<table>
<thead>
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<th>Behavior</th>
<th>Action</th>
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| **The Arguer**   | - Destroys confidence  
                   - Constantly disagrees  
                   - Combative, may be upset over a particular problem  
                   - Interrupt the argument and take this opportunity to point out that differences of opinion come out of different life experiences  
                   - Find points in the argument you may agree with, acknowledge, then move on  
                   - Draw attention to the objectives  
                   - Talk with them privately and find out what might be bothering them  
                   - Keep your own temper in check |
| **The Dominator**| - Verbose, loud  
                   - Takes up all the air time  
                   - May be well-informed and anxious to show their knowledge  
                   - Intervene and point out that the discussion should benefit from the input of others  
                   - Slow them down with challenging questions  
                   - Interrupt them with “That’s an interesting point, now let’s see what other folks think…”  
                   - Try not to embarrass the person or be sarcastic  
                   - Involve them in non-verbal tasks if possible (note-taking/charting, a/v) |
| **The Rambler**  | - Talks about everything except the subject at hand  
                   - Uses stories to relay their point but may sometimes get lost or  
                   - At their natural breaks (i.e. stopping for breath) thank them, summarize their points, then move on  
                   - Remind the person of any time constraints you may have and gently push to move on |
| **The Quiet Participant** | - Withdraws  
                   - Reserves comments, views and reactions  
                   - Does not participate, may appear to be indifferent  
                   - Your action will depend on that person’s motivation (shyness, smugness, distrust of the process)  
                   - Directly ask for their opinion  
                   - Pull them aside and ask for their thoughts one-on-one |
| **The Advice Seeker** | - Looks to you to provide the answer when there is conflict  
                   - May be trying to get you on their side  
                   - Never take sides  
                   - Try to enlist the others to answer the question and put it back to the group  
                   - Avoid solving the problem  
                   - Address the question with a question of your own |
| **The Stubborn One** | - Constantly points to differences  
                   - Polarizes the situation  
                   - Refuses to see other perspectives  
                   - Ask other people involved to share their views  
                   - Don’t get caught in arguing with the person in front of the group  
                   - Pull them aside and talk with them one-on-one about the situation |