



# **How to Master the Whiners and Make Them Winners**



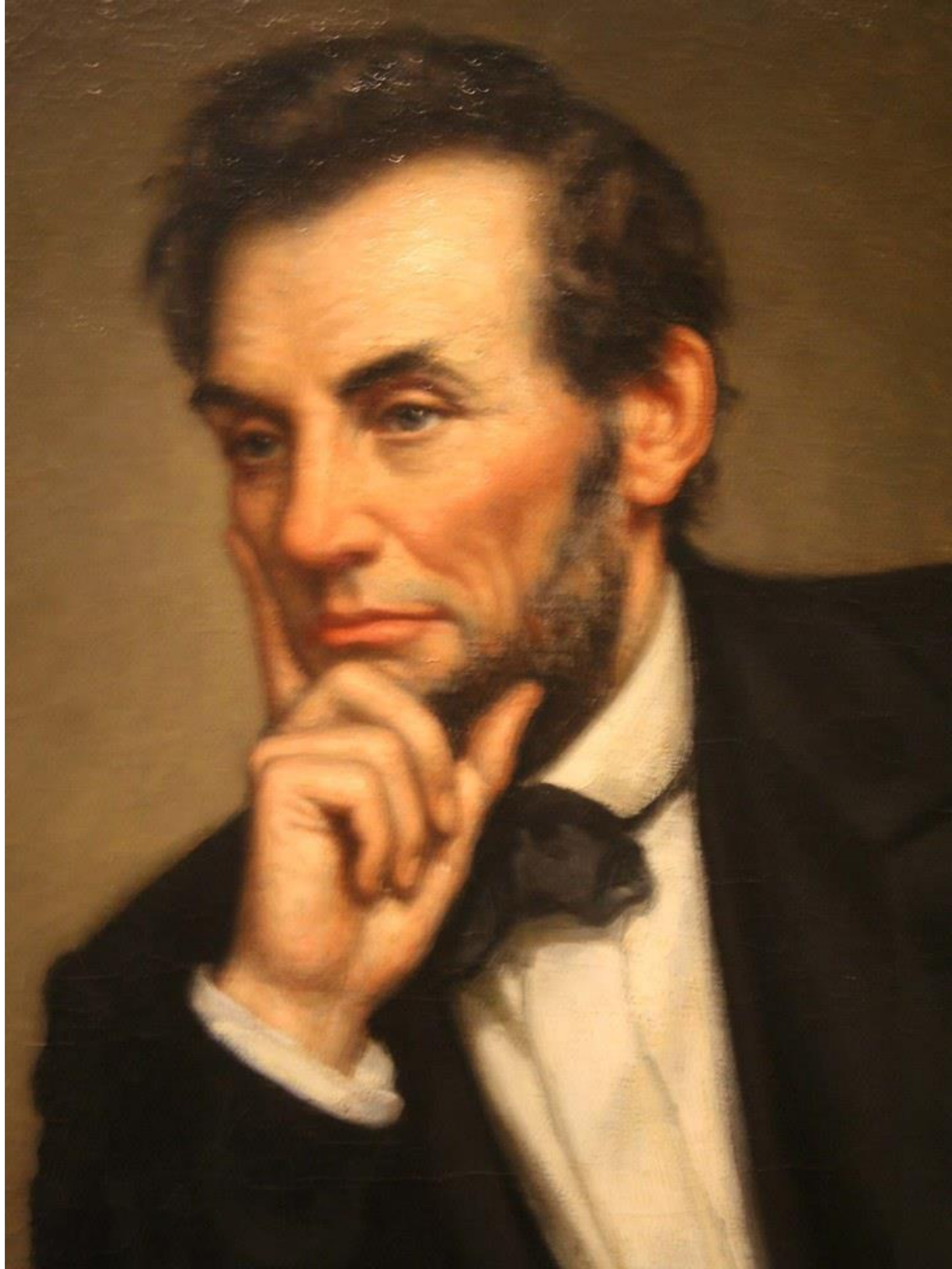
# Meet Your Instructor

**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

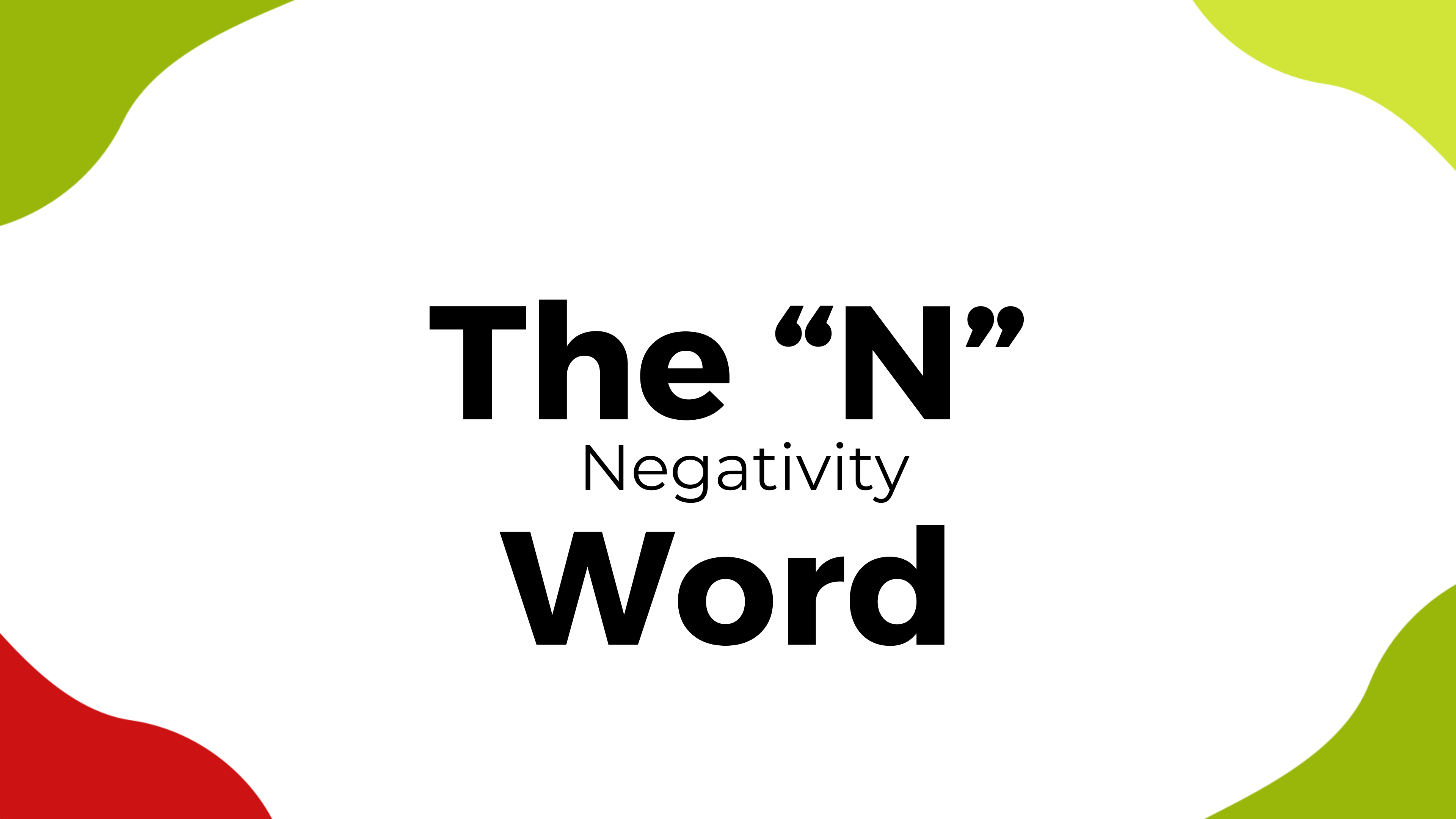
Breeding ground for  
negativity to grow



# 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 Complainer 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

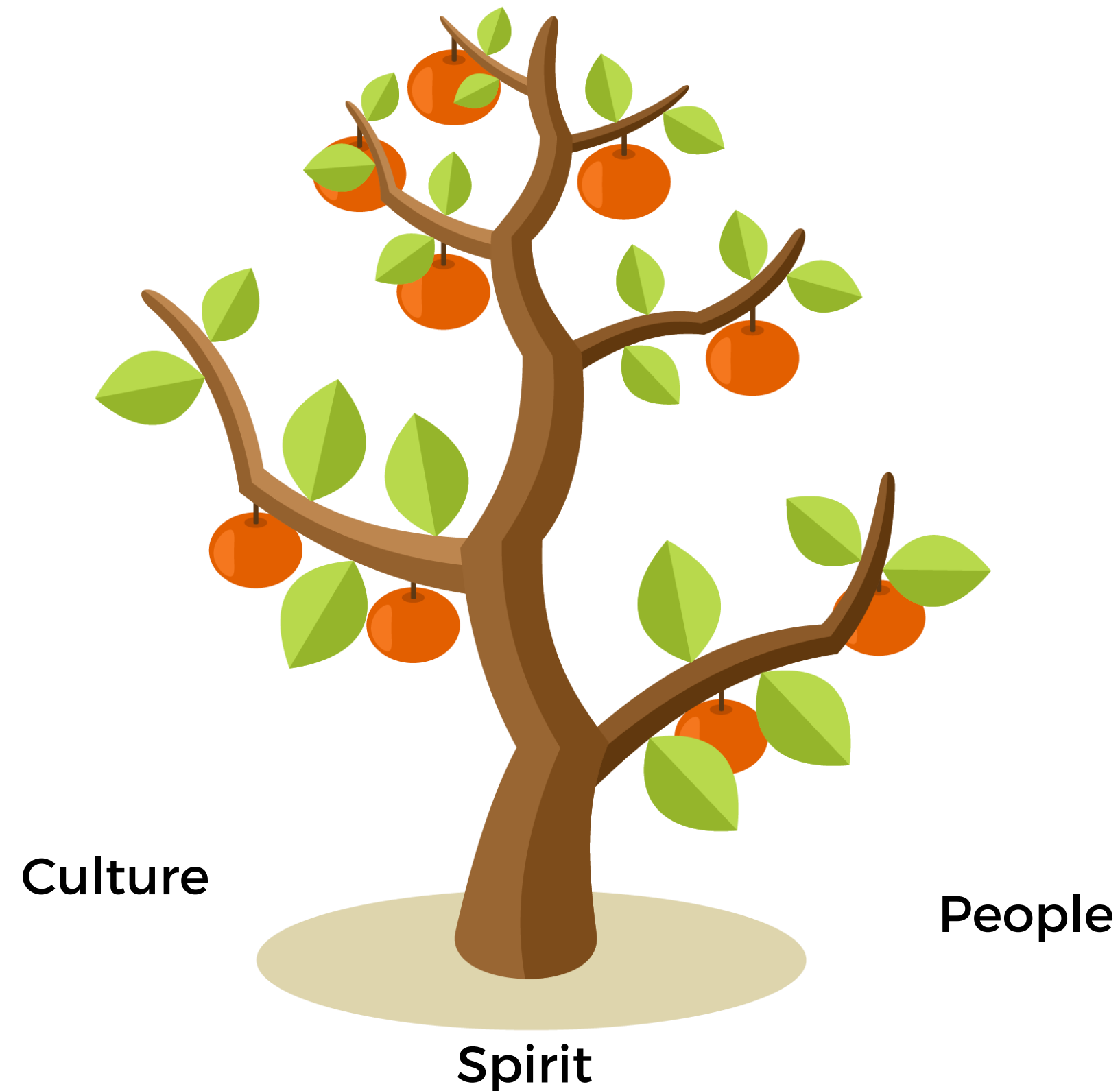


A word cloud of positive traits and values. The words are arranged in a cluster, with some larger than others. The colors of the words include green, orange, red, and purple. The traits include: welcoming, caring, supportive, collaborative, communication, trust, kindness, patience, encouraging, respect, humour, fun, inclusive, accessible, acceptance, helpful, flexible, positive, lighthearted, respectful, adaptable, risk-taking, playfulness, humility, clean, driven, happy, team-players, pride, community, warmth, mentorship, transparency, positive-attitudes, connections, privacy, confidence-building, happy-people, giving, participatory, philosophy, dependable, empathetic, professional, courageous, sharing, equality, understanding, smiles, dependability, friendly, involved, school-spirit, and risk-taking.

welcoming caring  
fun supportive  
inclusive adaptable  
patience acceptance collaborative  
encouraging helpful flexible communication  
respect humour trust  
kindness  
positive  
lighthearted  
respectful  
adaptable  
risk-taking  
playfulness  
humility  
clean  
driven  
happy  
team-players  
pride  
community  
warmth  
mentorship  
transparency  
positive-attitudes  
connections  
privacy  
confidence-building  
happy-people  
giving  
participatory  
philosophy  
dependable  
empathetic  
professional  
courageous  
sharing  
equality  
understanding  
smiles  
dependability  
friendly  
involved  
school-spirit



# The Secret to Winning





# Trust

Trust must permeate the  
Organization

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

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**

A photograph of a hand holding a blue marker, writing the word 'SOLUTION' in blue capital letters on a white surface. A horizontal blue line is drawn underneath the word. The background of the photograph is split into a red upper half and a green lower half.

SOLUTION

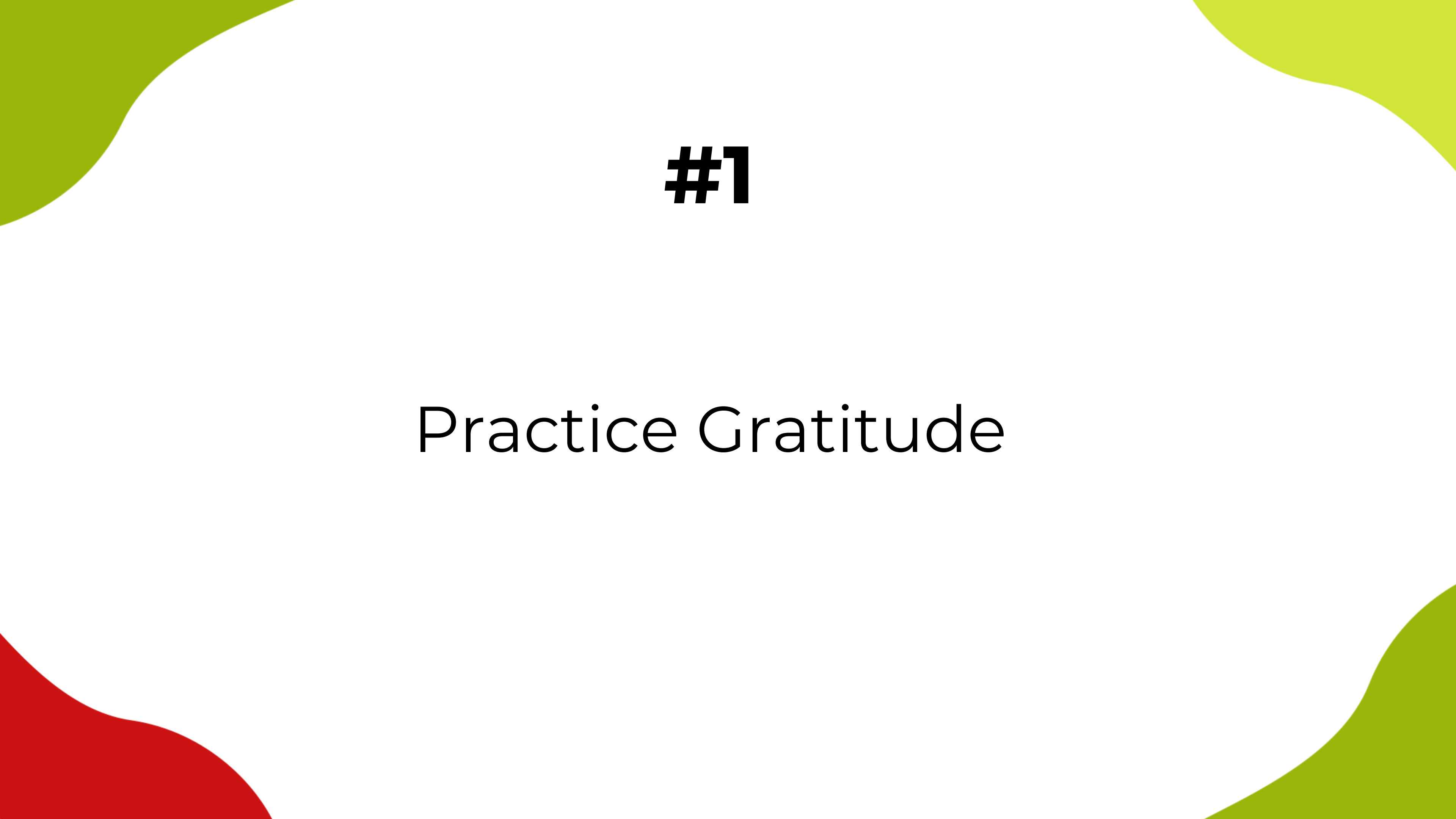


# No Complaining Rule

- 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



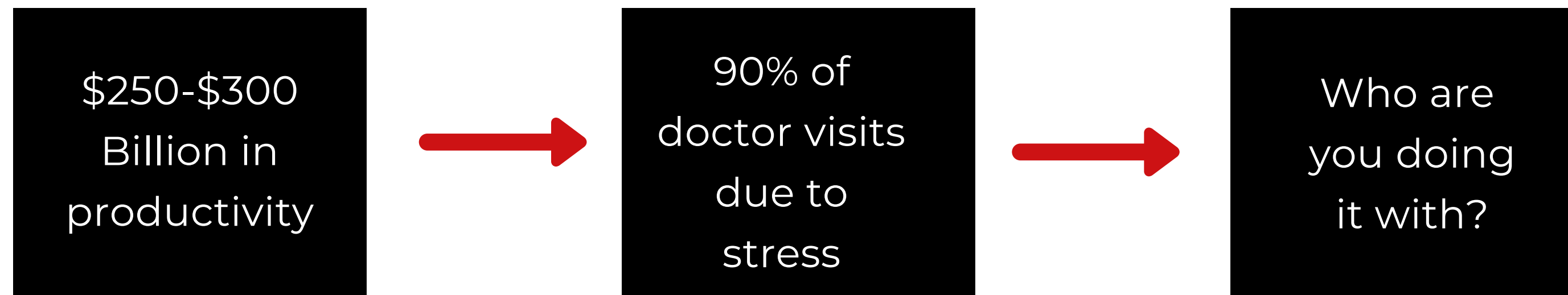
**#5**

Pray and Meditate



# **No Complaining Rule Action Plan**

# Explain the Cost of Negativity



# Explain the No Complaining Rule

Not allowed  
to  
mindlessly  
complain



Take the issue  
to someone  
who can  
address it



Bring 1 Or  
2 possible  
solutions

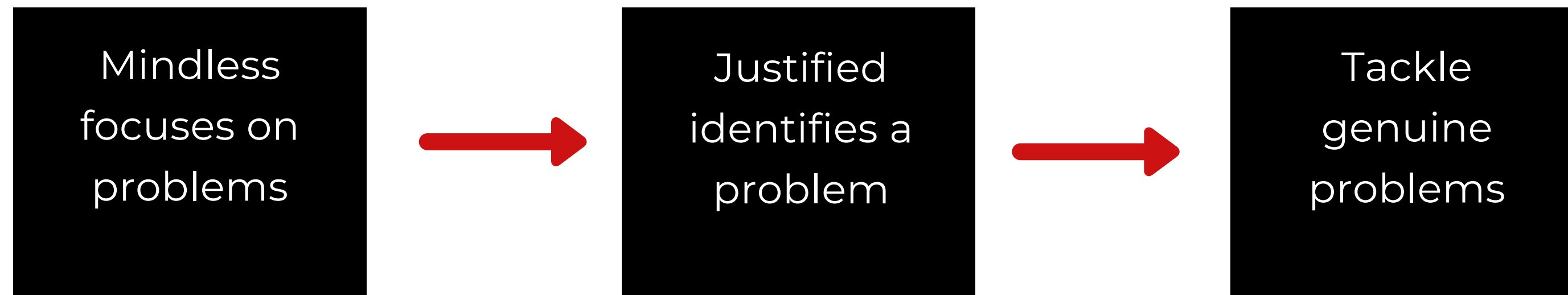




# Group Exercise

- 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

A red abstract shape on the left and a yellow abstract shape on the right, both with wavy, organic edges.

# 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

Spotlight  
Successes



Recognize  
Them



Tell the  
Story

# Monitor/Enforce the No Complaining Rule





# Distribute No Complaining Tools



# Designate a No Complaining Week

Fun, powerful  
way to  
ingrain the  
rule



Monitor your  
own thoughts



Pay attention  
to how  
negative you  
can be

# Action Plan



Monitor Your Thoughts and Words



Make a Gratitude List



Take a Thank You Walk



Focus on the Good Stuff

# Action Plan - Continued



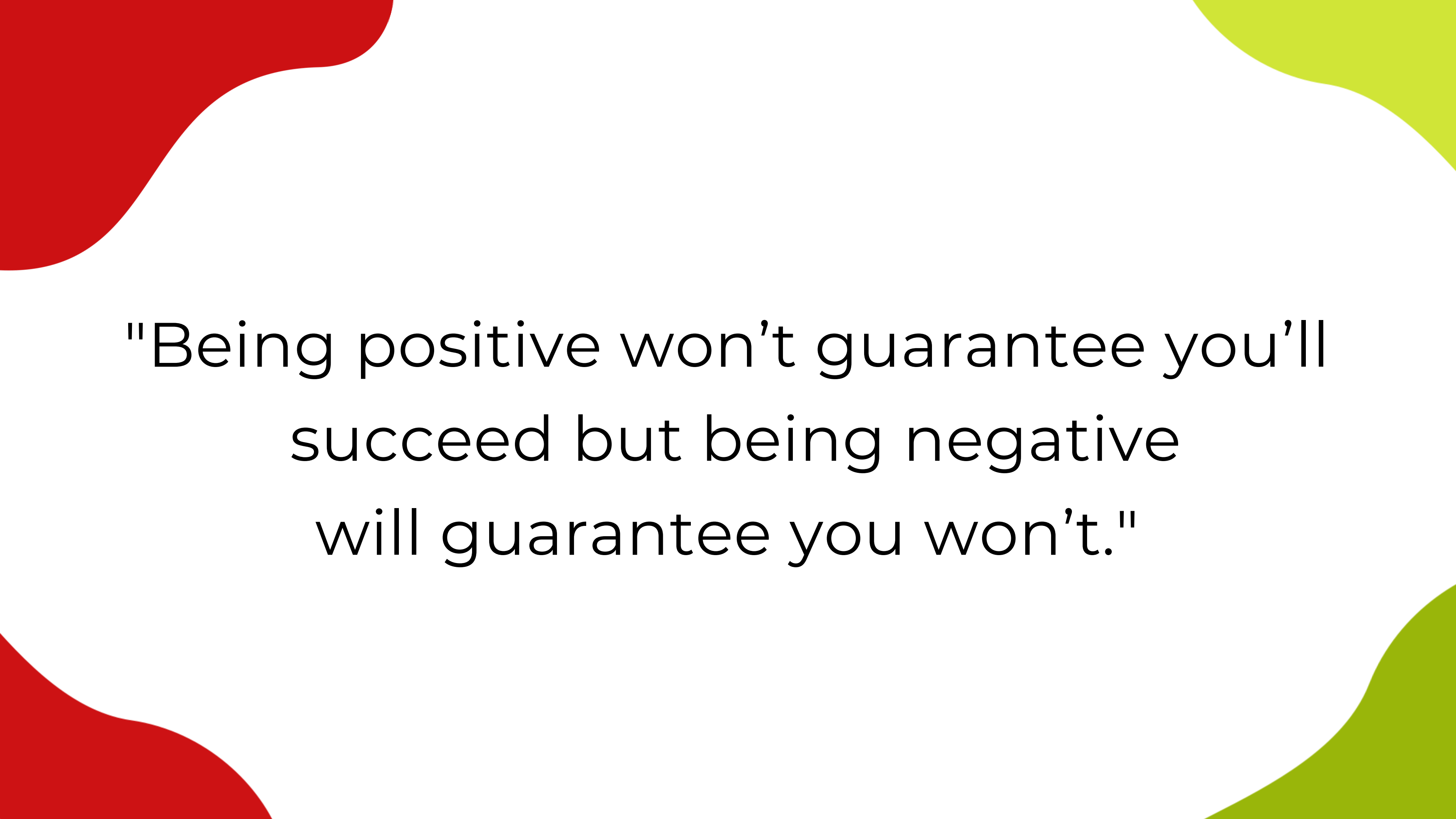
Start a Success Journal



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.

[www.ThePositivePledge.com](http://www.ThePositivePledge.com)

# Leadership Manifesto

The background features abstract, organic shapes in red and green. A red shape is on the left, and green shapes are on the right and bottom. The text "Thank You!" is centered in a bold, black, sans-serif font.

**Thank You!**



# CONTACT INFORMATION



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