



ESI
EXCESS SHARE
INSURANCE



1. There is too much complaining in the world
2. The world isn't the way we'd like it to be



Complain – *To express grief, pain
or discontent*



It is **not complaining** to speak
DIRECTLY and ONLY to the person who
can resolve the issue

“Complaining is not to be confused with informing someone of a mistake or deficiency so that it can be put right.



-Eckhart Tolle

“And to refrain from complaining doesn't necessarily mean putting up with bad quality or behavior.



-Eckhart Tolle

“There is no ego in telling the waiter your soup is cold and needs to be heated up—if you stick to the **facts, which are always neutral.**”



-Eckhart Tolle

“How dare you serve
me cold soup?”

That’s complaining.”





Complaining

✓ Costs Money



Complaining Costs

78% of employees waste 4.5 hours every week listening to coworkers complain.



Complaining Costs

Employees \times 78% \times 4.5 hours \times Average Pay
 \times 52 Weeks = Cost

100 Employees \times .78 \times 4.5 hours \times \$24.57
 \times 52 Weeks = \$448,451.64



Complaining

1 out of every 10 employees quit their job
because of complaining coworkers



Complaining Costs

3/4 of US employees say they'd refuse a better job with a \$10,000 raise if they'd have to work with a complainer



Complaining

- ✓ Costs Money
- ✓ Is a Competitive Sport



Complaining

- ✓ Costs Money
- ✓ Is a Competitive Sport
- ✓ Keeps Focus on the Problem



Complaining

- ✓ Costs Money
- ✓ Is a Competitive Sport
- ✓ Keeps Focus on the Problem
- ✓ Damages Health



Complaining

- ✓ Costs Money
- ✓ Is a Competitive Sport
- ✓ Keeps Focus on the Problem
- ✓ Damages Health
- ✓ Destroys Relationships



Complaining

- ✓ Costs Money
- ✓ Is a Competitive Sport
- ✓ Keeps Focus on the Problem
- ✓ Damages Health
- ✓ Destroys Relationships



Why People Complain

G
R
I
P
P
E



Why People Complain

Get attention

R
I
P
P
E

“What is
going well
with _____?”



Why People Complain

Get attention

Remove Responsibility

I

P

E

Text WillBowen to 64600

**“If it were
possible, how
might you do it?”**



Why People Complain

Get attention

Remove Responsibility

Inspire Envy

P

E



Compliment
the
Opposite



Why People Complain

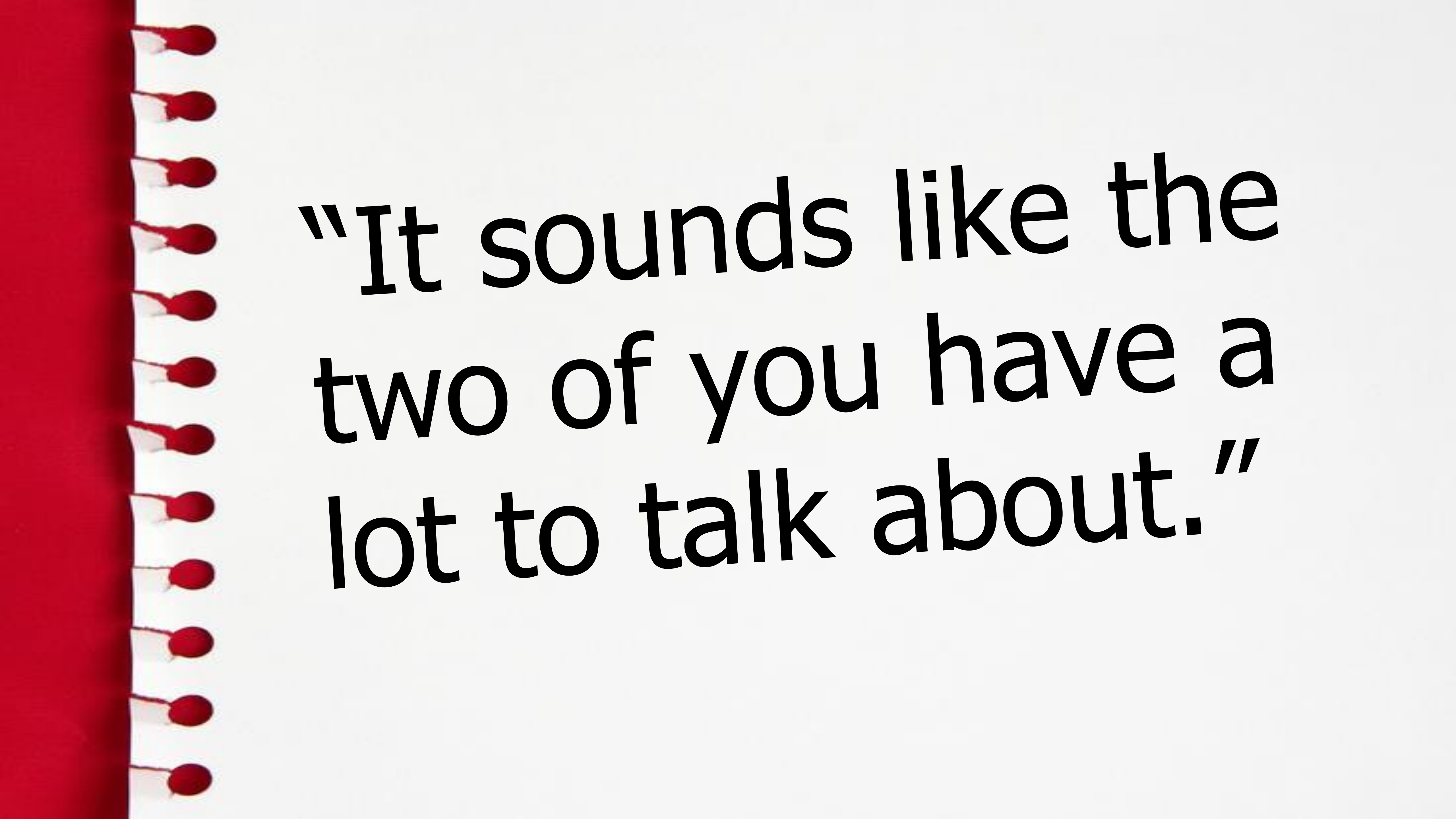
Get attention

Remove Responsibility

Inspire Envy

Power

E

A red spiral-bound notebook is shown from a top-down perspective. The left edge of the notebook is visible, showing the red cover and the silver spiral binding. The page is white and contains a quote in large, bold, black, sans-serif font. The quote is: "It sounds like the two of you have a lot to talk about."

"It sounds like the two of you have a lot to talk about."



Why People Complain

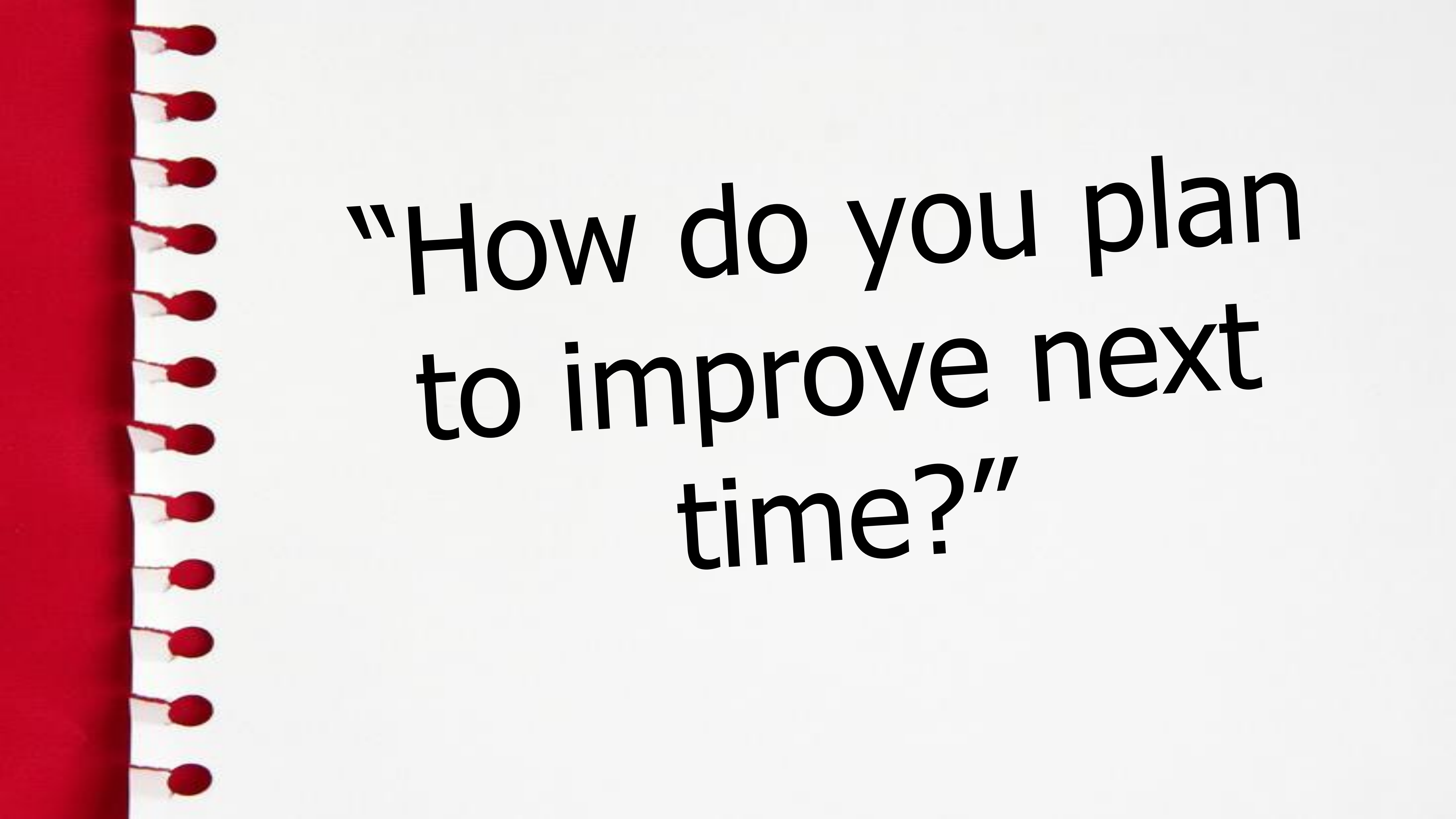
Get attention

Remove Responsibility

Inspire Envy

Power

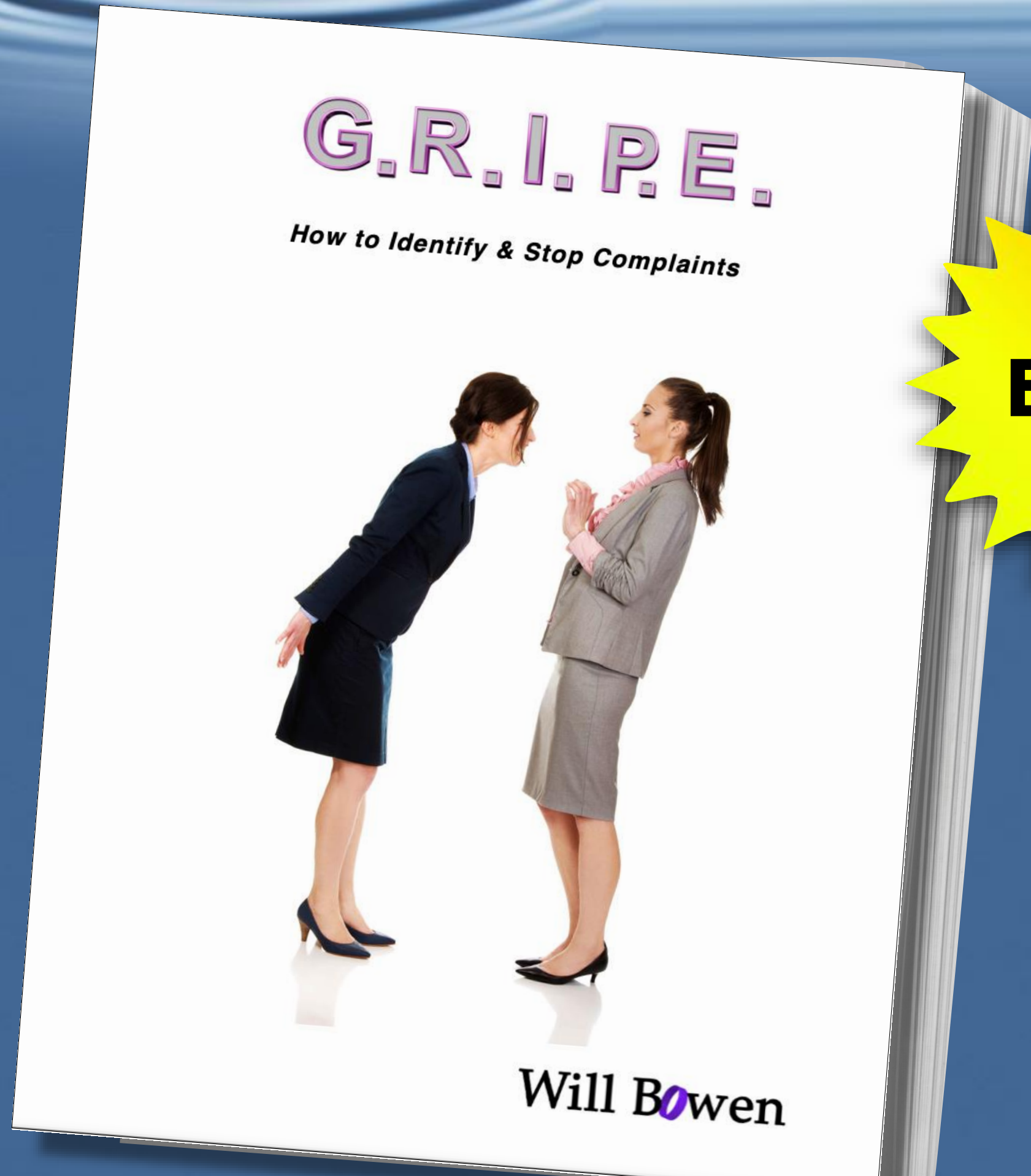
Excuse Poor Performance

A red spiral-bound notebook is shown from a top-down perspective. The left edge of the notebook is visible, showing the red cover and the silver spiral binding. The pages are white and mostly blank. In the center of the page, the text "How do you plan to improve next time?" is written in a large, bold, black, sans-serif font. The text is arranged in four lines, with the first line being the longest and the last line being the shortest. The overall image is clean and minimalist, focusing on the text and the notebook's design.

**“How do you plan
to improve next
time?”**



Complaint Free Toolkit



Ebook



Daily Videos

Text **WillBowen** to **64600**

The Complaint Free Challenge



Text **WillBowen** to **64600**



Text WillBowen to 64600

