



Podcast Episode 275
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“How to Help People with Different Personality Types Get Along”

David: Hi and welcome to In the Loop with Andy Andrews. I'm your host, as always, David Loy. With me, as always, is best selling author, highly sought after consultant and speaker and coach and all around good guy, how about that? Andy Andrews. Andy? How are you?

Andy: I'm good. Thank you, David.

David: Good. Good. Well, we are about to reach the date that we've been leading up to for months. The book, "The Little Things", releases in just a couple days. For those of you who were with us last week, you heard the very special offer that Andy made available to In the Loop listeners for the first three chapters of this book. The response we've received to that has been so good that I wanted to make it available again. Listen closely. If you'd like to have the first three chapters of "The Little Things" the audio book ... This is where Andy got in the studio and read the entire book.

We are making the first three chapters available to you for free of the "The Little Things", if you'd like that, simply text the word little, L-I-T-T-L-E, or little for those of you who don't have a southern accent like me, text the word little to 33444. I know

that doesn't sound like a normal text number, but it is. It works. I promise. Just the word little to 33444, follow the instructions and you'll receive the audio file for the first three chapters of "The Little Things". Andy, that's very cool. Thank you for making that available.

Andy: Hey, I am excited about it. I love doing the audio of these things and I'm excited about the book. After you write a book and then you do the second draft and third draft and fourth draft. Then copy edit and then go through it again then read it to make sure it doesn't have any mistakes and send it to publisher. Then they send it back with all the corrections and then you read it. By the time you actually get the book, you're just usually sick of it, but I actually like this one.

David: Well, that's good.

Andy: By the time you ... If you are an author reading the audio, which I realize not many do, but I love doing it. If you're an author reading the audio, sometimes by the time you read the audio, you're like, "Oh." I love this. I think you'll get a kick out of it and the first three chapters will give you a real flavor. It's not like I'm giving you the first three chapters of a novel. I hate that in the back of the book where you read the first little bit of the next novel. I don't ever read that, because I'm like, "I can't read it right away. I'll get it later." This, these three chapters stand alone. Right? This is not like you're going to go, "Okay. Well,

what was the point?". You'll know the point. You'll get three different huge points. You'll like it.

David: That's a great reminder, Andy. There is immediate, applicable content in each of those chapters and we want you to read the rest of it, obviously, and I hope you order it after you listen to the first three, but they stand alone. You're exactly right. I'm glad you mentioned that. Text the word little to 33444 and you'll get instructions on how to receive that file. You can also share that with anybody else who you think might be interested in it. We'd love to have you share that with anybody.

All right. Andy, today's question is another lengthy one. We sent you this by email. You don't have to look at it, but I wanted you to be able to see it just in case because it is a little bit lengthy. It comes from Kelly. I'll leave Kelly's last name off, but Kelly is very active on social media.

Andy: Yeah I see that. I know Kelly.

David: Yeah. Okay.

Andy: I mean, I don't know him, but I know.

David: There you go. Here's the question and then we'll get your thoughts. Kelly writes in and says, "Andy, this question is long overdue and I only wish I would've reached out sooner for your help. I first saw you speak in Dallas in the late nineties and I've followed you ever since. I've been a loyal In the Loop listener

since the beginning and I regularly promote your blogs and podcasts via social media. Oh, and I'm a founding member of Unshakeable Entrepreneur."

Andy: Very cool. Very cool.

David: Kelly, thank you for all of that. That's outstanding. He goes on to say, "Your teaching on the different personality types has been life changing for me and yet I'm struggling with an extremely difficult situation with my family. My mom, who is 70, and Nanny," I assume grandmother," is 91. They love each other very much and yet they pretty much stay at each other's throats. My mom's love language is acts of service and she loves others by doing. What she loves herself and the way she treats others could be looked at as extreme and yet if you understand how she's wired, it makes sense. An example of how this manifests is with how my mom decorates her home for the various holidays around the year. Not only does she decorate for every holiday, but if you didn't know any better you might think you were in a Hallmark or a department store.

My grandmother, on the other hand, is very simple. She barely decorates for Christmas and thinks my mom is nuts for her actions. My Nanny's love language is quality time to a large degree and that is truly the lens through which she sees the world. My mom will go to any length to serve our family members and her friends and in many cases this brings criticism from my Nanny. To show how bad it can get, they did

not spend Christmas together this past year. My mom had her husband and two best friends over for lunch and I naturally joined her. I then had to go see my Nanny later in the day because they refused to be in the same place. This same thing just happened about four years ago when they were going through another particularly bad time. While their love languages are very different, they are both 100% alike in their strong will nature.

Andy: Of course. Of course they are.

David: Here's the question. "What can I do to help my mom and Nanny understand each other and end their ongoing feud? Any thoughts you might have on how to deal with this challenge would be appreciated. Thanks so much for all you do." Ends very nicely. Kelly ends by saying, "Please let me know if there's anything I can do to serve you. Best regards, from Kelly."

Wow. Andy, what strikes you first from Kelly's email?

Andy: First of all, that is very cool he says, "Let me know if there's anything I can do to serve you." I actually saw on Twitter recently Kelly put something up there about "The Little Things". About the book. I just want you to know, buddy, I appreciate that because we're both in the business of helping people and I just appreciate that. Anybody asks, "What can I do to help?". I says, "You don't got to mention me, but I'd love you

to mention the book if you get a chance." So you have done that and I appreciate you very much.

Listen man, in one way, you know this is kind of funny. In one way, this is just horrible. Obviously, David, Kelly is not from the South, I don't think, because if Kelly was from the South nobody would have any choice about having spent Christmas together because, as you know, in the South I think isn't it 35 years of age ... Somebody gets to be 35, don't we all start saying, "Well, this could be his last Christmas. We need to be there. This could be his last Christmas."? People said that about my grandfather for like 40 years. Yeah, I know it's grandad's last Christmas. I'm kind of laughing, because you look and you go, "They're 70 and 91. Come on you guys. This really could be your last Christmas." You know?

One of the things that I would urge you to do, Kelly, is if you want to be the peacemaker here, which obviously you do. You want to ... What do I do? What do I do here? Is there anything that I could do or should do? You care about them both and they love you and they love each other. They just have a hard time around each other. That is not uncommon for people who do not understand the personality types. That kind of value of the personality types, so to speak. I was recently with a group of people and there were couple of them that were maybe not getting along with a couple of them. I mentioned, I said, "How many of you do this?" Couple of them raised their hand. "You wouldn't do that. If you had to do that, you'd just rather die.

You don't even want money bad enough to do that." They raised their hands.

I said, it's curious to me that both of you make money, both of you are financially compensated, because of a whole. There is a whole result that has to be gotten here. There's a whole effort that has to be put forth for the result to come through that either of you get paid at all. If these guys are not doing what they do, then you guys over here are not going to get paid. Ever. The company's going to go down. Now, curiously, the same is true on the other side. These guys over here, if they're not doing what they do, you guys over here aren't going to get paid. Because the company is going to go down. Now, you understand that each of you do what you do partially because of your personality. You're kind of geared toward that. Your personalities are kind of driving you crazy and so all you're seeing is the bad things of each other's personality and yet if their personality wasn't like that, you wouldn't even be paid.

There is an amazing context in which we can find to be grateful that person is like they are. You ain't got to hang around with them all the time, but you can certainly hang in there for a little while and certainly be grateful for how they are instead of letting how they are just drive you crazy and think you should push them over a cliff or something like that. Now, Kelly, in a more personal context, your mom and your Nanny are the same way. Your mom has that goldfish thing. She's got that serving thing. Straightening the castle, cleaning the water. Your

Nanny is that canary thing. Quality time. Here, just sit here on the couch. Just listen to me sing. You ain't got to do anything for me. You ain't got to say anything. Just be with me. You know?

Some people that just drives them insane. My wife is a canary. She's a quality time person. I'm more of a words of affirmation person, but that sometimes just ... I mean probably just kind of wants to sit sometimes. Well, we've come to an understanding that I can sit some, but I can't sit all the time. We've come to an understanding that, yeah I'm words of affirmation and while you, Polly, may look at me and think everybody else is telling me that they like me and they like my writing and all of that, everybody else doesn't matter to me like you do. I don't need to hear it from her, I just need to hear it from you. There are such differences there with Nanny and mom, and yet they love each other. They just kind of can't get along. The reason they can't get along is because they may see how that other person is, but they have not really latched onto the personal value for themselves, maybe. Okay.

That can be different things for different people, but if I were you, if I were in your place, Kelly and I was determined that these two very important ladies finish well in their lives, then I would have separate conversations with them. A lot of people think ... I guarantee there's a lot of people that leapt immediately to a conclusion there when I said, "I'd have conversations with them." There were people who leapt to the

conclusion that I mean that you should go have a talk with them. That you should go give them a talking to. That you should go have a come-to-Jesus with this ladies. That's not what I'm talking about at all. What I'm saying is, you should have a conversation with them.

Remember change. If we want people to change, if people change, in any instance of change, there's two things. There's what's in it for me and proof beyond a reasonable doubt. Those are the only two things that are common denominators of change. Right now, you're looking at mom and Nanny ... It sounds like a little more Nanny than mom. Sounds like mom would be happy to decorate Nanny's house. It's just Nanny don't want her there. Or doesn't want to come into a decorated house. You want these ladies to change. Go into any conversation, you know that for them to change there's going to have to be a conclusion that they come to that there's something that they want. Something in it for them if they did change.

You don't have to say, "To change, if you want to change ... ". You don't have to bring it up that way, because what I'm going to suggest that you do is the conversation be phrased in the context of something that is very natural for you, Kelly, evidently and that is the very last thing that you wrote here. You said, "Please let me know if there's anything I can do to serve you." What an awesome thing to say. I suggest that you use that in one form or another with your mom and with your

grandmother. That you get into some conversation one day or maybe a series of conversations based on how much you appreciate them and how much you love them.

"I've asked you before, anything I can do? You always say, no, no, no. Not really. I love you so much, I think about you so much. I think about you every day. Every morning. Every night. I love you so much, I know that just part of what you are would say that no, don't go to any trouble for me, but I think about you all the time anyway. I want to find ways that I can help you. I got some curious questions that I think will help me know you better and help me figure out a way just to ... I think you're awesome and so just to ... I am a younger person trying to come ... " I'm winging this right now, Kelly, okay?

"I'm a younger person and I'm still trying to figure out, how do I create the life of my dreams? What are my dreams? If I could wave a magic wand, what would I do? I am curious, Nanny, what would be, to you, the best life, the best way, if you could wave a magic wand, you could live any way you wanted to ... " just ask questions about that. Who knows what she's going to say. Sometimes she may say, "Well, I don't know." "Okay. All right. I understand that. I understand you don't know, but let me ask you this. If you did know. If you did know, I know you don't know, but if you did know, what would you say?" Just laugh. Just laugh. Just tease her.

"What about mom? I was just curious. I know you guys kind of don't get along sometimes, but if you could wave a magic wand would you get along? Would you say, okay I would rather spend the rest of my life not getting along or I would rather get along? Obviously, you'd like to get along, right? Wouldn't you? I guess you would. I guess you would. I'm just curious about that." Just ask questions. "What would have to happen for you to get along?" Maybe you don't ask that. Maybe you ask something like ... I would ask something like, "Forget not getting along or whatever. What do you think mom would say is the greatest thing about you? What do you think she would say?"

These are just questions that will lead you in different areas. What do you think ... Here's a great question. "Nanny, here's a great question. If mom did not know anything about herself, if she was just like kind of ... And we had to tell her, if you had to say, hey honey, I know you don't know this about yourself, but this is one of the greatest things about you. What would that be?" Don't let her get away with, "There ain't nothing good about her." "Oh, yeah there is." I'm just saying, explore this stuff because then you can start to find connections, Kelly. You can start to find ... "You know how you said that so-and-so was the greatest thing about her? Let me ask you this, what is a moment in your life that mom really surprised you and it just thrilled you that there was something and she was kind of responsible for?"

You can start to find, Kelly, context. You'll start to find connections. Even if you have to say, "You know what? It is so funny to me, it is funny to me, that you say that that one day, you remember, you told me about that day in February you was telling me years ago that that was when mo did that and how that made you feel? You said that one thing about mom? It's hilarious to me and you probably already know this, but it's hilarious to me that you say that those are the things that made mom so great and yet mom would've never done those things if she wasn't how she is. It's funny, isn't it, how she is drives you nuts? It drives you nuts that she decorates and it drives you nuts that she cooks when everybody comes over. It drives you nuts when she's so busy all the time. That drives you nuts and yet, if she wasn't like that, that one thing that you said made the huge difference in your life and made you feel ... If she wasn't like that, that would've never happened. Isn't that funny? Isn't that funny how that is?"

I would urge you to look at your target. Look at your target, Kelly, of where you want these two ladies ... It sounds to me, again, like you have more work to do with Nanny than you do with mom, but you have some work to do with mom too because there's some things that mom has probably decided, "Hey, that's the way I am and I ain't changing for nobody. I'm just doing that." There's some of that that can be probably eased a little bit as well. It can all be done in the context of getting what you want, because see you can get the win without either one of them knowing they're winning anything or that

any of them being in any kind of competition, you can create a win for both those ladies that creates more appreciation for each other, more appreciation for their past, more understanding of their present and more gratefulness for their life and their relationship as a whole.

David: That's really good. Kelly, thank you for participating and, as Andy said, for everything that you do and say on social media and just for being with us on this journey. Also for being a part of Unshakeable Entrepreneur. We're thrilled that you're here with us and for jumping into this conversation. Andy, thanks for your thoughts. That's really good stuff.

One more time as we close out I want to remind everyone, if you want the first three chapters of the audio book of "The Little Things", text little, L-I-T-T-L-E, text that one word, little, to 33444, follow the instructions and within a matter of seconds or minutes you will have access to those first three chapters. As Andy mentioned, they stand alone. You will want to continue reading. You'll want to order the book and read the rest of it, but you're going to get amazing value just in those three chapters by themselves.

Take advantage of that. Andy, we're excited to continue to update folks on the success of "The Little Things". It is already making a huge impact in so many people's lives and we're excited to see how that continues. All right. That's all the time we've got this week. Andy, we'll talk to you next time.

Andy: Okay, buddy. See you then.

Speaker Join in the conversation with Andy on Facebook and Twitter.

1: Also, be sure to check out andyandrews.com for more information.

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Would you like to run something by Andy? Contact us and your question might be featured on the show!

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