

Dealing with Different Types of People

Adapted from The Chronic Disease Self- Management Workshop, Leaders Manual*

The “Too-Talkative” person

This person tends to talk all the time and monopolizes the discussion.

The “Silent” person

This person doesn’t speak in discussions or does not become involved in activities.

The “Yes, but...” Person

This is the person who agrees with ideas in principle but goes on to point out, repeatedly, how it will not work for him/her.

The Questioner

This is the person who asks a lot of questions, some of which may be irrelevant and designed to stump the leader.

The Know-it-all Person

This is the person who constantly interrupts to add an answer, comment or opinion. This person may know a lot about the topic or may just want to share their pet theories or experiences, eating up class time.

The Chatterbox

This is a person who carries on side conversations, argues point with the person next to him/her or just talks all the time about personal topics.

The Class: creating a welcoming atmosphere

How can you facilitate a warm, relaxed and friendly atmosphere that encourages sharing?

Class Activities

How can you get everyone to participate in class activities?

Handling Questions

How do you handle questions when you don’t know the answer?

Meetings that run out of time

It is important to always end your class at the scheduled time out of respect for the participants.
How can you manage your time well?

Injury Control

What would you do if a participant sustains an injury during the class?