



Office Hours: **Navigating Difficult Personalities**

Learning Together, Protecting Tomorrows



Key Funding Partner

Federal Acknowledgement

The National Center is funded in part by Cooperative Agreement Number UG7MC28482 from the U.S. Department of Health and Human Services (HHS), Health Resources and Services Administration (HRSA), Maternal and Child Health Bureau (MCHB) as part of an award totaling \$5,149,996 annually with 0 percent financed with non-governmental sources. These contents are solely the responsibility of the authors and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.

What to Expect

November Office Hours



Identify

Identify common challenging behaviors.



Interrupt

Discuss interventions to disrupt challenging behaviors.

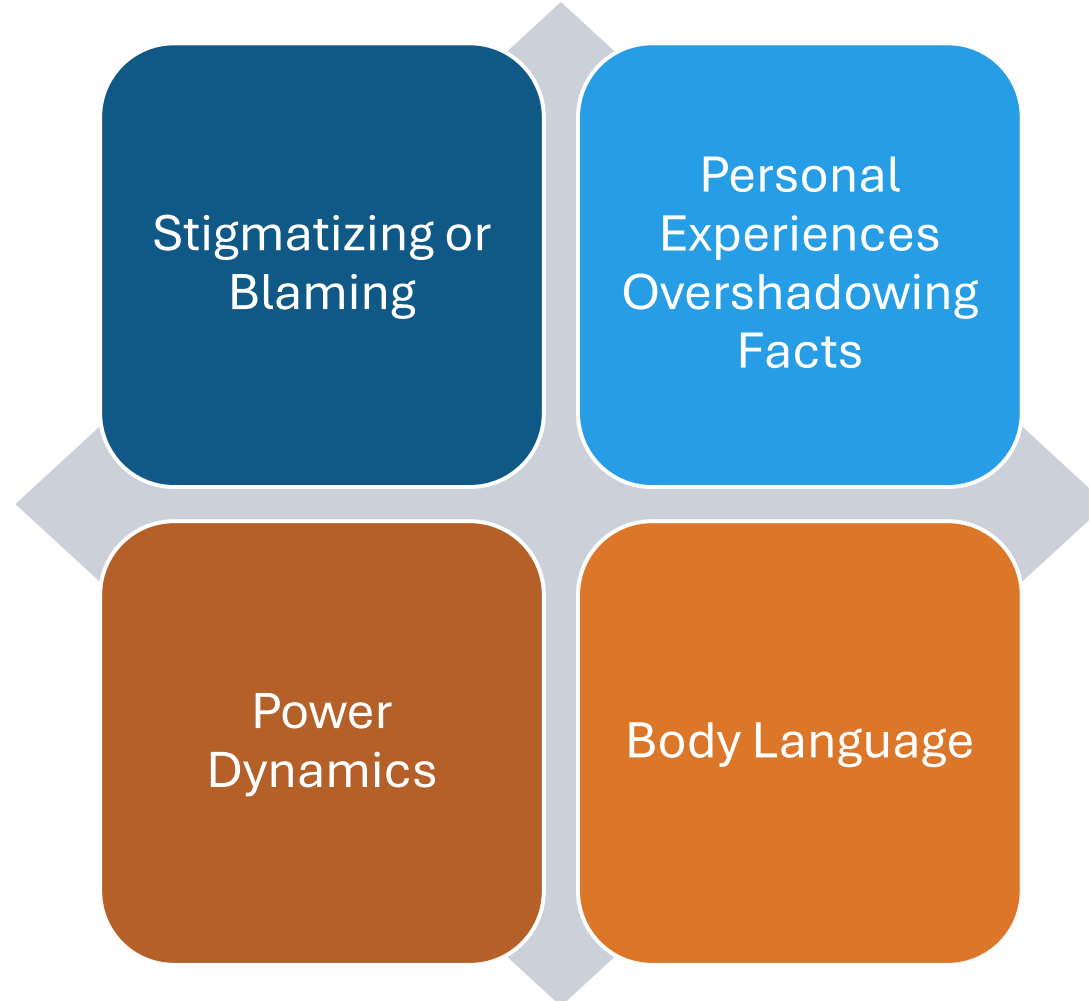


Open Discussion

What else can we help you with today?

Common Challenges

Behaviors to Acknowledge



Stigmatizing or Blaming

A Common Human Response

Description

- Language that is harmful about the child, family, agency, or community in which the death occurred.

Examples

- “Oh, it was in that neighborhood.”
- “Well, they had money to buy cigarettes.”
- “Law enforcement never collects that information.”

Interventions

- Language glossary.
- Reframing and clarifying questions.
- Direct acknowledgement.
- Education.

Personal Experience

Overgeneralizing and Othering

Description

- Treating personal experience as fact.
- Deciding that the parenting behaviors are acceptable because the team member has done them.

Examples

- “It can’t be absent supervision; I’ve run inside while my kid was playing.”
- “I’ve investigated that family before. It’s challenging.”

Interventions

- Use population and contextual data.
- Cultivate self-insight.
- Engage a subject matter expert.

Power Dynamics

A Meaningful Seat at the Table

Description

- Certain voices are dominating the conversation and unaddressed power differentials.

Examples

- Always deferring to a specific team member.
- Someone who silences differing opinions.
- Fixating on facts or missing information.

Interventions

- Use interactive methods.
- Skip honorifics and titles.
- Utilize a signal word.
- Implement a consistent meeting structure.

Physical Signs

Nonverbal Indicators of Discomfort

Description

- Clear evidence from a team member that they do not want to be there.

Examples

- Answering questions with 1–2-word answers.
- Using a distraction (e.g., computer, cell phone).
- Looking away.

Interventions

- Proactively meet accessibility and basic needs.
- Practice team-based wellbeing.
- Provide team members with an “out”.
- Substitute members.



Community Agreements: Co-created list of group expectations, norms, and problem-solving strategies.



Facilitation Course

Anticipated May 2026

- Self paced resource available for all levels of experience.
- Interactive and practical tools aimed at setting teams up for success.
- Conflict resolution and problem-solving resources will be highlighted.



Join the National Center staff
for interactive brainstorming.



Office Hours

2025 Sessions from the National Center

Date	Topic
12/9/2025	Interactive Meetings: Designing Live Icebreaker Dashboards

Visit <https://ncfrp.org/news/> to register.

Thank You for Your Time!

www.ncfrp.org



2436 Woodlake Circle,
Okemos, MI 48864



1-800-656-2434



info@ncfrp.org