

## **Working with challenging small group members...**

Identify problems early, and ask for prayer and help to navigate them.

Overly talkative participants “Dominating Darryl”

- Okay, we’ve heard from Darryl. Let’s hear from someone else. Casey...
- If necessary, revisit ground rules – “Let’s make sure we hear from everyone”
- Sit next to him, never across from him (eye contact can cue response)
- Approach Darryl separately and recruit his help to encourage quieter members to speak up

Overly quiet participants “Shy Sam”

- Sam, what do you think?
- Sit directly across from him (easy eye contact)
- Be sure to affirm
- Approach separately to encourage and understand

Whole group is quiet “The Crickets” Small Group

- Allow group to write responses first, then go around circle to share responses (ask everyone to share).
- Encourage, affirm, encourage.
- Head on: I’m curious why everyone’s so quiet. Am I missing something? Why do you think that is?

Out of left field... “Random Rodney”

- Ok. Let’s hear what the catechism has to say about that. OR Does anyone know what Scripture has to say about that?
- Anybody else want to respond?
- Rodney, why don’t you look into that (do a little research) and give a report to the group next week.
- We can continue this conversation later if people are interested, but there’s some good stuff coming up that I don’t want us to miss out on.

Getting sidetracked “Tangential Terry”

- Are we getting away from our topic a little?
- Alright, let’s get back to what we were talking about.
- Move on to the next question

Emotional Overflow “Sensitive Suzy”

- Thank you so much for sharing. I’d love to talk about this more after our session.
- I really appreciate your openness, Suzy. Anyone else?
- Approach separately to talk and pray.
- If over your head, refer for pastoral counseling.

Overly Argumentative “Arguing Annie”

- This is a question that has been debated for years. We are probably not going to be able to answer this question tonight.
- Let's see what the Catechism (or Scripture) has to say about this
- We can continue this conversation later if people are interested, but there's some good stuff coming up that I don't want us to miss out on.

### Disruptive Behavior "Diane Disturbance"

- Diane, what do you think? (like Shy Sam)
- Hey guys.
- Too Cool: Ignore it and don't take it personally.
- If persistently disruptive or disrespectful: approach separately and/or talk to your trainer.