

How to Deal With Difficult People CRITICAL PEOPLE

Pursue peace with everyone...Hebrews 12:14a NET

Praise – Often reveals what you value most.

Criticism – Often reveals your deepest insecurities.

It is not a series on how to change difficult people, but how to respond to difficult people.

Wrong Responses

- 1.) Fight: When a person is defensive right away
- 2.) Flight: When a person tries to leave/get out as fast as possible without engaging any further.

Right Responses

1.) Listen

Actively listen to what the other person has to say

- When their motive is to help not hurt.
- When the person can help.

2.) Answer

- When the person is missing information that would change his perception.
- When the person is open to change.

3.) Dismiss

- When the person is characterized by being overly critical.
- When the person is emotionally unhealthy or wounded.

BOTTOM LINE: You can't control what others do and say, but **you can control** what you do and say.

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Wrong Responses

- 3.) Fight: When a person is defensive right away
- 4.) Flight: When a person tries to leave/get out as fast as possible without engaging any further.

Right Responses

4.) Listen

Actively listen to what the other person has to say

- When their motive is to _____ not hurt.
- When the person _____ help.

5.) Answer

- When the person is missing _____ that would change his perception.
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It is _____ a series on how to _____ difficult people, but how to _____ to _____ people.

Wrong Responses

- 5.) Fight: When a person is defensive right away
- 6.) Flight: When a person tries to leave/get out as fast as possible without engaging any further.

Right Responses

7.) Listen

Actively listen to what the other person has to say

- When their motive is to _____ not hurt.
- When the person _____ help.

8.) Answer

- When the person is missing _____ that would change his perception.
- When the person is _____ to change.

9.) Dismiss

- When the person is characterized by being _____ critical.
- When the person is emotionally unhealthy or _____.

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