



How to Master the Whiners and Make Them Winners

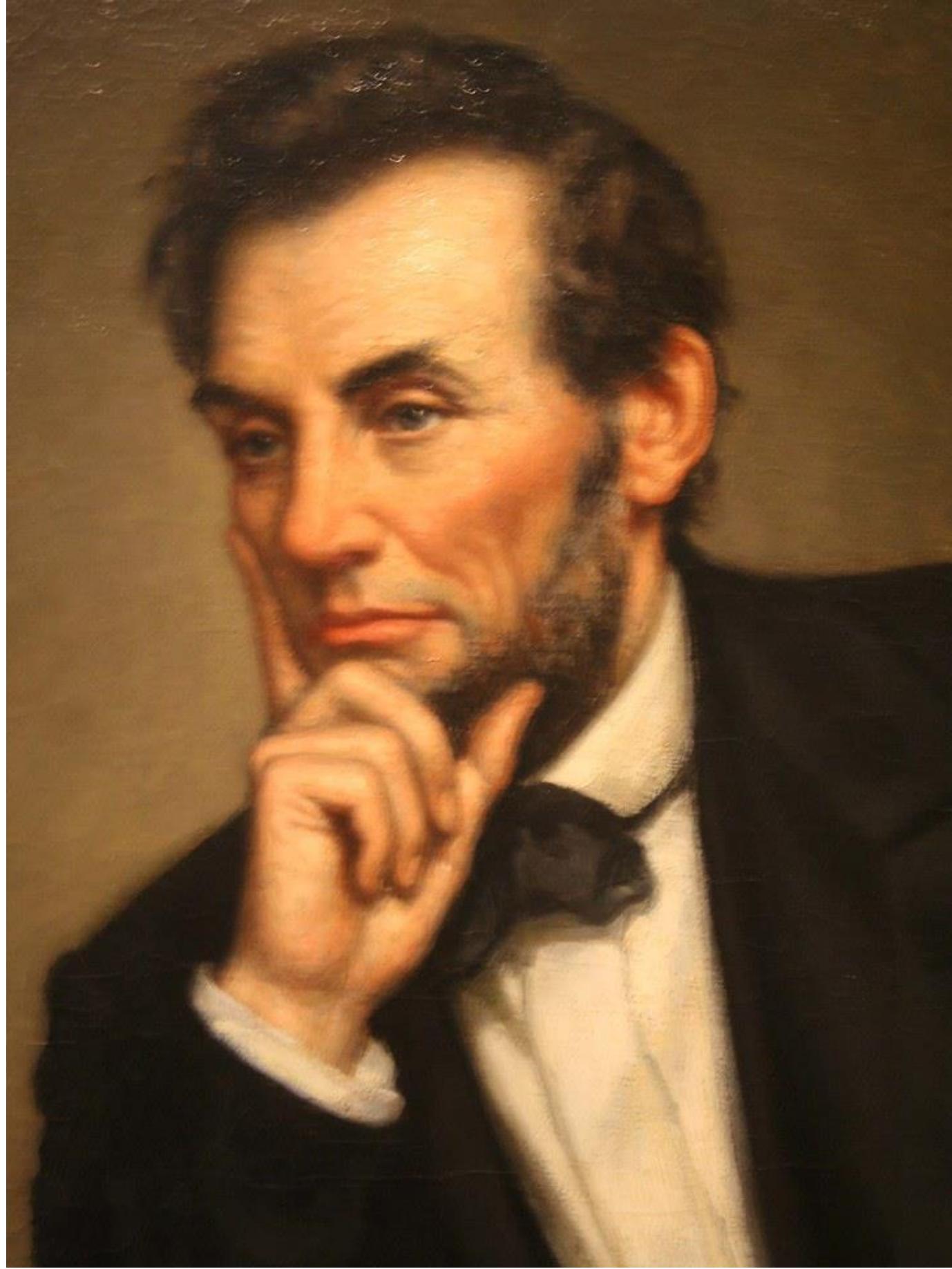


Meet Your Instructor

Anne Uecker



- Master Municipal Clerk
- Speaker, Trainer
- Certified Trainer – Power of Positive Leadership
- Athenian Dialogue Facilitator



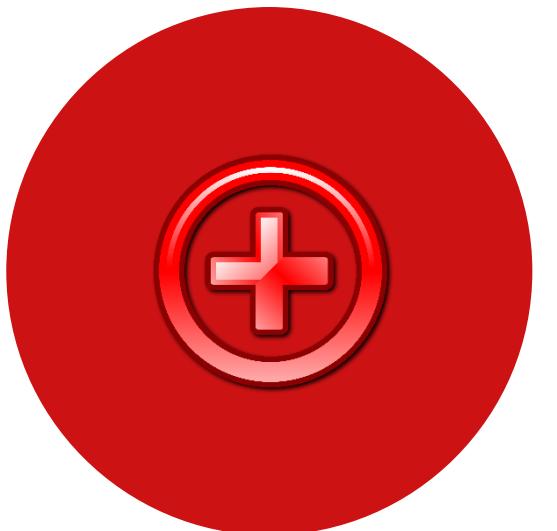
“A man is about
as happy as he
chooses to be.”

The Key to Success

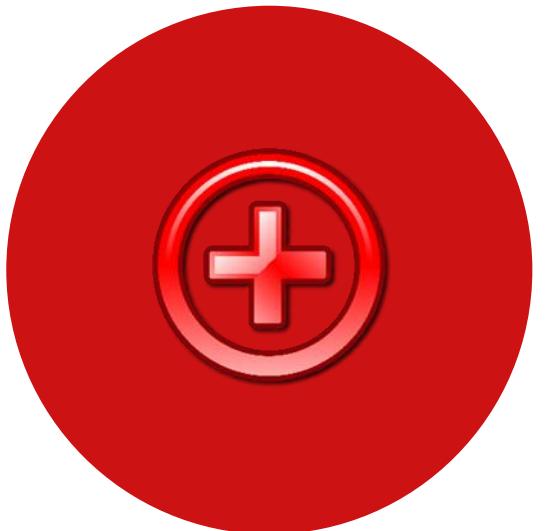


We need to learn strategies that turn negative energy into positive solutions.

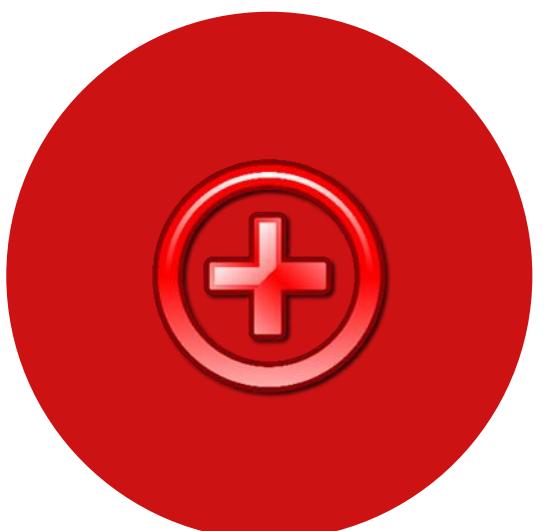
Complaints



Catalyst for
Innovation



Positive Solutions



Signal what we don't
want so we can
focus on what we do
want



Communication Voids

Breeding ground for
negativity to grow

Challenge your Team

If you don't challenge
your team, they won't
grow



The “N” Negativity Word



The Cost of Negativity

- \$250 - \$300 Billion in lost productivity
- 90% of Doctor visits are stress related



The Cost of Negativity

- Takes more energy to fuel
- Scares off your customers

How Negative Emotions Affect You

- Decreased Life Span
- Increased Risk of Heart Attack
- Increased Risk of Stroke
- Greater Stress
- Less Energy
- More Pain
- Fewer Friends
- Less Success



Why Do People Complain?

The Two Main Reasons:

- They are Fearful and Helpless
- It has Become a Bad Habit

You Have a Choice

The Positive Road

- Enhanced Health
- Happiness
- Success



The Negative Road

- Misery
- Anger
- Failure

The Chronic Complainers



CC's

The Chronic Complainers



“Don’t complain. 80%
of the people you
complain to don’t care
and 20% are glad you
have problems.”

Lou Holtz

Characteristics Of a Chronic Complainer

- Feeling of Injustice
- First to Refuse Change or a New Idea
- Filled to the Brim with Negativity
- Always Discontented
- Programmed Minds with a Big NO
- Behave Like Well-Wishers

Characteristics Of a Chronic Complainer

- Grieving Over Others Success
- False Prejudices
- Allergic to Positivity
- Blame Others Even for Their Own Failures
- Laid Back Attitude

Coaching

- Designed to elicit positive change in behaviors by:
 - Offering Guidance
 - Encouragement
 - Specific Action Steps

Counseling

- Share your wisdom to help them see another perspective
- Encourage them to pull up their socks and start working to improve their skills
- Encourage them to list out the things they actually LIKE about the office and their work



If your Chronic Complainier is a Team Member

Tackle the Situation By:

- Listening
- Provide Information
- Empowering Them
- Role Swapping
- Motivational Training

**Complaining
Creates a Circle of
Negativity**



No Complaining Fast

Makes you monitor your thoughts and
realize how negative you really are.

Remember, the change begins with
YOU!



No Complaining Tools

There are 3 easy tools to move from a Whiner to a Winner:

- The But Positive Technique
- Focus on “Get To” instead of “Have To”
- Turn Complaints into Solutions



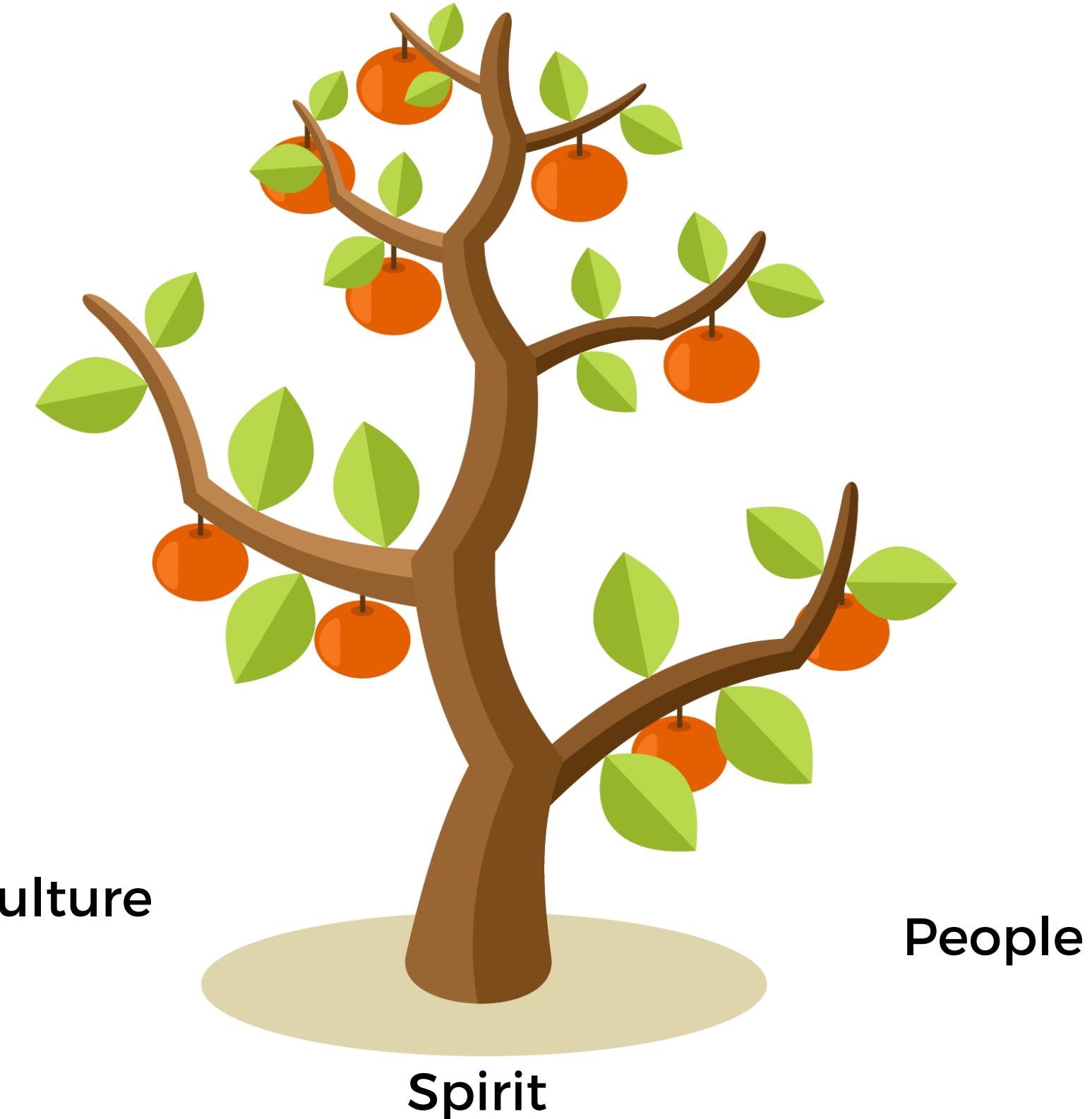
The Measure of Success

Will not be determined by how we act during the great times on our life but rather by how we think and respond to the challenges of our most difficult times

Positive
Environment and
Culture are
Everything

The word cloud is composed of several words in various colors, all related to positive qualities or values. The central word is 'supportive' in large orange letters. Surrounding it are words like 'welcoming' (brown), 'caring' (red), 'fun' (purple), 'inclusive' (brown), 'patience' (orange), 'acceptance' (green), 'encouraging' (brown), 'helpful' (orange), 'respect' (brown), 'humour' (purple), 'trust' (orange), 'kindness' (brown), 'risk-taking' (red), 'playfulness' (blue), 'humility' (orange), 'clean' (blue), 'driven' (blue), 'adaptable' (yellow), 'team-players' (blue), 'pride' (blue), 'respectful' (brown), 'warmth' (brown), 'positive' (yellow), 'inspiring' (blue), 'collaborative' (brown), 'communication' (orange), 'flexible' (orange), 'privacy' (blue), 'equality' (red), 'confidence-building' (green), 'sharing' (blue), 'courageous' (orange), 'professional' (blue), 'happy-people' (yellow), 'giving' (blue), 'lighthearted' (blue), 'dependable' (yellow), 'philosophy' (blue), and 'participatory' (yellow).

The Secret to Winning





Trust must permeate the
Organization

Your Team wants to know they can
trust you and you care about them

Trust

If you lead with trust, success will
follow



We need to do a better job of listening to our people and empowering them to create solutions

- Praise more instead of demoralizing
- Confront a situation to move past it
- If you tell someone a problem more than once – you are complaining

Fill the Void with Positive Communication



**Become
Solution and
Innovation
Focused**



No Complaining Rule

- Never complain to someone who is not able to help with a solution
- Mindless complaining serves no purpose and only sabotages morale and performance



Five Things To Do Instead of Complain

#1

Practice Gratitude

#2

Praise Others

#3

Focus on Success

#4

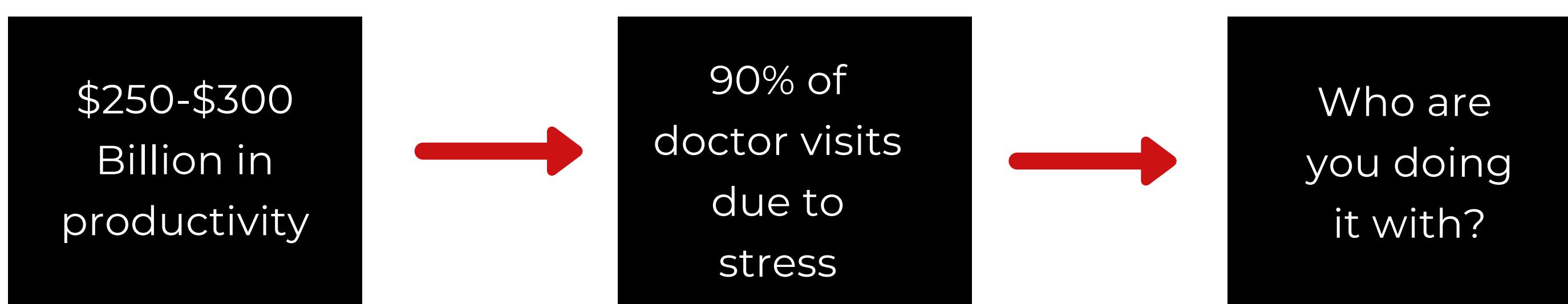
Let Go

#5

Pray and Meditate

No Complaining Rule Action Plan

Explain the Cost of Negativity



Explain the No Complaining Rule





Group Exercise

- What is the rationale behind the No Complaining Rule?
- What benefits would this Rule generate

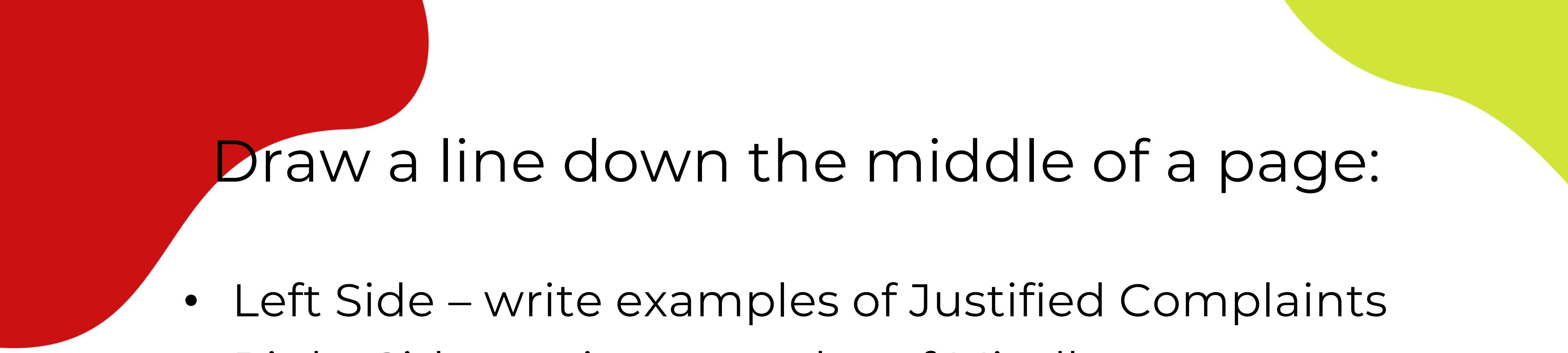
Justified vs. Mindless Complaining





Group Exercise

- Discuss the benefits of a team that is solution based instead of problem focused



Draw a line down the middle of a page:

- Left Side – write examples of Justified Complaints
- Right Side – write examples of Mindless Complaints
- Discuss the difference between the two types of complaints

Identify & Share Your Complaint/Solution Process



Listen, Hear & Act

What went
well this
week



What was
your biggest
win



What's getting
in the way of
loving what
you do

Celebrate Successes



Monitor/Enforce the No Complaining Rule



Distribute No Complaining Tools

Print the
rules on a
card



Distribute to
your co-
workers



List 5 things to
do instead of
complain

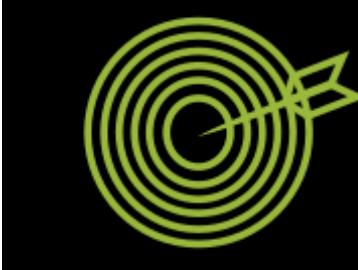
Designate a No Complaining Week



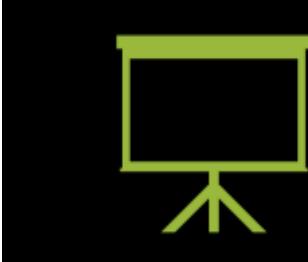
Action Plan



Monitor Your Thoughts and Words



Make a Gratitude List

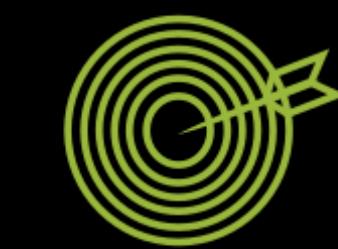


Take a Thank You Walk



Focus on the Good Stuff

Action Plan - Continued



Start a Success Journal



Let Go



Breathe

"Being positive won't guarantee you'll
succeed but being negative
will guarantee you won't."



7 Traits to Make a Positive Difference

Hard (and Smart) Worker

There is no such thing as easy change,
easy impact or easy success.

Making a difference takes a lot of hard
(and smart) work.

If you're not willing to roll up your
sleeves, the likelihood of you doing
well for yourself or making positive
impact in the lives of others is slim.

Persistence

How many life-changing stories are never written because people give up too soon?

Success comes to those who consistently show up over the long haul.

Your stick-to-it attitude is the catalyst to positive change

People-Person

This is not to say introverts cannot make a difference in people's lives –
THEY CAN!

Some of the most dynamic difference-makers are shy.

Styles may differ, but they are passionate about the same thing – seeing positive change in others.

Truth-Teller

It's tough to share hard truths with others. However, difference-makers are willing to engage in tough conversations because they know the truth, when shared clearly and compassionately, can lead to growth.

Difference-makers know how to balance directness with gentleness because they also know boiling water can harden eggs or soften carrots.

They are careful with how they communicate hard truths to others.

Solutions-Provider

Problems are a fact of life.

Instead of complaining about problems, successful people seek answers and fixes.

They view problems as opportunities looking for solutions, and this mindset empowers them to run **at** problems instead of running away from them.

Lifelong Learner

Successful people who make a difference are always looking to add new crayons to their crayon box.

They realize when they think they are ripe, they rot.

But as long as they stay humble and green, they grow.

Over Deliver on Value

A business is successful when it over-delivers on value.

Difference-makers gain success by seeking to over-deliver in relationships through:

- Active Listening
- Encouraging Others
- Looking for ways to serve

The Positive Pledge

I pledge to be a positive person and positive influence on my family, friends, co-workers and community.

I promise to be positively contagious and share more smiles, laughter, encouragement and joy with those around me.

I vow to stay positive in the face of negativity.

When I am surrounded by pessimism I will choose optimism.

When I feel fear I will choose faith.

When I want to hate I will choose love.

When I want to be bitter I will choose to get better.

When I experience a challenge I will look for opportunity to learn and grow.

When faced with adversity I will find strength.

When I experience a set-back I will be resilient.

When I meet failure I will fail forward towards future success.

With vision, hope, and faith, I will never give up and will always move forward towards my destiny.

I believe my best days are ahead of me, not behind me.

I believe I'm here for a reason and my purpose is greater than my challenges.

I believe that being positive not only makes me better, it makes everyone around me better.

So today and every day I will be positive and strive to make a positive impact on the world.

Leadership Manifesto

Thank You!

CONTACT INFORMATION



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