



Facilitation Skills: Group Awareness, Management and Exploration Skills – Intervention Skills

Ten Difficult Group Participants

Explore ways to facilitate groups where participants are exhibiting typical difficult behaviors.

Difficult Participants	Typical Behaviors	How to Facilitate
The Silent Type	<ul style="list-style-type: none"> • Appears not to be involved • Is shy • May be outspoken • Feels his/her input not wanted or valued 	<ul style="list-style-type: none"> • Ask for their input • Break into small groups (one-on-one ideal) • Remind them of their importance/gifts
The Know-It-All	<ul style="list-style-type: none"> • Feels very confident his/her input is correct • Always has an answer • Is very imposing • May rationalize or intellectualize 	<ul style="list-style-type: none"> • Compliment them on their insight • Remind them of the value of others • Ask them for practical/experiential input
The Attacker	<ul style="list-style-type: none"> • Appears hostile • Seems angry • Can be abrasive • Seeks to discredit an idea 	<ul style="list-style-type: none"> • Remind them of the group's task • Ask them about their feelings • Ask them how their behavior helps the group
The Interrupter	<ul style="list-style-type: none"> • Is impatient • Is eager to give input • Wants center stage or attention 	<ul style="list-style-type: none"> • Affirm interruption and move on • Tell them when there is ample time for their input • Ask for time for others to give their point of view
The Joker	<ul style="list-style-type: none"> • Makes fun or jokes during serious discussion • Does not take the issues seriously 	<ul style="list-style-type: none"> • Ask how their remarks are helpful • Remind them of the issues and task at hand • Ignore them; or ask them to play a more substantial role with group
The Rabbit Chaser	<ul style="list-style-type: none"> • Has other agendas • Loses focus of discussion 	<ul style="list-style-type: none"> • Remind them of task/context • Ask them structured questions • Deal with their other issues during break or at a later time
The Late Comer or Early Leaver	<ul style="list-style-type: none"> • Is disruptive to rest of team • Draws attention to self • Shows a lack of commitment • Has too many agendas 	<ul style="list-style-type: none"> • Set attendance policy for group • Remind them of their importance to task • On the side, ask if they want to be part of group (if not, give them an out)
The Whisperer	<ul style="list-style-type: none"> • Is distracting • May have other agendas • Often will sit with a friend 	<ul style="list-style-type: none"> • Pause until disruption stops • Ask them to share side dialogue with group • Ask them a question
The Doubter	<ul style="list-style-type: none"> • Needs to be convinced • Sees bottle half empty • Is constantly negative 	<ul style="list-style-type: none"> • Affirm the response and defuse their critical stance • Get others to give objective data • Ask them to give due consideration before evaluating
The Eager Beaver	<ul style="list-style-type: none"> • Is impatient • Wants to rush decision • Has high energy 	<ul style="list-style-type: none"> • Give them a task • Tell them consensus takes longer • Help them see  Big Picture  (Vision)

Worksheet developed by Vance Engleman, Director, Options International August 1992, adapted from: *How to Make Meetings Work* by Michael Doyle and David Straus

Adapted with permission from *Soil and Water Conservation District Outreach: A Handbook for Program Development, Implementation and Evaluation*. Ohio Department of Natural Resources, Division of Soil and Water Conservation, 2003.