

CHART



Handling Different Personalities

During your discussions or presentations, you may meet people that are very quiet, some who want to talk a lot or some who are difficult or bored. This chart provides helpful tips for handling these types of audience members.

Personality	Description	Tips for Handling this Type of Personality
Argumentative Participants	Arguers like to prove they know more than the speaker — they are uncooperative, difficult, demanding and can seek to discredit ideas.	<p>Remember: do not argue back — remain calm and in control. Take a few deep breaths and do not take it personally. Take a minute to collect your thoughts and articulate your response.</p> <ul style="list-style-type: none"> • Break eye contact. • Avoid arguing. • Ask the audience what they think. • Ask person to take part in a later session.
Bored Participants	They show little focus and interest in what the educator is saying.	<ul style="list-style-type: none"> • Ask them a question. • Do not embarrass them. • Break into groups for an activity. • Ask them to help others or help you in the workshop. • Use their names in examples. • Ask a question that draws on their experience. • Take a minute for the group to stretch.

Personality	Description	Tips for Handling this Type of Personality
Quiet People	Quiet listeners may appear withdrawn. They may be bored, shy or feel their input is not valued.	<p>Try to get them involved.</p> <ul style="list-style-type: none"> • Ask for their input by calling them by name. • Move closer to the person. • Use their names in examples. • Try to engage them in a relevant discussion. <p>Remind participants:</p> <ul style="list-style-type: none"> • Everyone’s input is important. • There are no silly/stupid questions. • We learn from one another.
Monopolizers	Monopolizers engage in side conversations, or take up the educator’s time. This can be distracting and frustrating to others. They always seem to have an answer and have confidence they are right all of the time.	<p>Compliment them on their insight, thank them, ask them for practical insight and say, “Now we would like to hear from others.” Below are ways to divert the focus from the Monopolizers in the group:</p> <ul style="list-style-type: none"> • Ask the group for input. • Acknowledge their input and then direct a question to someone else. • Break eye contact. • Go around the group and have each person speak.