CHALLENGING BEHAVIOR

* Be respectful
* Remain calm
* Use silence
* Use your body and eye contact
* Validate and move on
* Take a break
* Redirect

Two participants are sitting next to each other and are whispering and giggling. They are disrupting the class. What do you do?

A participant challenges everything you say. It is very distracting and throwing you off your schedule. What do you do?

One person answers every question. As soon as you ask something he/she yells out the answer.

One person keeps asking questions related to his/her child that are important and not necessarily relevant to the entire group. What do you do?

One person is on his/her phone texting quite a bit during the training. What do you do?