

Instructions: Match each description with the correct sea creature personality and the response that would be most effective for that behavior.

Disrupter Description

Sea Creature Personality

Scripted Response

1. Interrupts frequently, raises their voice, insists on pushing their own agenda, and leaves little room for others.



- A. **Gentle:** “I can tell you care deeply about this, let’s capture your point and then hear from others.”
- A. **Firm:** “Please hold your comments so others can contribute. One person speaks at a time.”

2. After every idea, mutters “*That won’t work*” or “*We tried that before,*” deflating energy without offering alternatives.



- B. **Gentle:** “Can you share what specifically concerns you about this idea?”
- B. **Firm:** “Your comments are deflating the group. Please suggest an improvement so we can move forward.”

3. Talks at length, sharing detailed stories and taking up a lot of airtime, leaving little space for others.



- C. **Gentle:** “Let me capture your first point and then hear from others.”
- C. **Firm:** “Thanks...now let’s give others a chance to share.”

4. Stays quiet throughout, reluctant to share even when asked directly, and avoids eye contact.



- D. **Gentle:** “I noticed your reaction earlier- would you like to add your perspective?”
- D. **Firm:** “We’d really value hearing your thoughts. Please share what feels most important.”

5. Makes light jokes or unrelated comments whenever discussion gets tense, diverting focus from the topic.



- E. **Gentle:** “That’s a funny point — can you connect it back to the topic?”
- E. **Firm:** “We appreciate humor, but we need to stay focused so everyone can contribute.”

Carrie Machuga, AICP
412.329.4420 | cmmachuga@mccormicktaylor.com

Jillian P. Dierks
267.546.5079 | JPDierks@mccormicktaylor.com