



NAME	SYMPTOMS	SOLUTIONS
Willie the Waffler	<ul style="list-style-type: none"> Loves the sound of his own voice. Uses anecdotes and drifts of the point Fails to summarise. Never uses one word when thirty will do 	<ul style="list-style-type: none"> Keep him to the point, but not too sternly. Help him to summarise the point. If necessary, use a "timed" agenda.
Sylvia Secret Meeting	<ul style="list-style-type: none"> Whispers in the corner. Carries on her own conversation. Doesn't keep up with the discussion Has his/her own agenda. Forms alliances and conspiracies. 	<ul style="list-style-type: none"> Can we hear what you are talking about? Put them in the front row. Call the huddle to order i.e. "one meeting at a time please". Smile, "I'd like to hear the point you are making". Make Rules at start of meeting
Steven Silent	<ul style="list-style-type: none"> Doesn't say anything. Seems to have nothing to contribute. Appears to be "on his own" 	<ul style="list-style-type: none"> Important member as he always attends. Have a private word about participating more. Encourage them and try to bring him into the discussion
Cathy Clever Cloggs	<ul style="list-style-type: none"> Knows it all. Uses jargon Makes technical points Baffles with science 	<ul style="list-style-type: none"> Ask them to explain in simple terms, avoiding jargon. Summarise her point Thank her and bring in others. Have a quiet word after the meeting.
Stormin Norman	<ul style="list-style-type: none"> Sets ultimatums. Threatens to resign. Plays the power game. Bullies other members or shouts them down. 	<ul style="list-style-type: none"> Reassure them. Pour oil on troubled waters. Sit them next to the Chair. Diplomatically, keep him out of the debate as much as possible. Set rules at start of meeting.
Fiona Fumbler	<ul style="list-style-type: none"> Can't get her point across. Gets flustered and embarrassed. Garbles and backtracks 	<ul style="list-style-type: none"> Clarify the point ("You mean x,y,z?") Encourage her and extract meaning. Reassure her and boost her confidence.



Winnie One Track	<ul style="list-style-type: none">• Brings up same issue again and again....	<ul style="list-style-type: none">• Address the issue• .Stop it happening.
Larry Let me do it	<ul style="list-style-type: none">• Volunteers for everything.• Takes responsibility for follow up actions.• Likes to look busy.	<ul style="list-style-type: none">• Only let him take on so much.• Explain that you don't want him to "burn out".• Delegate tasks to other members.
Negative Nigel	<ul style="list-style-type: none">• Only raises un-constructive points.• Always complaining	<ul style="list-style-type: none">• Ask them for their own ideas and suggestions.
Patsy Perfect	<ul style="list-style-type: none">• Punctual• Unassuming• Respectful• Calm• Constructive• Supportive• Thoughtful• Team conscientious	<ul style="list-style-type: none">• WELCOME HER WITH OPEN ARMS