

Dealing With Difficult People – PT III
(Peace Maker)
Matt 5:46-48 (KJV)
Pastor Victor Coleman, Sr.
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We all have experience difficult people. However, we all haven't taken the time to learn how to win them or win the argument without losing the person. We must understand, dealing with difficult people requires skills in communication. Communication aren't just the words we use, but the way we use those words. Jesus was the master "Communicator". He knew how to talk to people at every level and in every situation. His words weren't always "kind" but they were always correct. Let's look at how Jesus dealt with difficult people.

1. Types of difficult people (enemies):

Curse	Hate
Use	Persecute
Tank	Yes Person
Sniper	Maybe Person
Know-It-All	Nothing Person
Think-They-Know-It-All	No Person
Grenade Person	Whiners

2. Strategies to winning with difficult people

- a. Start with Peace - What should our motive be when dealing with anyone? (Heb 12:14 (NIV, GWT), Rom 12:18 (NIV) – Live at peace.
- b. Validate
- c. Think like them.
- d. Don't resist
- e. When listening, slightly tilt your head
- f. Know your outcome
- g. Be open to the bigger lesson
- h. Use strategic influence
- i. Create a bond
- j. Downplay the situation
- k. Interrupt the pattern

3. How did Jesus deal with difficult people?

- a. Jesus Asks Questions
- b. Jesus Is Never Cornered
- c. Jesus Knows When to Ignore
- d. Jesus Is Not Defensive
- e. Jesus Is Flexible