What is the general function of genes, i.e., how do they operate?

Genes control the production of proteins—structural and functional (enzymes). In this way they determine both our anatomy and physiology, which in turn influence our behavior, cognition, emotion, motivation, etc.

What are polygeny and pleiotropy?

Polygeny is the capacity of several genes to influence the development of a given trait. Pleiotropy is the capacity of one gene to have multiple effects on the development of an individual. Hence the genetics of behavior can be very complicated. There are other complexities as well, e.g., imprinting.