



2023 Annual
Conference
November 13-15
Nashville, TN

Dealing With Dysfunctional Behavior

Hunter Consulting – Marilyn Hunter

Introductions

Are you a 1st time attendee to the AgGateway Annual Conference?

Who & Where - Name, Company Name /College & Title/Major

Is there anything specific you hope to learn or get help with in this session?



Purpose:

To provide tools to help mitigate dysfunctional behavior in meetings.

Key takeaways:

- What is dysfunctional behavior.
- How to deal with people who drop out, dominate, or demonstrate other dysfunctional behaviors that can be disruptive.
- Opportunity for people to lead or participate in a 10–15-minute exercise to deal with dysfunction..





Process Re-engineering

Slides

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What is Dysfunctional Behavior in Meetings?

Definition of Dysfunctional Behavior:

Dysfunctional behavior is any activity by a participant that is consciously or unconsciously a substitution for expressing displeasure with the session content or purpose, the facilitation process, or outside factors. **Dysfunctional behavior is a symptom, not a root cause.**

- Michael Wilkinson



Ways to Mitigate Some of the Dysfunctional Behavior

Setting Ground Rules or Meeting Norms

Sample of Ground Rules or Meeting Norms:

- Everyone is encouraged to speak
- One conversation at a time – respect the speaker
- Start and end on time (including breaks)
- Use the parking lot for off topic ideas and concerns
- Stay engaged - eManners (phones on vibrate, no calls, emails or texts unless you leave)
- ELMO (Enough, Let's Move on!)
- Take a stand
- Others?



Low Impact Dysfunctional Behavior/ Disruption



- Arriving late, leaving early
 - Ground rules and be specific with start times
- Silence, lack of participation
 - Ask them specifically their thoughts
- Folded arms, facing door or window
 - Check temperature
 - Ask for any issues they want to discuss.
- Any others you might have experienced?



More Accelerated Dysfunctional Behavior/ Disruption

- Side conversations
 - One conversation at a time
 - Share with the group
- Armchair quarterback
 - In your experience, how did you handle a situation like this successfully?
- Doing work other than the meeting
 - Look for the root cause – deadlines, customer issue, not interested?
- Negative physical reaction to the discussion or audible sighs of displeasure
 - Sounds like you disagree with what was said. If you another opinion, I'm sure the group would like to hear it, would you like to share your thoughts or opinion?



High Dysfunctional Behavior/ Disruption

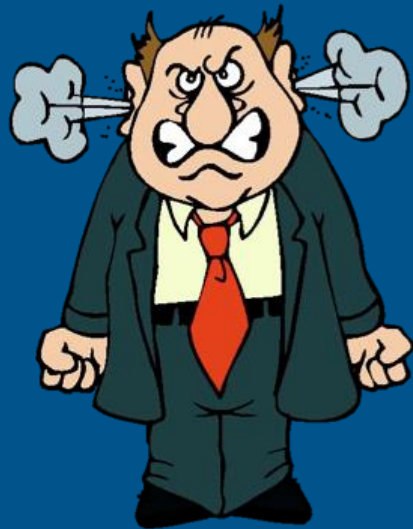


- Negative comments about a participant
 - New rule: “Respect for all participants”
- Verbal attack directed at a participant or facilitator
 - Fine to disagree with the topic or idea, but it’s not Ok to verbally attack or make negative comments about the person
 - “If you were in my shoes, how would you handle this situation?”



Extreme Dysfunctional Behavior/ Disruption

- Leaving the room in disgust
- Physically attacking someone
 - Call the sponsor
 - Ask the group for their suggestions



Managing Meeting Dysfunction

What are some effective strategies for preventing dysfunctional behavior in meetings?

- **Conscious prevention:** Use ground rules and discussions in advance to prevent dysfunction.
- **Early detection:** Be on the lookout for dysfunction in the meeting. Don't ignore it.
- **Clean resolution:** Once detected, execute an appropriate resolution strategy. Here is a general formula for resolution:
 - Approach privately or generally
 - Empathize with the symptom
 - Address the root cause
 - Get agreement on the solution
- **Remember:** Dysfunctional behavior is a symptom, not a root cause. Behavior, not the person is dysfunctional





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Any Questions?



Practice Session

Practice Session 1

(information gathering)



1. Need a couple people who would like to have the opportunity to practice some of their facilitation skills with dysfunctional behavior
2. Each of the people at the role playing table will be assigned specific roles including playing themselves.
3. The facilitator will have approximately 15 minutes to facilitate an information gathering session
4. Then the entire group will help with the debrief.
5. If time allows, we may do multiple practice sessions.



Practice Session 1 Role Play- Debrief



Start with the facilitator, then the group:

- What was done well by the facilitator?
- What type of dysfunction did you notice?
- Was most of the group engaged?
- How was the energy high of the group & facilitative leader?
- Did they accomplish what needed to be done in the timeframe?



Practice Session 2

(come to consensus)



1. Each of the people at the role playing table will be assigned specific roles including playing themselves.
2. The facilitator will have approximately 15 minutes to determine their process to do a session on deciding on a vacation destination.
3. The practice session will take approximately 15 -20 minutes.
4. Then the entire group will help with the debrief.
5. If time allows, we may do multiple practice sessions.



Practice Session 2 Role Play- Debrief



Start with the facilitator, then the group:

- What was done well by the facilitative leader?
- What type of dysfunction did you notice?
- Was most of the group engaged?
- How was the energy high of the group & facilitative leader?
- Did they accomplish what needed to be done in the timeframe?



Purpose:

To provide tools to help mitigate meeting dysfunctional behavior.

- **Were the purpose & key takeaways accomplished?**
- **Evaluation form**

Key takeaways:

- What is dysfunctional behavior.
- How to deal with people who drop out, dominate, or demonstrate other dysfunctional behaviors that can be disruptive.
- Opportunity for people to lead or participate in a 10–15-minute exercise to deal with dysfunction..





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“People may hear your words, but they feel your attitude” - John Maxwell

Have a great attitude!



Contact Info

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- Social Media:
Follow Comfort Dog Micah on FB or
LCCK9Micah on Instagram to find out what I'm
doing in retirement!





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Thank you!