

WORKING WITH SPECIFIC GROUP MEMBERS

INDIVIDUAL SITUATION	WHAT TO DO
TALKS TOO MUCH	Cut across his/her talk with a summarizing statement and direct a question to someone else.
QUICK, HELPFUL	This person has the right answers, but keeps others out. Cut across him/her tactfully by throwing a question to someone else. Be sure he/she understands that you appreciate his/her help. Suggest "Let's get several opinions." Use him/her to summarize.
RAMBLER	When he/she pauses, thank him/her, rephrase one of his/her statements and move on. Direct group back to topic at hand.
ARGUER; HAS A PROBLEM OF HIS/HER OWN	Recognize legitimate objections. Ask for his/her help. Ask for another opinion. Refer to guidelines established at the beginning. Address problem if it is pertinent. Get the group's opinion then question him/her on the topic at hand. Acknowledge the worth of his/her problem, and ask that it be brought up later.
SIDE CONVERSATIONALIST	Pause and let others listen to the conversation, if it is pertinent. Draw him/her into the discussion by asking for his/her opinion.
POOR VOICE OR CHOICE OF WORDS	His/her ideas may be good. Clarify the ideas in your own words. "In other words, you are saying..." Do not allow others to ridicule him/her.
PERSONALITY CONFLICTS	Diffuse with a direct question on the topic. Bring another member of the group into the discussion. Remind group of guidelines.
ASKS FOR FACILITATORS OPINION	Redirect question to the group. Restate your role in the group.
BORED	Find his/her interest. Call on him/her for personal experiences.
SHY, HESITANT	Ask direct question that you are sure he/she can answer. Ask for his/her agreement. Build him/her up in the eyes of the group.
COMPLAINER	Explain that the immediate problem is how to best operate under the present system. Try to get another group member to address the issue.