1. Side conversations

REASONS BEHIND IT:

- may be related to discussion
- boredom
- sitting too long
- may want attention
- may be confused
- may have questions

HOW TO HANDLE:

- pause / ignore it
- ask them if they want to share
- do an energizer
- do a more active learning activity
- confront at break
- walk towards them
- mix up seating
- give option to leave
- eye contact

2. The "expert" challenges presenter

REASONS BEHIND IT:

- may be more knowledgeable
• may need attention
• may need "ego massaged"

HOW TO HANDLE:
• recognize their expertise
• confront at break
• use as group leader
• redirect comment to group for their opinions

3. Clown

REASONS BEHIND IT:
• needs attention
• bored
• releasing tension

HOW TO HANDLE:
• give chance to succeed
• change teaching techniques
• allow laughter
• "let's get back on track"
• confront at break
• confront off-color comments

4. Low participation

REASONS BEHIND IT:
• bored
• shy

HOW TO HANDLE:
• change activity
• small group work
• give more openings for participation
• talk at break
• allow time to prepare thoughts

5. Tangents / rambling

REASONS BEHIND IT:
• misunderstood question
• needs attention

HOW TO HANDLE:
• try to use their comment
• redirect attention
• thank them and go onto next point
• state how they are off the subject, discuss at break
• "Your point is interesting ."
• try to refer back to it later

6. Idea killer / negative comments

REASONS BEHIND IT:
• has a legitimate point
• needs attention
• personality conflict

HOW TO HANDLE:
• ask them to clarify
• ask group or their reactions
• ignore it
• don't reinforce
• ask for a positive idea
• try to make a positive point from their idea

7. Distracting nonverbals

REASONS BEHIND IT:
• bored
• unaware

HOW TO HANDLE:
• change activity
• talk at break
• eye contact
• walk towards them
• ignore it
• get them involved

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