<table>
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<th>TYPES</th>
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| **THE SHERMAN TANK:** Abrupt, intimidating | Strong needs to prove that their view is right  
Strong sense of what others should do | Don’t be too polite- just get in;                                           
Call the person by name;                                     
Speak from your point of view;                               
Avoid a head-on fight                                       |
| **THE SNIPER**      | Intimidates through attacks                | Strong sense of how others ought to think and act                          | Surface the attack – “I know you didn’t mean that like it sounded…here’s what I heard”  
Use questions rather than assertions – avoid a fight       |
| **THE EXPLODER**    | Person feels thwarted or threatened        | Give person time to run down;                                               
Use “right!” or “yes!” to get the person’s attention;          
Show understanding: “I can see that this is important”;   
Take a break                                               |
| **THE COMPLAINER**  | Feels powerless                           | Listen attentively;                                                         
Acknowledge feelings;                                         
Offer alternative solutions;                                 
Ask what they want;                                          
Don’t agree - acknowledge                                    |
| **THE CLAM (VOIDER)** Unwilling to address the situation | May be way of handling painful issue;                                       
May be aggression;                                            
May be avoiding ideas;                                        
May be fear                                                   | Ask open-ended questions;                                      
Use friendly silence and don’t fill the space;               
Comment on what’s happening                                   
“You haven’t said much about this…tell me more”                |
| **SUPERAGREEABLES** | Want to be liked                           | Make honesty non-threatening – ask for honest opinions;  
Be personal – when you can                                    |
| **THE WET BLANKET** | Tend to see the negative side             | State your own realistic optimism and why (facts);                            
Don’t argue;                                                  
Ask for their “worst case”                                    |
| **THE BULLDOZER**   | Want certainty and the security of knowing, not ambiguity | Listen and acknowledge;                                      
Question firmly- don’t confront                               
Avoid being a counter-expert                                 
Offer to collect more data                                    |

Adapted from Branson, Robert, *Coping with Difficult People*, Ballantine Books