

„Black sheep” in organizational training – how to deal with

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Power of habits

One day, on a sheepfold, the wolf et a sheep. The shepherd was angry, took the gun, went into the forest and came back with the wolf dead.

In the second day, on the same sheepfold, the wolf et a sheep. The shepherd was angry, took the gun, went into the forest and came back with the wolf dead.

...

In the six day, on the same sheepfold, a sheep et a sheep. The shepherd was angry, took the gun, went into the forest and came back with the wolf dead.

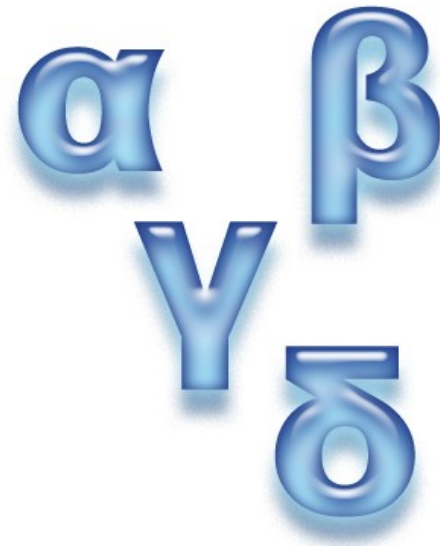
The moral...



Group dynamics

Personality styles (from group dynamics)

- alpha
- beta
- gamma
- delta
- anti-alpha (against-alpha)



Team work rules (1/2)



- Punctuality
- Do not interrupt
- Ask for clarification when it is needed
- Involve yourself during activities
- Be creative

Team work rules (2/2)



- Respect confidentiality and other colleagues
- Speak about the subjects not about the colleagues
- Respect open and sincere communication
- Trust other colleagues abilities

„Black sheep” how to recognize them?

VERBAL COMMUNICATION

NON-VERBAL COMMUNICATION

EMOTIONAL REACTIONS



„Black sheep” behaviour

VERBAL COMMUNICATION component

- small-talks
- monopolize the conversation
- training disruption
- „I know better than the trainer”
- frequently remarks



VERBAL COMMUNICATION component

How to deal with

- concentrate on the „white sheep”
- reinforce desirable behaviour
- ask for sharing in the large group
- maintain eye contact with the „black sheep”
- when the “black sheep” has a question,
channel it to the group
- appreciate the good/correct answers/ideas



„Black sheep” behaviour

NONVERBAL COMMUNICATION component

- group distraction
- uninvolvement



NONVERBAL COMMUNICATION component

How to deal with

- ignore behaviour if this is not too disturbing
- maintain eye contact with the „black sheep”
- be a model for the group
- use the humorous remarks
- use “mirroring” technique with the “black sheep”



„Black sheep” behaviour

EMOTIONAL reactions

- hostility and frustration
- resistance



EMOTIONAL reactions

How to deal with

- broke the „You - We” bars (responsibility language)
- sociometry for self-reflexion
- creative exercises (draws, modelling, sculptures)
- psychodrama techniques



“Any person capable to annoy you becomes your master; he/she may annoy you only when you allow this to happen”

Epictetus

Did you liked our workshop?

Anyway, who cares???

