

PROBLEM BEHAVIORS IN MEETINGS

PROBLEM	BEHAVIOR	SUGGESTED SOLUTION
Latecomer	Always late	Start meetings on time - don't wait for stragglers. Do not recap meeting when the Latecomer arrives but offer to provide a recap during the first break.
Early-Leaver	Never stays until meeting is adjourned	Set a time for adjournment and get a commitment from all members at the beginning of the meeting to stay until that time.
Clown	Always telling jokes; deflects group from task at hand	Laugh at the joke and then ask the Clown to comment on the topic under discussion. If the Clown responds with another joke, again ask for a comment on the topic.
Broken Record	Brings up same point over and over again	Write the Broken Record's concern on a flip-chart sheet and post to provide assurance that the concern has been heard.
Doubting Thomas	Reacts negatively to most ideas	Encourage group members to wait to make decisions until all points of view have been heard. Let Doubting Thomas express his concerns, but don't let him argue with others.
Dropout	Nonparticipant	Try asking his or her opinion during meeting or at break. Break group into groups of two or three to encourage everyone to participate.
Whisperer	Members having private conversations	Make eye contact with speakers. Pause briefly until you have their attention and then begin to speak again.
Loudmouth	Must be center of attention; talks constantly	Acknowledge the Loudmouth when he begins to talk and let him have his say. Then, when he interrupts others, remind him that he has had his say.
Attacker	Makes very critical comments, often directed at leader	Thank the Attacker for observation and ask other group members what they think. If attacks are directed at another group member, the leader has a responsibility to intervene - it is best to resolve these conflicts privately.
Interpreter	Often says "In other words" or "What she really means"	Check this in public with original speaker.
Know-It-All	Always has the answer	Remind the group that all members have expertise; that's the reason for meeting. Ask others to respond to Know-It-All's comments.
Teacher's Pet	Tries to monopolize the leader's attention	Be encouraging, but break eye contact. Get group members to talk to one another. Lessen your omnipotence by reflecting "What do you think?" back to the Teacher's Pet.