



## Problem Behaviors at Your Meeting

How to approach meetings with these common problem behaviors in your next meeting.

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Interaction Associates (IA) is one of the world's authorities on group and organizational collaboration. Since 1969, we have developed and taught practical, simple, and effective methods for helping people achieve remarkable results by working together across functions, viewpoints, and geographies. IA introduced the concept and practice of group facilitation to the business world 50 years ago. Since then over 500,000 people have learned The Interaction Method™, a facilitated approach for building understanding and agreement so that people can take informed, concerted action.

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### The Chronic Latecomer

Always comes into a meeting late, making lots of noise, stopping the meeting, and wanting to be caught up on what they missed.

*Tip: wait until after the meeting and then ask the latecomer why they are late. What would make the meeting important enough for them to be on time?*



### The Early Leaver

Consistently leaves the meeting early.

*Tip: At the beginning of the meeting, check to see if everyone can stay until the end. Ask this individual why they are leaving early. Perhaps the meetings are too long or loose.*



### The Broken Record

Brings up the same point over and over again.

*Tip: Use the group memory/notes to acknowledge that the point is important and has been captured. Ask if there is anything else this individual needs to share regarding the situation.*



### The Chronic Doubter

Responds with, “that will never work” or “I don’t like this”. They are consistently negative and aggressive in nature. While a skeptic can be healthy for the group, too much can damper the creative effort.

*Tip: it's time for mental facilitator judo! Agree on a period of not evaluating any ideas, then use this agreement to correct anyone who violates it. “Hold on! You'll get a chance to evaluate ideas later.”*



### The Loudmouth

This individual talks too much and is frequently loud. They tend to dominate the meeting and are frequently are the decision-maker or senior person on the team.

*Tip: Approach this individual after the meeting and provide them feedback on their behavior. Have them write down their ideas on paper or serve as the meeting recorder so they can take an active participatory role.*



### The Interrupter

Starts talking before others are finished. Often, this individual is not trying to be rude, but becomes impatient and overly excited.

*Tip: As a meeting facilitator, deal with this person immediately. Your role is to be the traffic cop and ensure that everyone has an opportunity to be heard without being cut off. Consider making this person the meeting recorder – as recording is a good exercise in listening.*