

Managing Participant Behaviours



In meetings, one will come across a number of personality types. Before having a meeting, it's important to consider who will be present and the strengths and weaknesses of each attendee's personality.

Treating all meeting participants in the exact same way can be counterproductive because each person is motivated by different things. It's important not to make assumptions about team members and how they will respond to activities and presentations,

Personality Type	Behavior	Strategy
The Know It All	This person appears as the expert, wants constant attention and often argues with people	<ul style="list-style-type: none"> • Be well prepared for the topic under discussion • Listen and paraphrase what they say • Don't challenge • Ask questions to lead them to see their errors • Praise their ability • Focus on solutions • Ask other group members to comment on what they heard, redirecting focus away from the 'Know It All' • Have them summarize their thoughts and record them
The Sniper	This person attacks and criticizes, usually indirectly, masking their aggression by using humor or saying things under their breath	<ul style="list-style-type: none"> • Address the behavior opening, asking them why they said that • Ask others if they agree with the criticism • Don't let them hide behind humor • Address sniping each time it occurs, until it stops
The Talker	This person distracts by holding side conversations	<ul style="list-style-type: none"> • Say, "There are little meetings going on. May we have just one meeting" • Ask the person directly to share their thoughts with everyone (use tact and diplomacy)
The Quiet Type	This person is quiet or timid. Their silence is often mistaken for agreement	<ul style="list-style-type: none"> • Address them by name and ask them to share their thoughts • Focus your attention directly on them to create the time and space they need to answer • Commend their participation when it occurs • Talk to them before the session, casually, to help them become comfortable • Ask them some safe things early in the session to get them involved