



## IDENTIFYING DIFFICULT PEOPLE

TYPE	CHARACTERISTICS	MOTIVATION
<i>Aggressor</i>	Easy to recognize by their bullying, bombarding, pushiness, emotional arrogance, and use of anger. With Secure Aggressors, you need to stand up and fight a word battle to become one of the gang. Challenge Insecure Aggressors, however, and they will fight harder. A better strategy here is to assume that the tougher the outer shell, the softer the inside.	For Aggressors, the world is a win–lose place. Power means being able to control people, resources, and space. Being vulnerable is anathema to them. They believe people must fear and respect them. Aggressors need to continually prove themselves and defend themselves against others. They are the archetypal warriors.
<i>Know-It-All</i>	Know-It-Alls like to upstage everyone with data. They come in two variants: Spocks, who are indeed experts, and Windbags, who are not.	Know-It-Alls believe they are superior intellectually. They defeat dreaded ambiguity with expertise, data, logic, and analysis. They will follow their logic, even into bizarre disasters.
<i>Negativist</i>	Favorite Negativist phrases are, “It won’t work because...” or, “They won’t let us do that.” As natural devil’s advocates, Negativists find fault with any idea. It’s important to separate Negativist behavior from legitimate risk analysis. In discussing risks with a true Negativist, you will get more doom and gloom.	Negativists gain power by tapping into general feelings of helplessness in organizations. They may feel that people—managers in particular—are conspiring to thwart their personal efforts.
<i>Stickler</i>	Sticklers or bureaucrats go by the rules—real or imagined. Means are more important than ends. No matter how productive or beneficial your idea, they want to do it by the book, often quoting authority figures and policies to support what they consider okay or not okay. They will know and quote policies to be followed and forms to be filled.	Sticklers seek security by pleasing superiors. They gain power by controlling access to organizational power.
<i>Indecisive</i>	Indecisives won’t give a clear “yes” or “no” answer to anything. They use a wide range of runarounds and stalls to keep you dangling on a string.	Indecisives want to please everyone. They don’t handle conflict well. They avoid risk at all costs.

In dealing with difficult people each type takes a different approach in our leadership and in our prayers.  
[www.arrowleadership.org](http://www.arrowleadership.org)