



## Conducting Effective Meetings

### Tips for How to Deal with Disruptive Behavior in Meetings

<b>Late Arriver/Early Leaver</b>	<i>Action:</i> Arrives late to session, leaves early.
	<i>Tips:</i>
	- Remind the group of the ground rules. (Start/end on time)
	- Discuss the behavior privately during break to ensure that there is not an additional problem.

<b>Discussion Dominator</b>	<i>Action:</i> Dominates the discussion
	<i>Tips:</i>
	- At the start of the next process, announce, "Let's hear from some people who have been quiet."
	- At the break, solicit the person's assistance in getting other people to speak; let them know that from time to time you will purposely not call on them.
	- Occasionally make it a point to acknowledge the person's desire to speak, but call on someone else.

<b>Storyteller</b>	<i>Action:</i> Likes to tell long-winded stories
	<i>Tips:</i>
	- Remind the group of ground rules.
	- Stand next to the person if they get long-winded.
	- Discuss the behavior privately during break to ensure that there is no additional problem.

<b>Whisperer</b>	<i>Action:</i> Holds side conversations
	<i>Tips:</i>
	- Remind the group of ground rules. (Respect the speaker).
	- Stand next to the person if it occurs again.
	- Discuss privately during break to ensure there is not an additional problem.

<b>Broken record</b>	<i>Action:</i> Repeats the same point
	<i>Tips:</i>
	- Point to what was already said and ask a direct probe, "How is this different?"
	- Follow this by prompting the group for any other ideas.
	- Consider taking the point off the table: "I know this is an important issue. Let's take a second to discuss it now? But afterwards, let's avoid coming back to it so we can spend time on other issues that are also important. Can we agree on this?"

<b>Drop-out</b>	<i>Action:</i> Maintains silence, fails to participate. Folds his/her arms, faces door or window.
	<i>Tips:</i>
	- Remind the group of ground rules.
	- Employ a round-robin/brainstorming activity to get everyone involved.
	- Occasionally stand next to the person or direct questions at a variety of people, including him/her.
	- Discuss privately during break to ensure there is not an additional problem.

<b>Workaholic</b>	<i>Action:</i> Does other work during session.
	<i>Tips:</i>
	- Stand next to the person and make eye contact to let them know that you are aware of the behavior.
	- If the behavior persists, discuss it privately during break to ensure that there is not an additional problem.

<b>Naysayer</b>	<i>Action:</i> Demonstrates negative physical reactions. Voices audible sighs of displeasure.
	<i>Tips:</i>
	- Say with optimism, or jokingly, "It appears that we have some concerns about this alternative. Let's talk about it. What are the issues?"
	- Seek buy-in by asking, "How can this be made better?"
	- At the break, attempt to reach a solution in which the person will openly speak about concerns during the group session.
- Be sure to get all the issues out.	

<b>Verbal Attacker</b>	<i>Action:</i> Makes negative comments about a person. Issues verbal attack directed at a person.
	<i>Tips:</i>
	- Move between the people to cut - off the discussion.
	- Consider taking a break.
	- Meet with the attacker in conjunction with the project sponsor or project manager to determine the root cause of the behavior.
- Consider asking that the person be removed from the session.	

<b>Door slammer</b>	<i>Action:</i> Leaves the room in disgust.
	<i>Tips:</i>
	- Spend a few minutes with the group debriefing on the event before continuing with the session.
	- Take a break.
	- Get with the project sponsor or project manager to discuss the issue and select a replacement.

<b>Physical Attacker</b>	<i>Action:</i> Physically attacks someone
	<i>Tips:</i>
	- Stop the session immediately.
	- Let the group know they will be notified when the next session is scheduled.
	- Meet with the project sponsor and project manager to discuss appropriate actions.