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.”
✓ Costs Money
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
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
✓ 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
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✓ Damages Health
✓ Destroys Relationships
Complaining

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Why People Complain
Why People Complain

Get attention

R I P E
“What is going well with ____?”
Why People Complain

Get attention
Remove Responsibility

Text WillBowen to 64600
“If it were possible, how might you do it?”
Why People Complain

Get attention
Remove Responsibility
Inspire Envy
PE
Compliment the Opposite
Why People Complain

Get attention
Remove Responsibility
Inspire Envy
Power
“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?”
The Complaint Free Challenge

Text WillBowen to 64600