

## **GETTING ALONG WITH DIFFICULT PEOPLE**

### **SESSION 5**

#### **A. Getting along with difficult people**

1. This can be one of the main difficulties to overcome when staying in your place of ministry.
2. Some define a difficult person as "someone who is not exactly like me"!
3. There are four basic temperament types which blend together to form your unique personality.
  - a. Temperament is God-created.
  - b. Every temperament has its unique strengths and weaknesses.
4. A study of temperaments will help you understand why you - and others - often feel, think, and act the way you do.

#### **The DISC Model of Human Behavior**

- a. **"D" BEHAVIOR** - Dominating, directing, driving, demanding, determined, decisive, doing. Active and task-oriented.
  - 1) A summary of the "D's" strengths
    - a) Strong-willed and self-disciplined, confident, determined to succeed
    - b) Practical, organized
    - c) Leader, good judge of people, can make quick, bold decisions
    - d) Optimistic, visionary, likes a challenge, not easily discouraged
  - 2) A summary of the "D's" weaknesses

- a) Hot-tempered, revengeful, hostile
  - b) Cruel, unsympathetic, believes that "the end justifies the means" (wrong or unfair methods may be used if the overall goal is good.)
  - c) Impetuous (acting or done quickly and without thought or care), starts project they later regret
  - d) Self-sufficient, proud, haughty (arrogantly superior and disdainful.), domineering (asserting one's will over another in an arrogant way.)
  - e) Hard for them to apologize
- 3) Basic motivation: Loves a challenge and enjoys being in control
- 4) "D's" need a partner or teammates who will:
- a) Balance them by recognizing the needs and feelings of others
  - b) Research the facts and weigh the pros and cons
  - c) Use caution and calculate the risk
  - d) Structure a predictable environment
  - e) Stand up and challenge them
- 5) To be most effective "D's" need to learn:
- a) That they need people
  - b) That relaxation is not a crime – pace yourself and relax more
  - c) That everybody has a boss
  - d) To balance intuitive decisions with reasons and practical experience
- 6) Biblical example: determined Apostle Paul. He had a plan to stop the Church, God had to knock him to the ground. Later, as a missionary, he would not quit, no matter what. Focused on the goal.
- b. **"I" BEHAVIOR** - Inspiring, influencing, impressing, interactive, interested in people, impulsive. Active and people oriented.
- 1) A summary of the "I's" strengths
- a) Enjoys life, is always cheerful and enthusiastic

- b) Optimistic (hoping or believing that good things will happen in the future), lives in the present, doesn't worry about the past or the future
  - c) Friendly, genuinely loves people
  - d) Compassionate and responsive to the feelings of those around them, quick to apologize
  - e) Expressive, dynamic
- 2) A summary of the "I's" weaknesses
- a) Restless, impractical, disorganized, doesn't plan ahead, non-productive
  - b) Weak-willed, undisciplined, willing to compromise, prone to problems with lust and overspending
  - c) Egotistical (excessively conceited or absorbed in oneself; self-centred), dominate the conversation, talk about themselves
  - d) Impulsively act or talk before they think things through
  - e) Emotionally driven, given to outbursts of anger or sudden tears
- 3) Basic motivation: wants recognition and acceptance
- 4) The "I" needs a partner or teammates who will:
- a) Concentrate on the task
  - b) Set priorities and deadlines (control the time)
  - c) Seek the facts and take a logical approach
- 5) To be most effective the "I" needs to learn:
- a) To stay on the task
  - b) That listening better will improve one's popularity
  - c) To make objective decisions (An objective decision is a decision that is made without being influenced by personal feelings, biases, interests, or perspectives. Instead, it's based on verifiable facts and considers the interests of all stakeholders)
  - d) To be more realistic in appraising others
- 6) Biblical example: impulsive Apostle Peter. He was the first to walk on water; to identify Jesus as the Christ; to promise, "I will never deny You." Gave a dynamic speech on the Day of Pentecost.

c. **“S” BEHAVIOR** - Steady, stable, shy, security-oriented, servant, submissive, specialist. Passive and people-oriented.

- 1) A summary of the “S's” strengths
  - a) Calm and quiet
  - b) Easy-going and patient, enjoys people, a good listener, the most likeable of all the temperaments
  - c) Dependable, a faithful friend
  - d) Objective thinker
  - e) Diplomatic, a natural peacemaker, a good negotiator
  - f) Humorous
  - g) Efficient, organized and practical
- 2) A summary of the “S's” weaknesses
  - a) Unmotivated, slow, and lazy
  - b) A procrastinator
  - c) Selfish with their time, does not want to get involved
  - d) Stingy, frugal (sparing or economical as regards money or food) with money, a hoarder by nature
  - e) Stubborn, does not like change
  - f) Self-protective, builds a wall around themselves
  - g) Indecisive (not providing a clear and [definite](#) result) and fearful
- 3) Basic motivation: wants stability and support
- 4) The “S” need a partner or teammate who will:
  - a) Balance them by being able to react quickly to unexpected change
  - b) Help them prioritize their work
  - c) Give them time to adjust to changes
  - d) Apply pressure on them to stretch themselves and to get involved

- e) Show them how their personal effort contributes to the group effort
  - f) Match their own level of sincerity and competence
- 5) To be most effective the "S" needs to learn:
- a) That change provides opportunity
  - b) That discipline is good
  - c) That boldness and taking risks is sometimes necessary
- 6) Biblical example: steady Father Abraham. Cared about people: his greatest desire was for a son. Used diplomacy to bargain with God for Sodom and Gomorrah. Fearful and self-protective: gave Sarah to Pharaoh to protect himself.
- d. **"C" BEHAVIOR** - Cautious, competent, calculating, compliant (inclined or willing to agree with others or [obey](#) rules, especially to an excessive degree; acquiescent.), careful, contemplative (expressing or involving [prolonged](#) thought.). Passive and task oriented.
- 1) A summary of the "C's" strengths
- a) Gifted, creative
  - b) Analytical, clear-thinking, and detail-oriented
  - c) Self-sacrificing and hardworking, they can be workaholics
  - d) Faithful and dependable
  - e) Perfectionist
  - f) The most sensitive of all the temperaments
  - g) Develops deep friendships
- 2) A summary of the "C's" weaknesses
- a) Moody, gloomy, and depressed
  - b) Self-centered
  - c) Pessimistic (the state of mind of someone who always expects the worst), fearful, and indecisive (not providing a clear and [definite](#) result) - easy for them to see problems
  - d) The most critical of all the temperaments
  - e) Touchy, unsociable (not enjoying or making an effort to [behave](#) sociably in the company of others)

- 3) Basic motivation: wants beauty, quality, and correctness (the quality or state of being free from error; accuracy.)
- 4) The “C” needs a partner or teammates who will:
  - a) Balance them by being able to make quick decisions
  - b) Encourage teamwork and delegation
  - c) Initiate and facilitate discussions and compromise
- 5) To be most effective the “C” needs to learn:
  - a) To develop more tolerance for conflict - confrontation is not always bad - it gets things resolved.
  - b) To be less subtle and indirect when dealing with conflicts
  - c) To respect people's personal worth as much as their accomplishments
  - d) That more optimism will lead to greater success
- 6) Biblical example: careful Moses. Faithful and self-sacrificing. He paid great attention to details in building the Tabernacle, following directions to the letter.

2. There is no "bad" temperament or "best" temperament.

- a. That's like asking "Which is better, a car or an airplane? A hammer or a screwdriver?" It all depends on what you want to do!
- b. Can you imagine a go-getter like the Apostle Paul being assigned to watch over 6 million people who are wandering around but not going anywhere for 40 years? He would be so frustrated!
- c. What if easy-going Abraham were assigned to build the Tabernacle. Would his motto be, "That's close enough"?

3. God's plan is teamwork - the Body of Christ working together.

- a. As you continue to grow in your understanding of others, you will see how one person's strengths balances another's weaknesses.
- b. You will be able to anticipate your leader's and co-laborer's responses and give them the support they need.

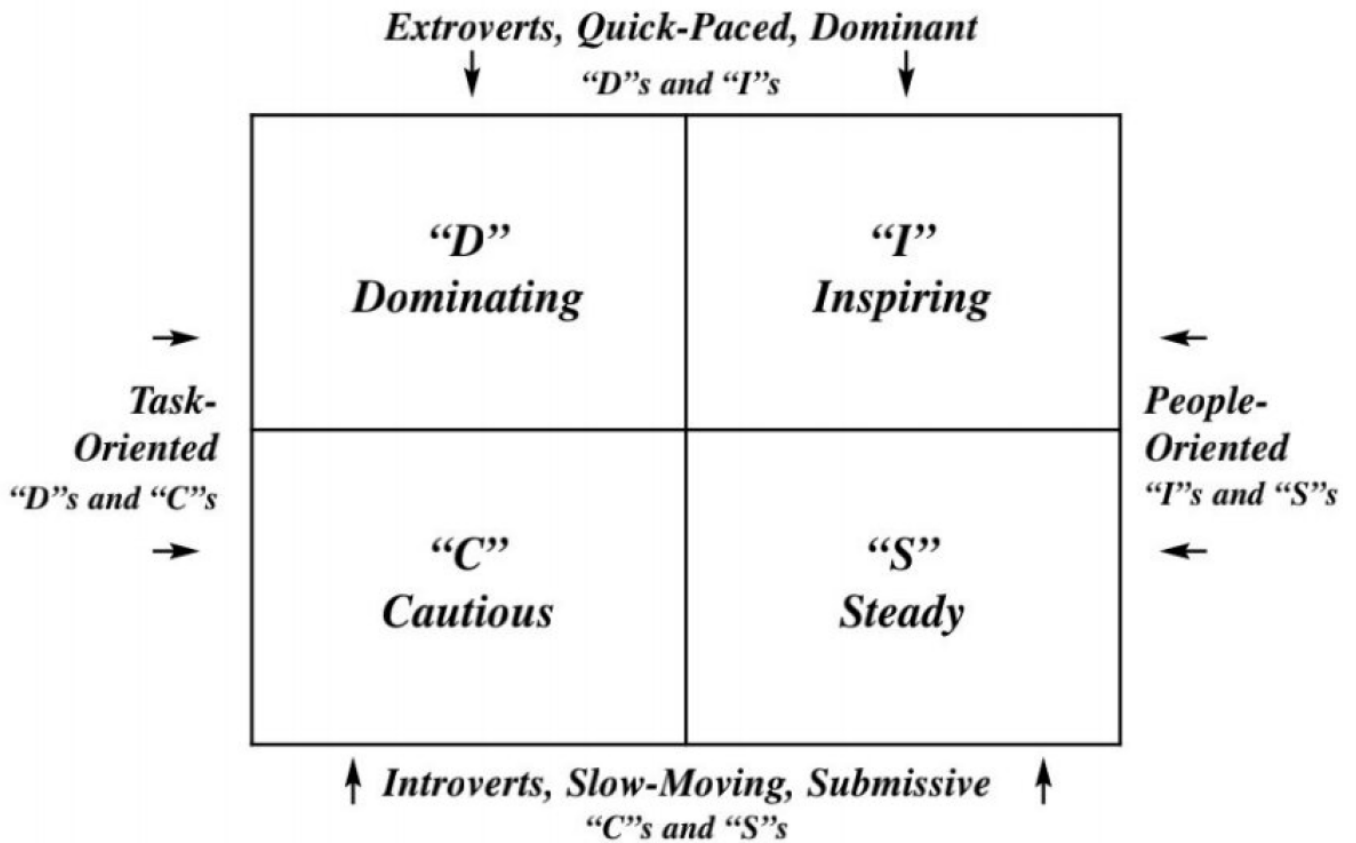
4. As we grow in the Lord, our temperament becomes increasingly controlled by the Holy Spirit. We become more like Jesus, who was able to adapt **His responses** to best fulfill God's plan, moment by moment. We, too, can

become "all things to all men" (1 Corinthians 9:22).

1 Corinthians 9:22 (NKJV)

to the weak I became as weak, that I might win the weak. I have become all things to all men, that I might by all means save some.

## OVERVIEW OF THE DISC MODEL OF HUMAN BEHAVIOR



# TEMPERAMENT BLENDS

## Choleric–“D”

Dominating,  
Driving, Determined,  
Decisive, Doer  
“Get it done.”

DETERMINED DOER  
DEVELOPER  
*Solomon*

DYNAMIC INFLUENCERS  
INSPIRATIONAL  
*Stephen*

Choleric

ChlorSan

ChlorMel

ChlorPhleg

DRIVING CONTEMPLATOR  
RESULTS-ORIENTED  
*Paul*

DETERMINED & STEADY  
ACHIEVER  
*Nehemiah*

## Sanguine–“I”

Inspiring,  
Influencing,  
Impulsive  
“Express yourself.”

INSPIRATIONAL DOER  
PERSUADER  
*Peter*

INSPIRATIONAL INFLUENCER  
PROMOTER  
*Aaron*

SanChlor

Sanguine

SanMel

SanPhleg

INSPIRATIONAL COMPETENT  
PERFORMER  
*David*

INSPIRATIONAL & STEADY  
COUNSELOR  
*Barnabus*

## Melancholy–“C”

Cautious,  
Competent, Careful,  
Contemplative  
“Think.”

COMPETENT DOER  
CREATIVE  
*Luke*

COMPETENT INFLUENCER  
PRACTITIONER  
*Elijah*

MelChlor

MelSan

Melancholy

MelPhleg

CAUTIOUS CONTEMPLATOR  
OBJECTIVE THINKER  
*Virgin Mary*

COMPETENT & STEADY  
PERFECTIONIST  
*Moses*

## Phlegmatic–“S”

Steady,  
Stable, Server  
Specialist  
“Don’t push me.”

STEADY DOER  
INVESTIGATOR  
*Jacob*

STEADY INFLUENCER  
AGENT/ATTENDANT  
*Abraham*

PhlegChlor

PhlegSan

PhlegMel

Phlegmatic

STEADY CONTEMPLATOR  
SUPPORTER  
*John Mark*

STEADY SERVER  
SPECIALIST  
*Isaac*



**A. Learn to give our struggles over to the Lord.**

1. Trust God and commit the results to Him.

*Commit your way to the Lord, Trust also in Him, and He shall bring it to pass (Psalms 37:5).*

*Commit your works to the Lord, and your thoughts will be established (Proverbs 16:3).*

2. Your strength will always come by encouraging yourself in the Lord, as David did in 1 Samuel 30:6.
3. A powerful faith confession for Helps minister: "Lord, Your grace is enough. It's all I need. Your power is made perfect in my weakness."

*And he said unto me, My grace is sufficient for thee: for my strength is made perfect in weakness. Most gladly therefore will I rather glory in my infirmities [weakness], that the power of Christ may rest upon me (2 Corinthians 12:9 AMP).*

## **B. "Make the Melody"**

[Taken from *God's Armor Bearer* by Terry Nance]

One day I walked into my office with everything in the world coming against me. I was discouraged. I felt left out. It seemed that God was going to just have to move me on. At that time, I looked at the Bible on my desk and I cried out to God, saying, "I need help!" I picked up the Bible and it fell open to Ephesians 5. I know God divinely directed me to that chapter. I began to read, and then I came to Ephesians 5:17-19:

*Wherefore be ye not unwise, but understanding what the will of the Lord is. And be not drunk with wine, wherein is excess; but be filled with the Spirit; Speaking to yourselves in psalms and hymns and spiritual songs, singing and making melody in your heart to the Lord.*

As I read the passage, the Lord quickened the word 'making' to me. "Son," He said, "a piano makes beautiful music only when someone sits down and plays it. The joy, peace, and assurance you need is there," He went on to say, "But you have to make the melody come forth. Get up and start dancing before **Me.**"

I did not want to do that nor did I feel like it, but I did **it** in faith. I closed my office door and started to leap and jump for joy praising God. As I did so, the anointing broke the yoke of oppression.

If you are under a spirit of oppression, then...get up and start rejoicing. You are set free in Jesus' name. This is God's will for you right now.

## **C. Faithfulness is rewarded.**

- I. When it's time for promotion, God knows where to find you.

*For promotion cometh neither from the east nor from the west, nor from the south. But God is the judge: he putteth down one, and setteth up another (Psalms 75:6).*

- a. Some are promoted within the Ministry of Helps: Joseph was promoted from slave, to overseer, to prison administrator, to prime minister.

- b. Some receive an additional ministry position: Philip was promoted from deacon to evangelist.
  - c. God keeps good record - nothing you do is done in vain. You might be thinking no one is noticing, but God is. He may be keeping you hidden, then when the time is right and something comes up, He says, "I know just the one for the job."
2. Our ultimate reward is when Jesus says, "Well done!" The faithful janitor gets the same reward as the world evangelist.

*A faithful man shall abound with blessings (Proverbs 28:20a).*

**As you are faithful, God will bless you beyond your wildest imagination!  
Your gift will open doors for you that will be a great delight!**

**List of areas/departments in our church which are open to the Ministry of Helps**

1. Welcome people
2. Ushers
3. Meeting new-comers
4. Helping Pastor
5. Media Team
6. Worship Team
7. Photo Assistant
8. Assist Senior Citizens
9. Parking Assistant
10. Emergency Team
11. Security Team
12. Cleaning Supervision
13. Nimantran (Feeding the Poor)

**Links to Menti (List of areas where a Helps Minister can minister):**

<https://www.menti.com/alwctjugevh8>

<https://www.menti.com/al63srg3p1kj?source=voteCode>

<https://www.menti.com/al9ids52w1si?source=voteCode>