



THE CHALLENGE

TYPE:

Communication

GROUP SIZE:

Any

MATERIALS:

Case studies provided by each group member

INTRODUCTION:

Working with challenging people is one of the most difficult aspects of any work situation. Helping resistant group members to grow and develop can be even more taxing. Succeeding in a difficult developmental situation is rewarding and rejuvenating. This activity draws on personal experiences to examine successful

DESCRIPTION:

Ask each group member to prepare a scenario to be presented to the group. The scenario should be about a challenging interpersonal situation that involved a group member or colleague. Have group members present their case studies and facilitate a discussion about each situation.

PROCESSING:

- How did you determine which situation to select for your presentation?
- How did it compare to other scenarios presented by the group?
- How has your education or experience helped you with challenging interpersonal situations?
- What percentage of your work day is spent on challenging interpersonal situations?
- How have you grown in the way you handle difficult situation

OUTCOMES:

- To help clarify organizational values
- To open lines of communication
- To facilitate team cohesiveness

REMEMBER:

- Introduce the exercise
- Explain it thoroughly
- Process it completely