

A COMPLAINT FREE WORLD



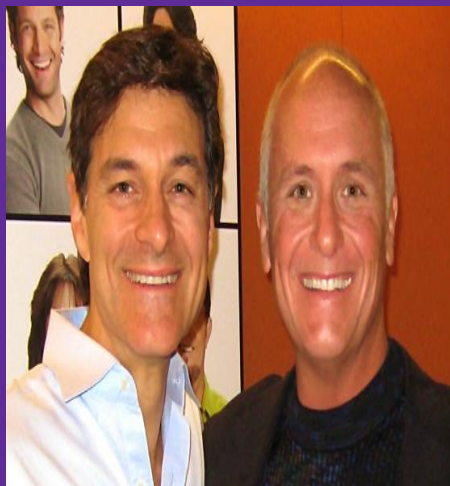


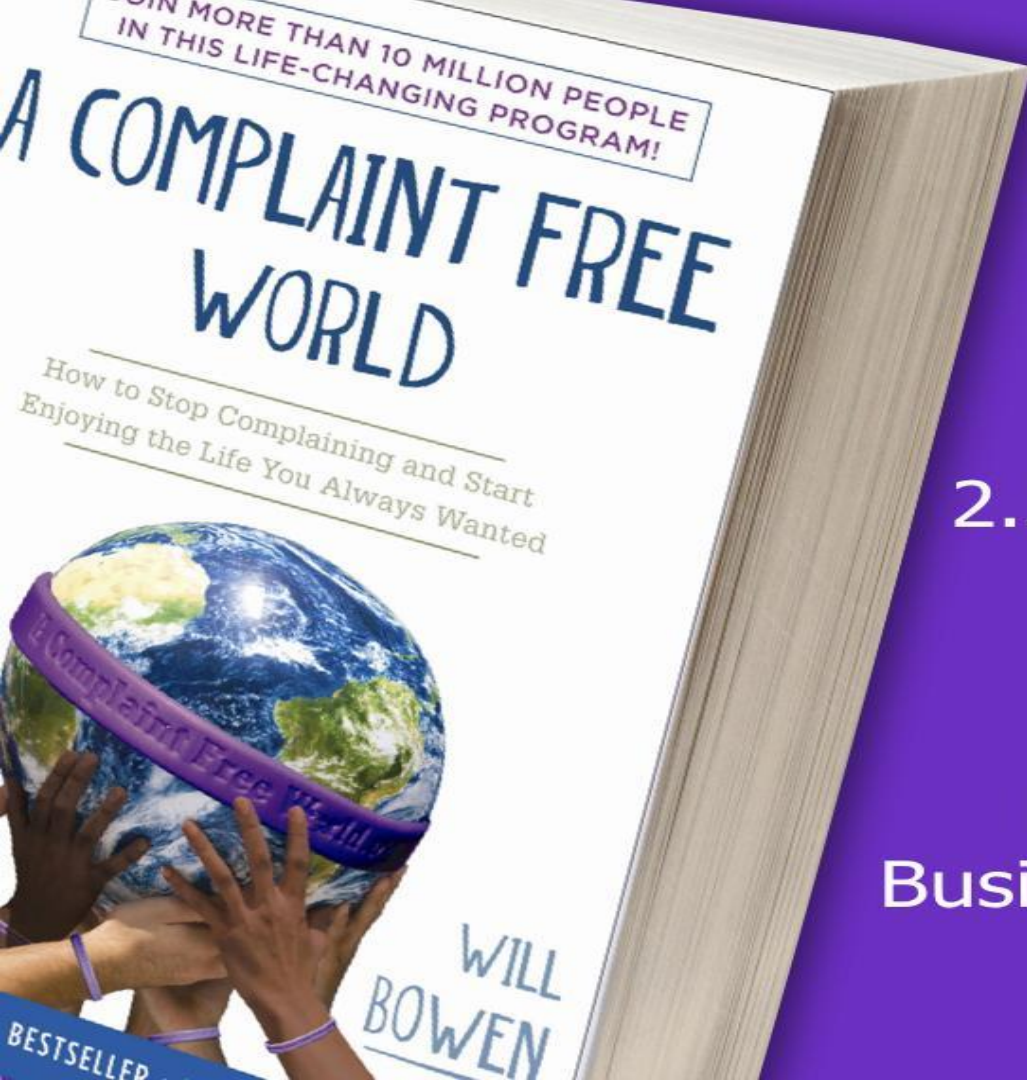
A COMPLAINT FREE WORLD





Will Bowen





#1 International
Bestseller

2.5+ Million copies sold
in 30+ languages

Required reading at
Businesses and Universities



COMPLAIN:

TO EXPRESS GRIEF, PAIN OR DISCONTENT



IT IS *NOT* COMPLAINING

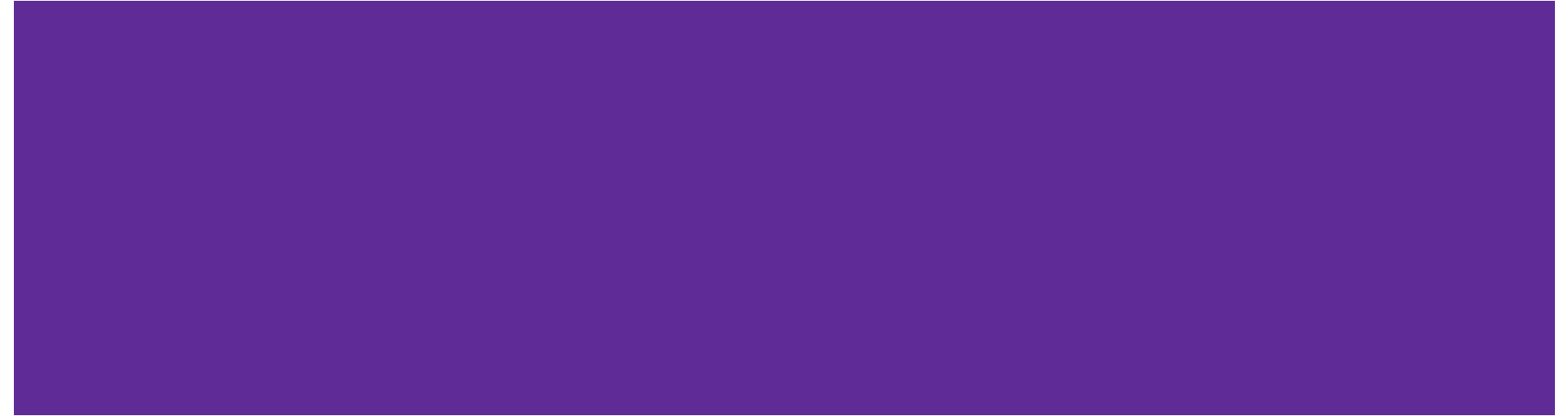
To speak DIRECTLY and ONLY to the person who can resolve the issue.

Stick to the facts.

They are always neutral.

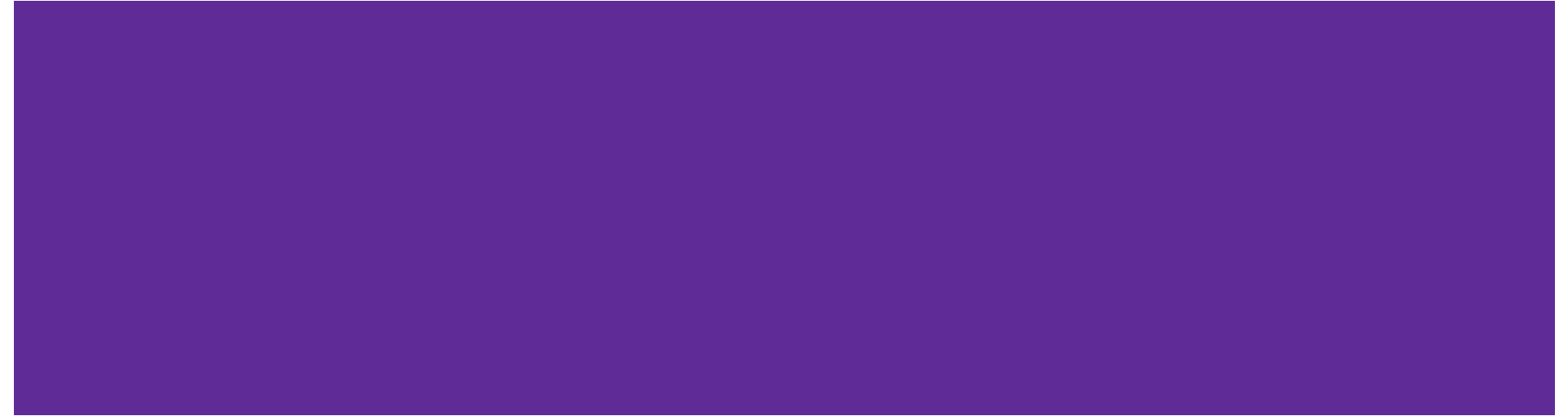
Confrontation vs. Clarification?

Addressing the issue head-on



COMPLAINING -

KEEPS YOU FOCUSED ON THE PROBLEM.



COMPLAINING -

DAMAGES YOUR CAREER SUCCESS



1 out of every 11 people quit
their jobs because of
complaining coworkers

78% of U.S. workers estimate
wasting more than 3 to 6
hours every week listening to
coworkers complain

COMPLAINING -

IS BAD FOR YOUR RELATIONSHIPS

- Complain at = Escalates situation
- Complain to = Emulates behavior

COMPLAINING -

IS DAMAGING TO YOUR HEALTH

- Raises Cortisol
- Shrinks hippocampus
- Negativity becomes default mode

COMPLAINING

- KEEPS YOU FOCUSED ON THE PROBLEM.
- DAMAGES YOUR CAREER SUCCESS
- IS DAMAGING TO YOUR HEALTH
- IS BAD FOR YOUR RELATIONSHIPS



**G
R
I
P
E**

**THE 5 REASONS
WE COMPLAIN**

GET ATTENTION

R

I

P

E

THE **5** REASONS

WE COMPLAIN

“WHAT IS GOING WELL
WITH

_____?”

GET ATTENTION

REMOVE RESPONSIBILITY

I

P

E

THE 5 REASONS
WE COMPLAIN

“IF IT **WERE** POSSIBLE, HOW
MIGHT YOU DO IT?”

GET ATTENTION

REMOVE RESPONSIBILITY

INSPIRE ENVY (BRAG)

P

E

THE 5 REASONS
WE COMPLAIN

COMPLIMENT
THE
OPPOSITE

GET ATTENTION

REMOVE RESPONSIBILITY

INSPIRE ENVY (BRAG)

POWER

E

THE 5 REASONS
WE COMPLAIN

“IT SOUNDS LIKE THE TWO
OF YOU HAVE A LOT TO
TALK ABOUT”

GET ATTENTION

REMOVE RESPONSIBILITY

INSPIRE ENVY (BRAG)

POWER

EXCUSE POOR PERFORMANCE

THE 5 REASONS
WE COMPLAIN

—

“HOW DO YOU PLAN TO
IMPROVE NEXT TIME?”

GET ATTENTION

REMOVE RESPONSIBILITY

INSPIRE ENVY (BRAG)

POWER

EXCUSE POOR PERFORMANCE

THE 5 REASONS
WE COMPLAIN

COMPLAINING -

IS A COMPETITIVE SPORT & IT'S CONTAGIOUS



The 21 Day Complaint Free Challenge



RULES

- NO FINGER POINTING
- NO BRACELET SNAPPING
- KEEP SWITCHING YOUR BRACELET THROUGH THE DAY
- THOUGHTS ARE FREE

Day ONE Means...

- You're Trying
- You're making a conscious effort to be a better person
- You're on a new journey to Change Your Life

MAKE TODAY
YOUR
DAY ONE.

