

Example 4:

Dealing with a Difficult Quiz Participant

SCENARIO :

During our Diwali quiz, one of the participants, Amber, got upset. He felt that one of the questions was unfair and started arguing, saying that we were favoring other teams. His frustration was loud enough to disrupt the event, and it made others uncomfortable.

TASK:

- Handle Amber's concern calmly and professionally.
- Keep the quiz running smoothly without any more interruptions.
- Make sure everyone still felt included and had fun.

ACTION:

1. Staying Calm and Listening

Instead of reacting, I walked up to Amber and calmly asked him to explain what was bothering him. I didn't interrupt or jump to defend the question—I just listened.

2. Acknowledging His Feelings

I told him, "I understand why you're feeling this way, and I really appreciate you bringing it up." This showed that I respected his perspective, even if I didn't immediately agree.

3. Explaining the Question

I explained that the question was designed to be a challenge but was still fair. It was based on verified information, and the quiz was meant to be fun, not frustrating.

4. Offering a Solution

I reassured him that I would review the question with my team during the next break. If there was a mistake, we would correct it and adjust the scores.

5. Reassuring the Group

I turned to everyone and said, “We want this to be a fun event for all. If anyone has any concerns, please let us know during the break, and we’ll address them.” This helped ease the tension and showed that we were handling things fairly.

6. Following Up

During the break, my team and I checked the question and confirmed it was correct. I then explained this to Amber in a polite way and thanked him for bringing it up. He calmed down, accepted the answer, and even apologized for the way he reacted.

RESULT:

- The quiz continued smoothly.
- The other participants appreciated how we handled the situation.
- The event ended on a high note, and everyone had a great time!

Leadership Qualities Demonstrated:

1. Earn Trust

I built trust by listening to Amber instead of arguing. I was open about how we would handle his concern, which made both him and the other participants trust me more.

2. Customer Obsession

Even though this was just a quiz, I made sure every participant felt valued and included. I didn’t ignore Amber’s frustration; I made sure he felt heard while keeping the event enjoyable for everyone.

3. Have Backbone, Disagree and Commit

I stood by the fairness of the question, but I handled the situation respectfully. I didn’t let the argument ruin the quiz, and I found a way to address Amber’s concern without compromising the integrity of the event.

Takeaway:

Sometimes, leadership isn’t about making big decisions—it’s about how you handle small conflicts. By staying calm, listening, and addressing the issue professionally, I turned a potential problem into a positive outcome.