**Guidance note no. 5 – Distruptive behaviours**

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| **Situation/Problem** | **What can be done?** |
| **Participants who talk a lot**  *Doesn’t listen to anyone, jumps into a conversation and interrupts others.* | * Politely state that you are very glad that they are contributing but that there are activities you need to finish. * Remind them of the group rule on this matter. * Interrupt them when they stop to breathe, thank them and continue with the training. |
| **Quiet and shy participants** | * Establish eye contact and ask them simple questions. * Give them small responsibilities in small group work. * Recognize and encourage them if they make a contribution. * During the breaks or at the end of the training, ask them if they is a special reason why they are quiet. |
| **Participants who talk among themselves** | * Without naming anyone, remind the group of the relevant group rule. * Slowly go towards them and continue with the activity close to them. * Give them a responsibility. * Ask them if they have a question or if there is a problem. |
| **Angry participants** | * Talk to them in private and ask them what the problem is. * Determine whether it would be appropriate for them to leave the environment or go out. * Ask them if they need to talk to someone else to solve the problem. |
| **Participants who object to everything**  *Objects to everything. Is negative.* | * Use your sense of humor to remind them that they will really benefit from the activities. * Determine what they are objecting to and ask for their proposal. * Present their proposal to the whole group. * If you can, make small changes so that they cannot make more objections. For example, if they do not want to do group work, tell them they can work on their own. |
| **Participants who question what you do** | * Do not get defensive. Accept the criticism and thank the participants for expressing their opinions and emotions. * If someone in the group questions or criticizes the way you are holding the training, turn to the group and ask “Does anyone feel uncomfortable about the method?”, “Shall we continue like this or do you want to change anything?” If they would like to change something, ask them what they would like to change. |
| **Pessimistic participants**  *“Sounds good in theory but this isn’t for us, it won’t work in practice…”* | * Give examples from practices. * Give the floor to other people. * Ask them what their solution is. |
| **Dominant personalities** | * Remind them that everyone needs to take part in group work. * Agree with what they say and call on another participant. * Get them to focus on the subject matter. |
| **Rude, disrespectful, sexist participants** | * Depending on how serious the situation is, talk to them in private or tell the whole group that such remarks are inappropriate. * Make sure that you use appropriate language as a trainer. * Determine the basic rules at the beginning of the training and underline the importance of being respectful towards other participants. |
| **Participants who digress, talk too much or go off on tangents** | * If possible and relevant, listen to them and ask them to summarize. * Say “Can this wait until the end of the meeting? We will talk about this then if it has not already been covered.” |
| **Losing control of the group** | * Speak up. * Take a break. * Remind the group of the basic rules. |