

## Dealing with Personalities

How He/She Acts	Why	What to Do
Inarticulate	Lacks ability to put thoughts into proper words. He/she needs help. He/she is getting the idea but can't convey it.	Don't say, "What you mean is this..." Say, "Let me repeat that..." (then put it in better language). Twist their ideas as little as possible, but have them make sense.
Definitely wrong	Member comes up with comment that is obviously incorrect.	Say, "I can see how you feel" or "That's one way of looking at it." Say, "I can see your point, but can we reconcile that with the (true situation)?"
Rambler	Talks about everything except subject. Uses farfetched analogies; gets lost.	When member stops for breath, thank him/her, refocus attention by restating the relevant points and move on. Smile, tell him/her that their point is interesting, point to blackboard and in friendly manner indicate that we are a bit off subject. Last resort: glance at watch.
Personality clash	Two or more members clash. Can divide your group into factions.	Emphasize points of agreement, minimize points of disagreement (if possible). Refocus on objectives. Cut across with direct question on topic. Bring a sound member into discussion. Frankly ask that personalities be omitted.
Obstinate	Won't budge! Prejudiced. Hasn't seen your points.	Open the member's view to group discussion, have group members help clarify views. Say that time is short, you'll be glad to accept the group viewpoint for the moment.

(Harrison & Killion, 2001).

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Won't talk	Bored Indifferent Feels Superior Timid Insecure	Your action will depend upon what is motivating the member. Arouse interest by asking for his/her opinion. Draw out the person next to him/her, then ask the quiet participant to tell the person next to him/her what he/she thinks of the view expressed. If he/she is seated near you, ask his/her opinion so that he/she will feel he/ she is talking to you, not the group.
Overly talkative	He/she may be an "eager beaver" or a show-off. He/she may also be exceptionally well informed and anxious to show it or just naturally wordy.	Don't be embarrassing or sarcastic. You may need their traits later on. Slow them down with some difficult questions. In general, let the group take care of them as much as possible.
Side conversation	May be related to the subject. May be personal. Distracts members and you.	Don't embarrass them. Call one by name, and ask an easy question, or call one by name, then restate last opinion expressed or last remark made by group and ask his/her opinion of it. If, during session, you are in habit of moving around the room, saunter over and stand casually behind members who are talking.

(Harrison & Killion, 2001).