

How to deal with people at ‘The Meeting Zoo’

The Bulldog	Use rest of group to bring them over. Don’t argue. Seize a point and hand it to someone else. Put them on your left (‘dead zone’) pretending not to hear unless constructive
The Horse	Take up one of their statements to interrupt them and use contributions strategically
The Monkey	Ignore for a time then ask for clarification of their view till they get out of depth. Use group to check value of knowledge
The Frog	Be tactful and remind them of time issues. Try ‘this is interesting and we must talk about this some other time’
The Gazelle	Make them appear more important to rest of group – ask direct answerable questions
The Hedgehog	Flatter their experience as useful thanking for help- you make a splendid devil’s advocate. What do you propose as a solution? If this fails block them out
The Hippo	Ask for examples of their own work or experience or ignore them
The Giraffe	Treat sensitively as they are easily offended. Thank for ideas which are not appropriate at this time ‘Yes and’. Don’t criticise.
The Fox	Avoid confrontation say ‘Oh yes’ and ask group what they think after giving time for this customer to make a fool of self. Slow down with tough questions.
The Snake	This character tries to hide in shadows. Approach directly with ‘if we could just listen to so and so we’ll come on to you’ (expose them)
The Donkey	Encourage by faint praise.
The Sheep	Try to bring them in on the right concepts
The Owl	A very useful member of any group. Give them opportunities.

PS you should also watch out for WIZARDS (leave it to me – I can solve this) and WORRIERS (I see problems everywhere)