



Dealing with difficult situations in the classroom

| Difficult Behavior Types | Characteristics |
|--------------------------|---|
| Hostile-Aggressives | <ul style="list-style-type: none">• A bully• Makes cutting remarks and throwing tantrums when situations don't go the way they think they should |
| Complainers | <ul style="list-style-type: none">• Incessantly gripes• Silent and unresponsive• If they reply to a question, it's with a yes, no or grunt |
| Super-Agreeables | <ul style="list-style-type: none">• Sincere, supportive in the presence of others• Don't necessarily produce what they have led others to expect |
| Negativists | <ul style="list-style-type: none">• Constantly say "It Won't Work"• May deflate any optimism others might have |
| Know it All | <ul style="list-style-type: none">• People who believe and want others to believe that they know everything• Sometimes condescending, imposing, and/or pompous |
| Indecisives | <ul style="list-style-type: none">• Stall major decisions until the decisions are made for them• Can't let go of anything until it is perfect |

Strategies for Dealing with Difficult Behavior Types in the Classroom:

- Participants and trainers alike are to be treated with respect, courtesy and patience.
- Interruptions are not acceptable. Talking while instruction is taking place is disruptive.
- Provide constructive feedback on the process, not the people.
- Participants are expected to be on time.



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- Participants are requested to remain in class until class is over, unless prior arrangements have been made.
- Get to know your participants and really listen to what is said during the opening introductions – it may provide you with insights into the types of personalities you are dealing with in the classroom.
- Avoid asking too many questions of one participant. Instead, relay questions (peer pressure often helps stop disruptive behavior).
- Take a deep breath – don't react.
- Reward good behavior.
- Take a break as soon as possible and talk to the disruptive