

Dealing with a team member who talks excessively

- Avoid discouraging the excessive talker.
- Encourage others to participate more.
- Set norms that give each participant a turn to talk.
- Provide an agenda with time limits for sharing/reporting—clearly state in the agenda: “Each member will report for _____ minutes about _____.”
- Interrupt the talkative person with a reflective question targeted at someone else.
- Acknowledge the talkative person’s comment by asking someone else their thoughts on it— “Kristin, that is interesting; Doug, what are your thoughts on that?”

Building up shy or less responsive members

- “So what do you think, Susan?”
- “Don’t hold back John—do you agree with what we’re saying?”
- “Trevor, you’re newer—maybe you have a different perspective.”
- “We have expertise here—let’s share it.”
- “I know you have talked about success in this area in your classroom.”

Dealing with individuals who aren’t pulling their weight

- “I notice you’ve been frustrated . . .”
- “Is there something I can help you with?”
- “We really need/value your input.”
- “We aren’t a team without you.”
- “We did all agree to these norms.”
- “What is it you are looking to change?”

Dealing with incorrect information

- Don’t allow it to linger to the point that it becomes accepted.
- Challenge the idea by asking the individual to share in more depth the research/actions they have taken.
- Ask a strong team member what his or her thoughts are.
- Do all these things without offending the team member, if possible, but don’t “walk on eggshells” around him or her at the expense of the team process.