



Dealing with Challenging Behaviors

Behavior	Action
<p>The Arguer</p> <ul style="list-style-type: none"> • Destroys confidence • Constantly disagrees • Combative, may be upset over a particular problem 	<ul style="list-style-type: none"> • Interrupt the argument and take this opportunity to point out that differences of opinion come out of different life experiences • Find points in the argument you may agree with, acknowledge, then move on • Draw attention to the objectives • Talk to them privately and find out what might be bothering them • Keep your own temper in check
<p>The Dominator</p> <ul style="list-style-type: none"> • Verbose, loud • Takes up all the “air time” • May be well informed and anxious to show their knowledge 	<ul style="list-style-type: none"> • Intervene and point out that the discussion should benefit from the input of many people. • Slow them down with challenging questions • Interrupt with “That’s an interesting point, now let’s see what other folks think...” • Try not to embarrass or be sarcastic towards the person • Involve them in non-verbal tasks if possible (i.e., note-taking, room set-up)
<p>The Rambler</p> <ul style="list-style-type: none"> • Talks about everything except the subject at hand • Uses stories to relay point, but may sometimes get lost or lose their audience 	<ul style="list-style-type: none"> • At their natural breaks (i.e. stopping for a breath) thank them, summarize their points, then move on • Remind the person of any time constraints you may have and gently push to move on
<p>The Quiet Participant</p> <ul style="list-style-type: none"> • Withdraws • Reserves comments, views, and reactions • Does not participate, may show indifference 	<ul style="list-style-type: none"> • Your action will depend on that person’s motivation (shyness, smugness, distrust of the process) • Directly ask for their opinion • Pull them aside and ask for their thoughts one-on-one
<p>The Advice Seeker</p> <ul style="list-style-type: none"> • Looks to you to provide the answers when there is conflict • May be trying to get you on “their side” 	<ul style="list-style-type: none"> • Never take sides • Try to enlist others to answer the question (put it back to the group) • Avoid solving the problem • Address the question with a question of your own
<p>The Stubborn One</p> <ul style="list-style-type: none"> • Constantly points to differences • Polarizes the situation • Refuses to see other perspectives 	<ul style="list-style-type: none"> • Ask other people involved to share their views • Don’t get caught in arguing with the person in front of the group • Pull them aside and talk to them one-on-one about the situation