

Problem solving

Unfortunately few meetings would run absolutely smoothly without input from the Chair.

Below we look at some ways in which disruption may occur and strategies for overcoming this.

Type	Strategy
Talking when someone else is speaking	Intervention
Muttering	Ask the person to contribute to the discussion
Jokers	Put the joke into context and move on
Small group discussion	Take control. Ask them to contribute one at a time
Time wasters	Take control
Withdrawal	Pull the person in – ask for their opinion
Negative	Challenge. Be solution focused
Aggressive	Challenge. Deal with them later by taking them aside
Own agenda	Not for AOB. Take up otherwise – next meeting/ working group?
Manipulation	Take control
Dismissive	Challenge. Be solution focused
Body language	Ask if there is a problem. Can do this in the meeting if appropriate
Abuse of power (chair)	Tackle. Approach as a team. Go to a manager/ person in charge.