



## ***Wisdom Worksheet: Leading Difficult People through Listening (James 1:19)***

### **4 Types of Difficult People:**

At least four difficult types of people exist. Two are task oriented; therefore, they are direct in their difficult behavior. They include the (1) aggressive and (2) complainer. Two are people oriented; consequently, they are indirect in their difficult behavior. They are the (3) people pleaser and (4) passive resistive.

Each pursues the satisfaction of at least one primary, God-given desire: (1) control, (2) security, (3) significance, and (4) contentment (Gen. 1:27-30). Each leads primarily with one chamber of the heart: (1) will, (2) mind, (3) emotions and (4) spirit. Although each desire flows from all four heart chambers, a person who attempts to satisfy ultimately one desire seems to lead with a respective chamber of the heart. For example, one who attempts to satisfy his desire for control leads with the will. A person who attempts to satisfy his desire for security, leads with the mind. One who attempts to satisfy his desire for significance leads with the emotions. A person who attempts to satisfy his desire for contentment leads with the spirit. In his sinful nature, the difficult person attempts to satisfy his God-given desires apart from Christ, the only one who can truly satisfy them (Ps. 145:16; John 7:37-38).

### **Task Oriented (Direct):**

#### **(1) Aggressive**

The main desire of the aggressive is control. He leads with the will.

#### **(2) Complainer**



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The main desire of the complainer is security. He leads with the mind.

**People Oriented (Indirect):**

**(3) People Pleaser**

The main desire of the people pleaser is significance. He leads with the emotions.

**(4) Passive Resistive**

The main desire of the passive resistive is contentment. He leads with the spirit.

**Our Problem:**

Beware, the difficult person you read about might be you! Each of us has a bent toward one of these behaviors; although, left to ourselves outside surrender to Christ, we borrow the difficult behavior from each of the four types. A difficult person is: (1) *disconnected* from the hearts of others, (2) *un-deflected* through his difficult behavior, (3) *non-reflected* in his heart condition by those whom he encounters, and (4) *misdirected* toward foolishness over wisdom.

When dealing with a difficult person, our first inclination often stems from our sinful nature which will be foolish, rather than wise. We will be slow to listen, quick to speak, and quick to become angry. When we are surrendered to being led by the Spirit of Christ, we will be wise. We will be quick to listen, slow to speak, and slow to become angry (James 1:19; Prov. 18:13).

**How to Lead Difficult People through Listening**



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In order to listen and lead the difficult person, we must make at least four wise movements: (1) *connect* with his heart like a *Lego* (Prov. 20:5); (2) *deflect* his difficult behavior like a *shield* (Prov. 17:9); (3) *reflect* his heart like *mirror* (Prov. 27:19); and (4) *direct* him toward wisdom like a *highway sign* (Prov. 24:11-12). Each practice is performed uniquely with each respective difficult type (1 Thess. 5:14).

**(1) Connect with his heart like a *Lego* (Prov. 20:5)**

A difficult person is disconnected from the hearts of those around him. His co-workers, family members, and friends often become stuck on his external behavior and never make a connection with his heart. In order to do so, we must ask questions about his choices, thoughts, feelings, and even his prayers. Then we must listen. Solomon said, “*The purposes of a man’s heart are deep waters, but a man of understanding draws them out*” (Prov. 20:5).

*Pause and Let Wisdom Work*

When you encounter any person, recognize that he has the capacity to be difficult in at least one of the four ways previously described. Before any difficult behavior begins, connect with that person’s heart. Ask questions and learn about his choices, thoughts, feelings, and prayers. This will establish a heart connection through listening and serve as preventive maintenance for the relationship. When that person becomes difficult, ask yourself, “Why?” Now that you have a heart connection, you can examine his desires and continue to do so through asking and listening.

**(2) Deflect his difficult behavior like a *Shield* (Prov. 17:9)**



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Difficult behavior includes coarse words, a rude tone of voice, demeaning facial gestures, evil eye contact, improper use of the hands and body, and even ignoring a person altogether. Most people never get past these flaming arrows because they cannot control their own prideful responses to the negative behavior. We need to deflect the difficult behavior to Christ who gives us the power to do so because He has conquered sin at the cross, fully paying its penalty once and for all. Deflecting moves past the unpleasant behavior without disengaging from the relationship. Proverbs records, “*He who covers over an offense promotes love, but whoever repeats the matter separates close friends*” (Prov. 17:9). Deflecting covers over an offense.

*Pause and Let Wisdom Work*

When you encounter difficult behavior, remain engaged with the person’s heart and deflect his sin like a shield. Humble your heart to Christ and the person who is being difficult. This will allow you to be wise in deflecting his flaming arrows. Consequently, it will not be you, but Christ in you who will do the deflecting.

**(3) Reflect his heart like a *Mirror* (Prov. 27:19)**

Because so few people connect with a difficult person’s heart and even fewer deflect the difficult behavior, rarely does anyone reflect the difficult person’s heart with an accurate and compelling picture. Reflecting is paramount to the difficult person’s behavior being revealed to him in a non-threatening way through questions and images. Solomon taught, “*As water reflects a face, so a man’s heart reflects the man*” (Prov. 27:19).



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### *Pause and Let Wisdom Work*

When you are engaging with difficult behavior, connect with the person's heart, deflect his flaming arrows, and reflect your journey to understanding his desires that you gained from listening. Do this in the form of a question so that you are not presuming that you know his desires completely and accurately. Possibly use relevant images that will engage the person's heart in an unthreatening fashion. Continue to learn through listening.

### **(4) *Direct him toward wisdom like a Highway Sign (Prov. 24:11-12)***

After the connecting, deflecting, and reflecting, comes the directing. When the difficult person understands that we are engaged with his heart, he becomes more open to our suggestions. This is when we want to direct him toward wisdom. Often, this is most effective when we offer multiple wise choices. In one of the 30 sayings of the wise, Solomon wrote, *“Rescue those being led away to death; hold back those staggering toward slaughter. If you say, “But we knew nothing about this,” does not he who weighs the heart perceive it? Does not he who guards your life know it? Will he not repay each person according to what he has done?”* (Prov. 24:11-12).

### *Pause and Let Wisdom Work*

Next time you encounter a difficult person, connect with his heart, deflect his difficult behavior, reflect your understanding of his heart to him, and direct him toward wisdom by offering wise alternatives for him to consider.

### **Summary**



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When we encounter a difficult person, we want to lead him wisely through listening—moving past his challenging words and nonverbal cues to his desires. *Connect* with his heart like a *Lego*. *Deflect* his difficult behavior like a *shield*. *Reflect* his heart like a *mirror*. *Direct* him toward wisdom like a *highway sign*. This will provide a path for us to wisely navigate through conflict to community.

### ***Wisdom Worksheet: Leading the Aggressive through Listening (James 1:19)***

#### **The Problem: Desire for Control apart from Christ**

#### **The Style: Leading with the Will**

##### **Loud voice**

The aggressive raises the volume of his voice in order to take control of the task at hand. The volume increases as the conflict escalates. He often sees victory defined by the axiom, “The loudest voice wins.”

##### **Insulting**

In order to take control of the person involved in the conflict, the aggressive often uses insults which are designed to garner a reaction from the recipient. When one responds with the intended response, he yields emotional control to the aggressive.

##### **Steam Rolling**



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To accomplish his end goal, the aggressive steam rolls over any competition including innocent bystanders. This works for him because most people allow it to occur.

### **Must maintain control**

The aggressive will not be robbed of control or his will. He will leverage his difficult behavior to maintain control of not only accomplishing his desired task, but also the people in his way.

### **The Solution: Leading through Listening**

In order to lead the aggressive, we must listen to his heart—his will, mind, emotions, and spirit. The chambers of the heart can be discovered by learning his choices, thoughts, feelings, and even his prayers. *Connect with his heart like a Lego* (Prov. 20:5). *Deflect his difficult behavior like a shield* (Prov. 17:9). *Reflect his heart like a mirror* (Prov. 27:19). *Direct him toward wisdom like a highway sign* (Prov. 24:11-12).

In an example from the Bible, Jonathan used wisdom's tools to do lead his aggressive father, King Saul, through listening (1 Sam. 20:24-34). Saul had exploded with his son Jonathan who modeled most of what we see in Proverbs for wisely leading an aggressive through listening: (1) *answer gently* (Prov. 15:1), (2) *ignore insults* (Prov. 12:16), (3) *confront lovingly* (Prov. 25:12; 15:31), and (4) *offer choices*, all of which are wise alternatives acceptable to you (Prov. 8:10; 16:16).

### **Connect with his heart like a Lego: Answer Gently (Prov. 15:1)**



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The aggressive will be loud, so rather than be intimidated by the volume, answer gently. Solomon said, “*A gentle answer turns away wrath, but a harsh word stirs up anger*” (Prov. 15:1). A harsh word just adds fuel to anger’s fire, but a gentle one smolders it. Rather than going with our fallen inclination to raise the volume as well, we must *answer gently*. Each word in italics is vital. First, we must answer or the aggressive will run over us. He will respect that fact that we clearly communicate a response. Second, the style of the answer should be gentle—powerful and controlled. This will help bring the volume down. A gentle answer gets us connected with the aggressive person’s heart. He stops his rage and begins to think about our response. Jonathan appeared to gently answer his irate father (1 Sam. 20:24-29).

#### *Pause and Let Wisdom Work*

Next time you encounter an aggressive, listen for any good hidden in the heart of the person, and affirm it. “That’s really a good idea!” or “You are really on to something!” are examples. Sometimes, the gentle affirmation will take place in a question, “Could you please explain that?” Remember, it’s difficult to argue in a whisper.

#### **Deflect his difficult behavior like a Shield: *Ignore Insults* (Prov. 12:16)**

The aggressive designs and deploys an insult to generate a reaction—one that gives him control. When we do not react, the insult is defused. We must *ignore insults*, rather than immediately showing our annoyance (Prov. 12:16). Ignoring an insult





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includes maintaining listening body posture and attentive facial expressions as we deflect flaming arrows soaring our way. Jonathan ignored his father's insult (1 Sam. 20:30-31).

*Pause and Let Wisdom Work*

Next time an aggressive insults you, ignore it, deflecting his demeaning words like a shield. Paul said that we should take up the shield of faith that allows us to extinguish all the flaming arrows of the evil one (Eph. 6:16).

**Reflect his heart like a Mirror: *Confront Lovingly* (Prov. 25:12; 15:31; 28:23; 1 Thess. 5:14)**

We must *confront lovingly* the aggressive (Prov. 25:12). *Confront* literally means "face to face." Confronting by telephone, through another person, or via letters or emails is not actually confronting because it is not face to face. To confront lovingly means that we have the difficult person's best interests in mind. When we confront the aggressive in love, we increase the chances that he will listen to us (Prov. 15:31). Confronting lets the aggressive know that we have peered beyond his behavior into his heart, getting to his ultimate desire of control. At the same time, confronting actually increases the aggressive person's level of respect for the confronter (Prov. 28:23).

Jonathan confronted Saul face to face with relevant questions (1 Sam. 20:32). In one of Scripture's most insightful statements regarding our wise conflict management with difficult people, Paul said to confront the aggressive (1 Thess. 5:14, NASB). This needs to be done in total humility, recognizing that we are capable of the same sin (Gal.



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6:1). Often times we can seek to better reflect a person's heart by learning more when we ask, the question, "Can I have the opportunity to better understand what you are saying?"

*Pause and Let Wisdom Work*

Next time you engage with an aggressive, lovingly confront him face to face with the fact that you have connected with his heart. Because you have deflected his difficult behavior you can reflect your understanding of his desires.

**Direct him toward wisdom like a Highway Sign: *Give Wise Choices* (Prov. 8:10; 16:16)**

We must *offer choices* to the aggressive so that he is not robbed of his will (Prov. 8:10; 16:16). It is imperative that these choices are wise alternatives that are acceptable to us. This allows the aggressive to always choose while we remain in agreement with his choice. When we don't listen to the aggressive, we rob him of choosing wisdom. "Would you like to *call Bill* or *go see him* to reconcile?" is an example of giving a choice from acceptable alternatives. Whereas Jonathan's questions were open-ended, he allowed his father the opportunity to choose wisdom. In Jonathan's scenario, his father was still aggressive when Jonathan left him to choose (1 Sam. 20:32-34). Sometimes, that will be the case. When the aggressive remains heated and out of control, it might be necessary for us to leave the scene after engaging wisely.

*Pause and Let Wisdom Work*



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Next time you are faced with an aggressive, after answering gently, ignoring his insults, and confronting him lovingly, now offer wise choices all of which are acceptable to you. This will help direct the aggressive toward wisdom.

### **Summary**

Listening is how we wisely lead a difficult person, including an aggressive, through conflict. When we *answer gently, ignore insults, confront lovingly, and give wise choices*, we reveal the wise heart of Christ. He navigates us through conflict to community.