

ETC 2019
Being an I in an E World: Introverts in Educational Travel
Wednesday, January 30, 2:00-3:00 p.m.

Agenda

1. TED Talk – “The Power of Introverts” by Susan Cain (19 minutes).
2. Discussion. Before discussing the questions and scenario below with your group, we will take a moment to collect our thoughts individually.
3. Reflection.

Discussion Questions

1. Cain asserts that there is a bias against introverts in American culture. Do you agree? Can you identify examples of how this is true or untrue? How might this bias impact our work in educational travel?
2. What are the strengths of introverts vs. extroverts? In what ways can each make a contribution to our mission in educational travel?
3. When you imagine a great tour leader, what characteristics come to mind? Does a great tour leader necessarily need to be an extrovert? What would an introverted tour leader bring to the table?
4. Are our educational travel programs designed for extroverts, introverts, or both? How can we make sure our programming is inclusive of and engaging to introverts?
5. **How would you approach the following scenario?** Glenda and John are married alumni travelers on a cruise program you are staffing. John seems to thrive on socializing with his fellow participants: he is always chatting with someone new and mingling with travelers outside of his alumni group. He especially seems to enjoy the cocktail hours and after-dinner drinks in the lounge. Glenda, on the other hand, does not join her husband for these larger social gatherings and often goes off on her own during time at leisure. Unless she is in direct conversation with one or two other travelers, she is often quiet. During lectures and tours, you see her taking notes and sketching in her notebook, but she almost never asks questions of the lecturers or guides. Is Glenda enjoying the program? How do you engage with her and make sure she is having a positive experience?

Resources

Susan Cain Bio

SUSAN CAIN is the Chief Revolutionary of Quiet Revolution and the author of the bestsellers [*Quiet Power: The Secret Strengths of Introverts*](#), and [*Quiet: The Power of Introverts in A World That Can't Stop Talking*](#), which has been translated into 40 languages, is in its sixth year on the New York Times best seller list, and was named the #1 best book of the year by *Fast Company* magazine, which also named Cain one of its Most Creative People in Business. Her writing has appeared in the *The New York Times*, *The Atlantic*, *The Wall Street Journal*, and many other publications. Her record-smashing TED talk has been viewed over 19 million times and was named by Bill Gates one of his all-time favorite talks. Cain has also spoken at Microsoft, Google, the U.S. Treasury, the S.E.C., Harvard, Yale, West Point and the US Naval Academy. She received Harvard Law School's Celebration Award for Thought Leadership, the Toastmasters International Golden Gavel Award for Communication and Leadership, and was named one of the world's top 50 Leadership and Management Experts by *Inc. Magazine*. She is an honors graduate of Princeton and Harvard Law School. She lives in the Hudson River Valley with her husband and two sons. Visit Cain and the Quiet Revolution at www.quietrev.com.

Descriptions: Introvert, Extrovert, Ambivert (from the Quiet Revolution personality test)

Introvert: Given the choice, you'll devote your social energy to a small group of people you care about most, preferring a glass of wine with a close friend to a party full of strangers. You think before you speak, have a more deliberate approach to risk, and enjoy solitude. You feel energized when focusing deeply on a subject or activity that really interests you. When you're in overly stimulating environments (too loud, too crowded, etc.) you tend to feel overwhelmed. You seek out environments of peace, sanctuary, and beauty; you have an active inner life and are at your best when you tap into its riches.

Extrovert: Extroverts relish social life and are energized by interacting with friends and strangers alike. They're typically assertive, go-getting, and able to seize the day. Extroverts are great at thinking on their feet; they're relatively comfortable with conflict. Given the choice, extroverts usually prefer more stimulating environments that give them frequent opportunities to see and speak with others. When they're in quiet environments, they're prone to feeling bored and restless. They are actively engaged in the world around them and at their best when tapping into its energy.

Ambivert: Ambiverts fall smack in the middle of the introvert-extrovert spectrum. In many ways, ambiverts have the best of both worlds, able to tap into the strengths of both introverts and extroverts as needed.

