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# Handle difficult people in meetings

With NLP

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learn?  
succeed

“Smart training for clever people”

Do you know someone who behaves badly in meetings? A bit of family therapy could help.

Virginia Satir was a brilliant therapist, who excelled in shifting negative family dynamics. Her ideas can also be used to change teams. For example, she identified four ‘styles’ of behaviour people use to gain power. Here’s how to recognise and respond to them.

## The Blamer

This person will complain, bully, find fault and discount you. They stand over you and their posture is rigid. They might remind you of the ‘angry teacher’ or ‘critical parent.’ Satir pointed out that Blamers really fear being seen as weak. To handle them, take on the same body position –never let them stand over you. Ignore shouting, finger-pointing and insults. Listen rather than trying to interrupt. Then state your case firmly.

## The Placator

Placators always put others’ needs before their own. Their body language suggests vulnerability and they often seem to be in a ‘begging’ posture. Placators sometimes play the role of ‘victim’ to get sympathy or attention. In meetings, they deaden energy by failing to contribute. Deal with them by asking questions and waiting until they answer.

## Super Reasonable

Someone who takes this role wants to look more intelligent than you. They will often stand in a ‘thinker’ pose and use complicated words. In meetings, they will argue about everything. To handle them, use logic. Say “I think...” instead of “I feel.” Give facts to support your case. And remember, they enjoy arguing so they don’t mean to upset you.

## Distractor

These people direct attention away from anything that will cause them stress. They use humour, movement, fidgeting or irrelevant comments to help achieve this. Watch out for them because they are great at sidetracking meetings. Deal with them by saying “let’s get back to the main topic now.” Keep the conversation on track by repeating “what we’re talking about now is...”.

## Learn more about it

Satir Styles in Action is a great course. You’ll learn how to recognise each style on the spot. Then you’ll get hands on experience managing their behaviour. You might even get some insights into your own communication style.

**Book an NLP course for your team.**

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