



## Managing Disruptive Group Behaviors

<b>Overview</b>	<p>Disruptive group behaviors need to be managed quickly or your larger change engagement (aka intervention) can get “out of hand” quickly.</p> <p>This tool will enable you to identify the right level of solutions to manage the behaviors.</p>
<b>Definition of Intervention</b>	<p>A tool, technique, activity, etc designed to appropriately address behaviors that need to adapt within a particular situation</p>
<b>Goal of the Tool:</b>	<p>To identify group behaviors that could disrupt team meetings or activities completed outside of meetings, and then to brainstorm preventive measures, and minimal and higher intervention methods in order to determine the best methods for dealing with such behavior.</p>

<b>1. Brainstorm disruptive behaviors</b>



2. Narrow the list down to one of the most important disruptive behaviors that could affect a team the most.

3. Next, brainstorm preventive measures to keep the disruptive behavior from ever occurring, and how the action will address the behavior. After the brainstorm, prioritize the actions according to which measures you think will be most effective in preventing the behavior.

Preventive Measures/Actions	How it will address the behavior	Prioritized Effectiveness

4. Now, brainstorm minimal interventions for dealing with the disruptive behavior, and how the intervention will address the behavior. After the brainstorm, prioritize the intervention ideas according to which you think will be most effective in managing the behavior.

Minimal Intervention	How it will address the behavior	Prioritized Effectiveness



**5. Lastly, brainstorm higher interventions for dealing with the disruptive behavior, and how the intervention will address the behavior. After the brainstorm, prioritize the intervention ideas according to which you think will be most effective in managing the behavior.**

Higher Intervention	How it will address the behavior	Prioritized Effectiveness

\*Adapted from Scholtes, P.R., Joiner, B.L. & Streibel, B.J. (1996). The Team Handbook. Madison, WI: Oriel