



CCN WEEKLY SOLUTIONS SERIES
THE WEEK OF MAY 7, 2007



What's Your Style? The Know-It-All and the Scorekeeper

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I. Introduction

This mini-series of Solutions is on styles of relating that get in the way of relating

With a willing attitude, people can do a lot to change

II. The know-it-all

The defensive know-it-all uses information to keep away from what God wants for them

Intelligent people are always ready to learn. Their ears are open for knowledge.
—Prov. 18:15

Prov. 18:15: non-defensive know-it-alls are better listeners than lecturers—not so with the defensive know-it-all

The defensive know-it-all is always certain, often wrong, and more interested in being right than in connecting

The defensive know-it-all assumes you're just as interested in the topic as they

What's behind the defensive know-it-all: four motivations

- To protect themselves—they don't want people to know how they feel: they're not safe in feelings but rather in the life of the mind
- To control—they manage relationships by lecturing and being right so they won't be shown to be wrong, because being wrong is bad
- To punish—proving another is wrong: being right is vindication
- To connect—they don't know how else to talk: they're saying *can I belong?*

How to help the defensive know-it-all:

- They need to enter the world of feelings and they need help in giving up some control
- They need feedback on how their style affects others and help seeing how a conversation really works
- Help them feel safe in sharing what's messy—"I can't Google you"
- Show them you have a higher value for the connection
- Ask for permission to interrupt to help them observe themselves as others see them

III. The scorekeeper

The scorekeeper has a very good memory for bad stuff, and is constantly tormented by others' slights

The scorekeeper stays in judgment of those who have injured them

What's behind this? The four motivations:

- To protect themselves—by holding grudges they feel they won't be hurt again
- To control—if they can keep you at bay, you may see things their way and agree that everyone else is bad
- To punish—they bring up things in the past to make you feel bad because they're mad, but they can't admit to being mad
- To connect—at least there's something to talk about: "if I can engage you by bringing up old stuff, I matter to you"

Scorekeepers *have* been maltreated—subject to intense criticism or perfectionistic relationships

They're very resistant to sadness

The scorekeeper has a demand for justice—"I won't be happy till everyone knows how much I've been hurt"

The problem: this means that everyone else is in control

Tips for dealing with the scorekeeper:

- The scorekeeper needs to be heard and validated
 - Help them learn that forgiveness and grief are good
- Learning to let go—it's not an immediate fix, it's planting a seed
- They need to come to terms with their dark side, with their issues
 - They need to learn that nobody deserves love, but everyone needs love

They need to learn to get out of the law/owing/scales and into love

Next Week on “Solutions”

What’s Your Style? The Eeyore and the Cling-On

Resources:

BOOKS:

Changes that Heal

By Dr. Henry Cloud

www.cloudtownsend.com

Hiding from Love

By Dr. John Townsend

www.zondervan.com

How People Grow

By Drs. Henry Cloud and John Townsend

www.zondervan.com



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