works on both sides. It honors introversion from either the nurse's perspective or the doctor's perspective.

The other thing is when you are dealing with introverts you really want to have some time - rather for some down time. If during the conversation your doctor says "I don't really have that answer" or you need more information, what you want is to allow that processing time. It would sound like this: "Doctor, I know that you might not have the answer right now and that you need to check something, your reports, your research or your data. How about I give you a call tomorrow? Will that give you enough time to respond so that you will feel comfortable with the response that you are providing?" You allow for that response time.

If you are dealing with an extrovert, what you would do is explain in advance how and when to offer comment and then you honor that. If

you have a half hour for example that you are interviewing this doctor and you need these answers, it would sound like you are explaining in advance. "Doctor, I am going to ask you these five questions which you have received by email in advance. I am going to be recording this conversation with your permission and I will ask if you have any questions to please ask them as we go through each question" if that's how you want to roll.

Or you can say to them, "I am going to ask you these specific questions and if you have additional questions if we can hold them until the end then I will do follow-up with you after these specific questions are answered." You will honor that and then you would limit the amount the time of the response.

You will say to the extrovert, "I have a half hour for this interview. Your time is valuable. I will honor the 30 minutes. I assure you that you will be back at your desk or in your practice in 30 minutes." You make sure that you honor that. That will help contain the answers, so you don't get rambling answers. You get concise, precise answers that honor the time, honor the introvert and the extrovert.

**Kelly:** Thank you, that's very helpful. Often attendance at IMEs is (an LNC) service or assistance with depositions and that sort of thing. That's very valuable information.

**Marion:** Here are a couple of other tips. These are tips for the nurses, the doctors or the lawyers whether you fall on the introverted or extroverted side. If you are introverted, here's some ways that you can better connect with extroverts.

If you are introverted like I was saying earlier, you pause and then respond. Listening actively alone is not enough. You must show it in your face and in your body. If you are on the phone, you punctuate the listening with "mm-hmm" and "I see" every now and then just so they know you have not fallen asleep on the other end of the line.

Another way that introverts can better connect with extroverts is to participate more, to actively ask questions in a conversation. Don't just be on receive-mode. You are part of the conversation and I know that requires energy. I honor and value you for that because you honor and value the people in your life by how you spend your energy. You are

honoring the extroverts by giving it energy, by being just a touch more animated, by participating more, by initiating that contact and those questions.

Another way that you can better connect is to avoid one-word laconic answers. It is difficult for an extrovert even though they get their energy by exchanges and externally it still takes them energy to pull conversation out of an introvert. It's like pulling teeth. It takes a lot of energy, so don't make it hard for them. Avoid one-word answers and keep the conversation going. Use open-ended questions.

If you are an extrovert and you want to better connect with introverts, again you pause and then you respond. That pause is important to allow for some breathing space and just a little bit of down time, a little bit of processing time. What you want to do is listen more and interrupt less.

**Kelly:** I feel like you are talking to me.

**Marion:** I am talking to you Kelly. I am talking to everybody online and listening to this right now because if I am not saying something that you are relating to I am doing something horribly wrong. I would like to think that I am really giving useful tips because this is what my clients have told me. I am all about making big theories, philosophies and strategies practical.

If you are extroverted, what you want to do is listen more and interrupt less because it hurts when you interrupt. Let me explain that. Extroverts don't mean to hurt when they interrupt - quite to the contrary. It's just like introverts don't mean to look disconnected when they're standing there or on the line offering no "mm-hmms" or "uh-huhs". They don't know that that's disconnecting.

Extroverts - when they interrupt - what they're really trying to do is to say to you, "By golly you know what, I so relate to what you are saying. I so understand I can finish your sentences for you." You know anyone like that?

**Kelly:** I am pausing.

**Marion:** Some of us are married to people like that. When I do these sessions, I ask people just for a fun thing now that they understand introversion



and extroversion, "Think about the significant other in your life. Think about given the descriptions of introversion and extroversion. Are they introverted or extroverted?" Without fail, Kelly, people tell me that they are in relationships with the opposite type of person. The reason why is apparently nature really does know best, opposites really do attract. The yin needs the yang. We need each other. Those conflict points where we rub each other those are the most irritating parts and those are the pieces where we need most to grow.

I invite you and all the listeners right now to think about is, "What really irritates you in communicating with other people?" Those are the very pieces where you need to grow, to build bridges and to connect with those other people.

I want to leave just one final tip for the extroverts who are listening in right now and that is don't repeat yourself. When you are asked a question, get a chance to say your piece. You don't need to say it three, four or five times. You don't need to. You say it once and that's perfect.

**Kelly:** Wow, you are talking to me!

**Marion:** Well, the other one given the length of my answers I must tell you Kelly I avoided saying it, but here's another extroversion tip. Be brief in your responses.

**Kelly:** After this recording how can we get a hold of you? How can we find you? I so enjoyed this conversation.

**Marion:** Kelly, I enjoyed having it with you. I can't wait to hear from you and from the listeners on the line. What I invite you and everybody to do is take one of these tips and apply it. I really want to hear, "How did it work for you?"

You introverts out there who get your energy internally, I want you to take initiative. I want you to initiate a conversation. I want you to build in processing time and let me know how it works. I want you to elaborate on your responses a bit and let me know how that helps you connect. For the extroverts, I want to know "How does it help when you are conscious that you are interrupting?" Instead of whipping yourself just commend yourself that you are now aware, and you are now biting your tongue, and how does that help build the relationship.

You can let me know by emailing me. My email is [Marion@MarionSpeaks.com](mailto:Marion@MarionSpeaks.com). That's the name of my company, [www.MarionSpeaks.com](http://www.MarionSpeaks.com). You can check out my website [www.MarionSpeaks.com](http://www.MarionSpeaks.com). I always say the name of my company is MarionSpeaks.com and my husband's company is named andStephenListens.com. That is so a joke and if you knew my husband you would really know what a joke that was.

I am also on LinkedIn.com. You can just search for MarionSpeaks. I have a Facebook page and you can go to [www.Facebook.com/MarionSpeaks](http://www.Facebook.com/MarionSpeaks). I am on Twitter and again you can just search for MarionSpeaks and you will find me. Consistency in communication is important and that's what I work in. It's all about workplace communication, helping employees stay engaged, helping managers and employees communicate better with each other, and with clients. Today I am helping nurses, lawyers and doctors get connected whether you are introverted or extroverted.

**Kelly:** Thank you sincerely. I learned a lot and I am going to pause absolutely. Listeners, take a moment and pause.

Thank you. Today was valuable for not just me personally, but I think for our audience as well. I think it's evident that you were raised by a nurse. That's right, her momma was a nurse, so thank you again. It was very valuable and to all our listeners please share Legal Nurse Podcasts with fellow legal nurse consultants. We count on you to spread the word.

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