Task 2

Handout 20: Managing Difficult Behaviour at Meetings

Negative behaviour: rambling, domineering, side conversations

- Be firm but friendly
- Use group to deal with awkward people

Conflict

- Confirm agreements, clarify areas of disagreement
- Break conflicts down, aim for consensus if not total agreement
- Use influencing/assertiveness/negotiating skills

When an interagency is struggling to achieve its goals and maintain membership it is time to consider:

- If the group should be closed; or
- If the group should reconsider its vision, goals, leadership and decision making processes.

In some instances a careful review of what the interagency does and why it does it can help to rejuvenate interest in the network group. It can also ensure that the network is working for its members and not for an agenda which is not relevant to the member’s needs.

General

- Allocate roles, timekeeper, scribe etc
- Summarise continuously
- Record all decisions
- Have action point