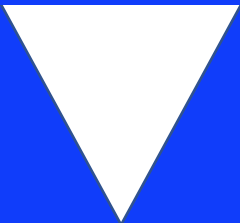


“It’s hard” • “I have to” • “There’s nothing I can do”



VICTIM



IS AT THE EFFECT OF

Victim: Is at the effect of

Victims see themselves as “at the effect of” people, circumstances and conditions. They often experience themselves as disempowered. You will know if you are in the Victim position if you feel powerless to effect change. The Victim plays out its role by a declaration of pain and suffering, as well as defeat. The Victim often complains and whines and/ or argues for why it can’t have what it wants. Once in this role, the victim is able to feel unique, as it waits for someone else to fix the problem.

SEEKS OUT:

Help
Security
People who want to rescue
Pain and suffering
Overwhelming problems

FAVOURITE WAYS TO GO BELOW THE LINE:

Being Misunderstood	Trying Hard
Feeling Overwhelmed	Getting Distracted
Getting Sick	Being Disorganized
Being Confused	Being Embarrassed
Waiting	Worrying
Whining	Giving up

PERSONA

Complainer
Worry wart
Unappreciated
Under-resourced
Overworked
Martyr
Resigned
Overwhelmed
Misunderstood
The needy one
Whiner
Depressed
Dummy
The reliable one
Hercules



What styles do you use to justify your position?

WHAT IT SAYS

“Why is it this way?”
“This could be a problem”
“You don’t see my value”
“I’ don’t have enough...”
“I’m tired”
“I have to sacrifice myself”
“I don’t have a choice”
“It’s too much”
“You don’t know my pain”
“I can’t do it”
“It’s not fair”
“I can’t get out of this”
“I don’t know how”
“I can’t have any fun”
“It’s all put on me”



Do you hear yourself saying any of these?

WHAT IT REQUIRES

Any problem
Irresponsible people, uncertainty
People who don’t look deeply
Over-demanding people or schedules
Too much to do
People who aren't doing their part
External authority and rules
People who are counting on you
Bad listeners
Difficult challenges & personal inability
Injustice
Cheerleaders, hopeless circumstances
Critics
People who do whatever they want
Being held overly responsible



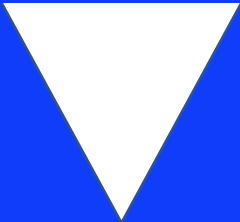
Are you complaining about any of these?

Based on the work of the Hendricks Institute, www.hendricks.com

“It should be different” • “Who’s to blame” • “You’re wrong”



VILLAIN



BLAMES OTHERS OR SELF

Villain: Blame self & others

The Villain focuses on blame. They blame themselves, another or “them.” You will know you are in the Villain position if you feel your position is the right one, and you only search for evidence that supports your claims. The Villain’s main goal is to find fault, and identify who caused the problem. The Villain plays out its role by declaring that it “knows” and is “right” thus stifling open discussion and keeping attention on the problem.

SEEKS OUT:

People to criticise
 Enemies to conquer
 “the way” to follow
 Where to place blame
 Control

FAVOURITE WAYS TO GO BELOW THE LINE:

Getting righteous	Justifying
Judging	Intellectualising
Policing	Comparing
Dismissing	Lecturing
Ignoring	Getting bored
Interrupting	Gossiping

PERSONA

Critic
 Rebel
 Cynic
 Debater
 Control Freak
 Gossip
 Bulldozer
 Dunce
 Time Cop
 Repeat Offender
 Puritan
 Drill Sergeant
 Mr. Sarcasm

Know-It-All
 Narcissist



What styles do you use to justify your position?

WHAT IT SAYS

“You’re doing it wrong”
 “You can’t make me”
 “It won’t work”
 “My perspective is best”
 “Don’t deviate from my plan”
 “They’ve been bad”
 “My way or the highway”
 “I’m so stupid”
 “You’re late”
 “I’m ashamed of myself”
 “There is One True Way”
 “Shape up or ship out”
 “I’m just being funny”

“I have the answer”
 “I am most important”



Do you hear yourself saying any of these?

WHAT IT REQUIRES

People who don’t get it
 Authority figures / Rules
 Overly idealistic people
 People who don’t agree
 People who just go along
 Drama
 Directionless people
 Pressure to perform
 Others who don’t value “my time”
 Moral code
 Rebels & non-believers
 Irresponsible people
 People who get hurt

Confused people
 People who aren’t devoted to me



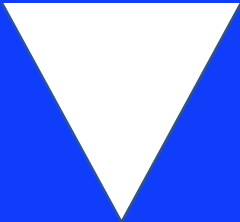
Are you complaining about any of these?

Based on the work of the Hendricks Institute, www.hendricks.com

“I can handle it” • “I can help” • “Poor you”



HERO



SEEKS TEMPORARY RELIEF

Hero: Seeks temporary relief

The hero seeks temporary relief. The hero looks for suffering inside or outside of itself. But rather than feeling helpless, like the Victim, the Hero assumes that it is able to control or change the situation. Thus, the hero reacts to pain by finding temporary ways to make it go away. Heros act with an expectation of reward; specifically that you or others will “feel better” because of your deeds. Heroes play out their role by applying a “solution” to the “problem” in order to avoid their feelings or discomfort.

SEEKS OUT:

Appreciation
Problems to fix
People to save
Pain to be relieved
Conflicts to be resolved

FAVOURITE WAYS TO GO BELOW THE LINE:

Organising	Withdrawing
Achieving or approval	Figuring it out
Caretaking	Listening to gossip
Overworking	Over-compromising
Looking interested	Indulging in food & Drugs
Doing it right	TV/ internet
Procrastinating	

PERSONA

Protector
Peacemaker
Energizer Bunny
Flatterer
Firefighter
Cheerleader
Peter Pan
Analyzer
Super-competent
Multi-tasker
Good Listener
Provider
Withdrawer
Good Parent
Nice Guy



What styles do you use to justify your position?

WHAT IT SAYS

“I’ll keep you from harm”
“Let’s all get along”
“I’ll do it”
“You’re great”
“I’ll make it all better”
“You can do it”
“Let’s have fun”
“I can figure it out”
“I can do anything”
“I can do it all right now”
“I understand”
“I’ll support you”
“I need space”
“I’ll be there for you”
“I am kind and caring”



Do you hear yourself saying any of these?

WHAT IT REQUIRES

Powerless victim
People in conflict
People who pass the buck
People who don’t value themselves
Emergencies
People who lack confidence
Stressful conditions/people
Complex problems
Incompetent people
Sense of urgency or busyness
People with a story to tell
People who want more
Needy people & excessive responsibility
Children needing attention/support
Critical, aggressive people



Are you complaining about any of these?

Based on the work of the Hendricks Institute, www.hendricks.com