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| **Behavior Type** | **Occurs When** | **Try These** |
| **THE MONOPOLIZER*** ***DEBATER,***
* ***CONSTANT TALKER,***
* ***“I-KNOW-EVERYTHING”***
 | A member dominates the discussion. | * Acknowledge their contribution and note that others haven’t as yet had the opportunity to fully express their point of view. Turn to someone else.
* Recap and perhaps record their main points to confirm that they have been heard.
* Always find a way to call on people making sure you have your eye on the whole room. Acknowledging participants is critical to the process.
* For someone who is dominating the conversation use a simple statement like *“I see your hand up and I will come back to you but I want to give others in the group a chance to share.”*
* For someone who likes to debate or wants to talk about something not connected to the topic at hand or someone who knows something about everything use some of the following statements :

*It sounds like you have some strong feelings, great questions and I am going to ask you if we can put those in our parking lot to come back to because while important, I am not sure they are totally connected to our task here today. Would that be okay?”* **OR***“The questions/comments are great but I want to make sure we stay on this task we agreed to today. We are working on a common goal together.”* **OR***“It sounds like you have a lot of experience around several of these important issues, I am glad you’re here today to see how you might contribute to the important work the community is engaged in.”* **OR** *“I am going to ask that you hold on to your comment until we move into the solutions portion so the group can all be on the same page”* |
| **THE INTIMIDATOR*** ***CHALLENGER***
* ***NAY-SAYER,***
* ***“WHAT-IF” PARTICIPANT***
 | A member holds a strong position on an issue and presents it in a way that intimidates others and discounts their ideas. | * Acknowledge their position; emphasize that not everyone feels as they do. Add that if the meeting is to be successful every point of view must be expressed and equally considered.
* If behavior doesn’t change, be more direct. Describe the impact of their behavior on the meeting.

*“When you speak so rigidly, and dismiss others’ ideas, some members may be hesitant to put forth ideas that may be critical to our success.”***OR***“Change can be trying and can take time but we’re on the right track” OR “This may not have worked in other communities, but it sounds like other members think we have some opportunities to move this forward and explore the resources to make this happen.”*  |
| **The SILENT TYPE*** ***UNINTERESTED***
* ***NON-PARTICIPATORY***
* ***QUIET PARTICIPANT***
 | * Members do not participate.
* The challenge with these participants is that it’s hard to know if they are engaged and interested, BUT don’t make the assumption that someone who is quiet isn’t present or engaged in the topic.
 | **PARTICIPANTS BENEFIT FROM A FACILITATOR WHO MAKES SPACE FOR THEM TO PARTICIPATE*** Gently drawing out participants, using their name, checking in: *“Gina, what do you think of this?”* or *“There are some folks we haven’t heard from today.”* Make eye contact or acknowledge them silently in some way.
* No need to put people on the spot; if they decline graciously move on.
* If necessary, hold others off - if quiet member makes a move to speak but someone jumps in, say*, “Let’s go one at a time. Lisa, why don’t you go first?”*
* If participation is very uneven, consider suggesting a structured go-around to give each person a chance to speak.
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| **THE CHEERLEADER*** ***NICE PERSON***
 | * Agrees with everybody
* Does not take a firm position/agrees with everyone
* May appear to agree to agree in the meeting but not support the decision later.
 | * Be direct. Ask them to describe their position on the issue.
* Check carefully for consensus. Ask them personally whether they can support the decision – look them in the eye.
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| **THE UNHAPPY CAMPER*** ***ANGRY PARTICIPANT***
* ***IRRITABLE PARTICIPANT***
* ***DISGRUNTLED PARTICIPANT***
* ***NEGATIVE PARTICIPANT***
 | Presents a negative attitude, may find fault with the process, may describe the meeting as a waste of time. | Quickly seek the problem/idea/issue* As quickly as possible find out what is the person “feeling” and what are the roots of those feelings?
* What do they want or need to move forward?
* Why is this important to them?

Acknowledging is the best way to diffuse someone who is angry or frustrated. * **Feeling**- Connect content & feeling. *"It sounds like you're feeling\_\_\_\_\_\_\_\_\_ because\_\_\_\_\_\_\_\_\_."*

 Quickly letting the person know they have been heard is critical:* **Meaning**- Clarify
* **Restate** in your own words
* **Summarize** what you heard to assure the speaker that you **understand** what's been said.
* **Acknowledge** the efforts and various points of view.
* Don't interrupt or give advice.
* Restate the GOAL and PROCESS of the exercise, activity or program.
* Connect this GOAL and PROCESS with what the person is feeling and experiencing.
* Use the Meeting Agreements [if the member is a constant unhappy camper, it is likely that the group developed an agreement to help manage this type of negative behavior].
* Talk with him/her privately if they are an ongoing member of the team.
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