



## Conversation Strategies per Complainer Type

Complainer types correlate with commonly recognized styles of communication. The Complainers represent the “dark side” or negative behaviors that appear when people are placed under stress. Below are general descriptions that identify each type of Complainer and their behaviors under stress plus popular profiles and assessments that identify communication styles. Although these profiles don’t map precisely to each Complainer type, they all offer extensive coaching and training tools to help you and your Complainer identify strengths and communication strategies.

Complainer Types	Neutral Traits	Development Opportunities	Related Communication Styles
<p><b>Whiners</b></p> <p><i>Under stress:</i> Passive, submissive, withdrawn, silent, tearful, sensitive, hurt</p> <p><i>Under extreme stress:</i> Explode</p>	<p>Introverted</p> <p>Reserved</p> <p>Casual</p> <p>Sensing</p> <p>Feelers</p> <p>Relationship Oriented</p>	<p><i>Improve coping skills through:</i> Assertiveness, self-care, independent decision making</p> <p><i>Enhance natural strengths in:</i> Mediation, team building, conflict resolution, listening</p>	<p>Phlegmatic/Hippocrates</p> <p>Relater/CORE MAP</p> <p>ISF/Myers-Briggs</p> <p>Sensors/Supportiveness/DiSC</p> <p>Conciliator/BrainStyles</p> <p>Blue/Personal Insight Inventory</p>
<p><b>Complicators</b></p> <p><i>Under stress:</i> Passive-aggressive, narrow-minded, cold, withdrawn, critical, resistant, stubborn</p> <p><i>Under extreme stress:</i> Explode</p>	<p>Introverted</p> <p>Reserved</p> <p>Serious</p> <p>Sensing</p> <p>Thinkers</p> <p>Task-oriented</p>	<p><i>Improve coping skills through:</i> Relaxation, flexibility, letting go of perfectionism, emotional intelligence</p> <p><i>Enhance natural strengths in:</i> Planning, strategy, project management, organization</p>	<p>Melancholy/Hippocrates</p> <p>Organizer/CORE MAP</p> <p>IST/Myers-Briggs</p> <p>Compliance/Conscientiousness/DiSC</p> <p>Deliberator/BrainStyles</p> <p>Green/Personal Insight Inventory</p>
<p><b>Prima Donnas</b></p> <p><i>Under stress:</i> Aggressive, pushy, loud, argumentative, disruptive, impatient</p> <p><i>Under extreme stress:</i> Shut down</p>	<p>Extroverted</p> <p>Bold</p> <p>Casual</p> <p>Intuitive</p> <p>Feeling</p> <p>Relationship-oriented</p>	<p><i>Improve coping skills through:</i> Impulse control, planning, internal validation</p> <p><i>Enhance natural strengths in:</i> networking, public speaking, multitasking, creativity</p>	<p>Sanguine/Hippocrates</p> <p>Entertainer/CORE MAP</p> <p>ENF/Myers-Briggs</p> <p>Inducement/Influence/DiSC</p> <p>Conceptor/BrainStyles</p> <p>Yellow/Personal Insight Inventory</p>
<p><b>Controllers</b></p> <p><i>Under stress:</i> Aggressive, bossy, loud, demanding, impatient, bully</p> <p><i>Under extreme stress:</i> Shut down</p>	<p>Extroverted</p> <p>Assertive</p> <p>Serious</p> <p>Intuitive</p> <p>Thinkers</p> <p>Task-oriented</p>	<p><i>Improve coping skills through:</i> Communication, patience, sensitivity, trusting others</p> <p><i>Enhance natural strengths in:</i> Negotiations, influence, risk taking, decision</p>	<p>Choleric /Hippocrates</p> <p>Commander/CORE MAP</p> <p>ENT/Myers-Briggs</p> <p>Director/Dominance/DiSC</p> <p>Knower/BrainStyles</p> <p>Red/Personal Insight Inventory</p>

**Toxics:** Any type can be a toxic personality. In all instances they have been conditioned away from their natural interactional style and toward passive-aggressive behavior. Extroverts are generally more visible and introverts are more covert in the way they use these tactics. In the extreme these are the sociopaths and psychopaths.