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.”

-Eckhart Tolle

© 2008 – Current Lamplighter, Inc. All Rights Reserved.

Complaining

- ✓ Costs Money

Complaining Costs

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

Complaining Costs

Employees x 78% x 4.5 hours x Average Pay
x 52 Weeks = Cost

100 Employees x .78 x 4.5 hours x $24.57
x 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

E

Why People Complain

Get attention

R

I

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

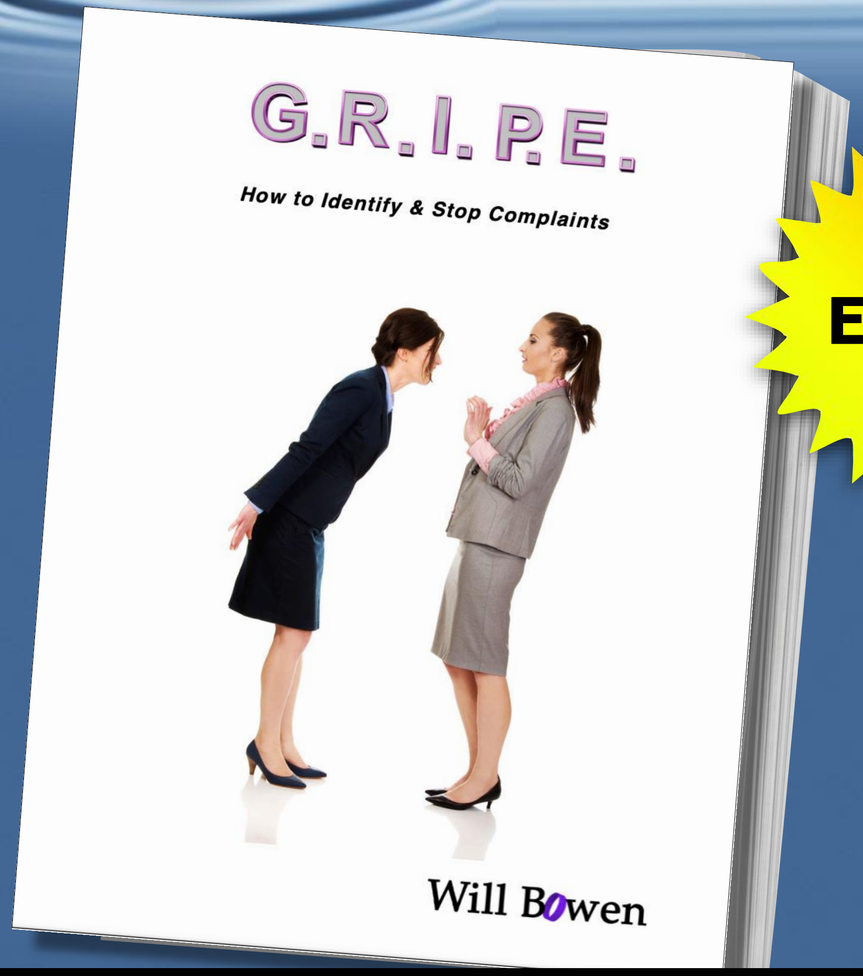
“It sounds like the two of you have a lot to talk about.”

Why People Complain

Get attention
Remove Responsibility
Inspire Envy
Power
Excuse Poor Performance

“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

A Complaint Free World.org ™