

THE WISE

When truth presents itself, the wise person sees the light, takes it in, and makes adjustments.

- When you give them feedback, they listen, take it in, and adjust their behavior accordingly.
- When you give them feedback, they embrace it positively. They say things like, “Thank you for telling me that. It helps me to know the way I come across.” Or, “Thanks for caring enough to bring this to my attention.”
- They own their performance, problems and issues and take responsibility for them without excuses or blame.
- Your relationship is strengthened as a result of giving them feedback. They thank you for it, and see you as someone who cares enough about them to have a hard conversation.
- They empathize and express concern about the results of their behavior on others. If you tell them that something they are doing hurts you, you get a response that shows that it matters to them.
- They show repentance. You get the feeling that they have genuine concern about whatever the issue is and truly want to do better.
- In response to feedback, they go into future-orientated-problem-solving mode.
- They do not allow problems that have been addressed to turn into patterns. They change.

Strategies for Dealing with a Wise Person:

- Give them resources. Train them. Coach them. You will likely get a return on your investment. They will take it in and get better.
- The bottom line with a wise person is that *talking helps!*

THE FOOLISH

• Whereas the chief descriptor of the wise person is that when the light shows up, they look at it, receive it, join it, and adjust their behavior to align with the light, the fool does the opposite: they *reject the feedback, resist it, explain it away, and do nothing to adjust to meet its requirements. In short, the fool tries to adjust the truth so they do not have to adjust to it.*

- When given feedback the foolish person becomes defensive and immediately comes back at you with a reason why it is not their fault.
 - Unlike the wise person, with whom talking through issues strengthens your relationship, with the foolish person, attempts to talk about problems creates conflict, alienation, or a breach in the relationship.
 - Sometimes, they immediately shift the blame to you, as they ‘shoot the messenger’ and make it somehow your fault.
 - The foolish often use minimization, trying to in some way convince you that ‘it’s not all that bad’ or ‘it’s no big deal.’
 - Excuses are rampant, and the foolish never take ownership of the issue.
 - Their emotional response has nothing to do with repentance; instead, they get angry at you for being on their case.
 - They have little or no awareness or concern for the pain or frustration that they are causing others. While their behavior creates a lot of collateral damage for others, they seem oblivious to it and see others as the problem for thinking that there is an issue.
- Strategies for Dealing with a Foolish Person:** Whereas talking about a problem with a wise person helps, talking about a problem with a fool *does not help at all. Further talking about the problem is not the answer. So stop talking and set consequences.*

THE EVIL PERSON

- Do not hope for the evil person to change. It could happen, and it does, but it does not happen by giving into them, reasoning with them, or giving them another chance to hurt you. It happens when they finally are subject to limits that force them to change. Jail does some people good!
 - The bottom line with an evil person is to stay away, create firm, healthy, protective boundaries and get real help to do it.
 - For some, it is a big step to realize that there are people in the world who hurt you – not unintentionally the way a foolish person does but because they *want to*.
 - There are some people whose desire it is to hurt others and do destructive things. You have to protect yourself and your loved ones from these kinds of people. They actually want to bring you down.
 - The evil person is one who likes to bring others down, is intentionally divisive, and enjoys it when someone fails. They go about trying to create the downfall of others.
- Strategies for Dealing with an Evil Person:**
- Whereas you can talk to wise people about problems, and you can talk to fools about consequences, do not talk to evil people at all, period. “You can communicate with me through my attorney” is a phrase that exists for a reason.
 - Sometimes you must see people for who they truly are, protect yourself, create a necessary ending, and have nothing more to do with them.

Taken from *Necessary Endings* by Dr. Henry Cloud

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