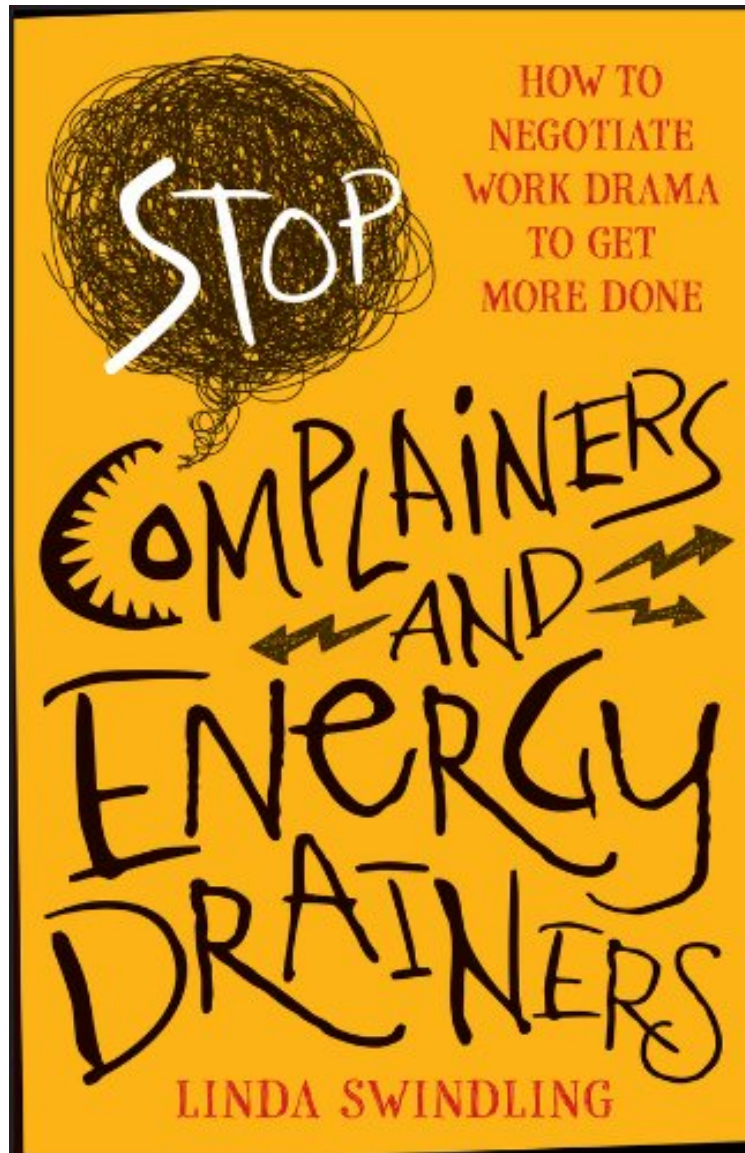


(Mobile pdf) Stop Complainers and Energy Drainers: How to Negotiate Work Drama to Get More Done

Stop Complainers and Energy Drainers: How to Negotiate Work Drama to Get More Done

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Turn constant complainers into productive contributors Constant complainers take up resources, time, and mental bandwidth in the workplace. When you change a culture of complainers to one of contributors, you boost morale, increase productivity, and promote effective communication. In short, you get more done with less drama. In *Stop Complainers and Energy Drainers*, workplace communication expert Linda Swindling shares her expertise in negotiating tough situations in the workplace. Discover how to influence others to accomplish your purpose. *Stop Complainers and Energy Drainers* uses scenarios, engaging questions, and survey results to provide strategies that can be implemented immediately. Shows how to identify complainers and time drainers Provides forms to help prepare for discussions, suggested language to show up powerfully, and encouragement to apply strategies Offers concrete phrases and tactics to refocus a complainer and end unproductive conversations *Stop Complainers and Energy Drainers* is research-driven and focused on how to identify as well as manage conversations with "venters," complainers, whiners, and energy drainers. With these guidelines for communication, you'll see powerful results, improved relationships, and increased confidence.

From the Back Cover Turn Constant Complainers into Productive Contributors "Got some people at work making you crazy with their inappropriate behavior? Don't give up. Swindling provides ideas and solutions that will make your workplace and life better." —Mark Sanborn, bestselling author of *The Fred Factor* and *You Don't Need a Title to Be a Leader* "With over two decades of experience on the topic, Linda Swindling simplifies the troubling trend towards more complaining and less doing. Turns out, you shouldn't just walk away or tell Complainers to 'put a cork in it.' Great book and fantastic solutions for leaders and coworkers alike." —Vince Poscente, author of *New York Times* bestseller *The Age of Speed* "Swindling serves up a very practical tool to keep your cool around constant Complainers. Specifics on how to spot them, stop them, and avoid supporting their habit. Love this book!" —Dianna Booher, author of *Communicate with Confidence* and *Creating Personal Presence: Look, Talk, Think, and Act Like a Leader* "Linda Swindling offers a flight plan to take you from a culture of negativity and turbulence to one of responsibility and contribution." —Howard Putnam, former CEO of Southwest Airlines; author of *The Winds of Turbulence* "This is a reference book every manager needs to own and use." —Jim Eckelberger, Rear Admiral, U.S. Navy (Ret.); Chairman of the Board, Southwest Power Pool

Persistent Complainers are expensive. They take up your time, resources, and mental bandwidth. When you change a culture of complaining to one of contributing, you boost morale, increase productivity, and promote effective communication. In short, you get more done with less drama. *Stop Complainers and Energy Drainers* shows you how to negotiate the toughest situations in the workplace. With these proven communication strategies, you'll end unproductive conversations and behavior at work and accomplish more with your teams.

About the Author LINDA SWINDLING is a workplace communication expert. She began negotiating work drama first as a successful attorney and mediator and later as a keynote speaker, executive coach, and strategic consultant. A Certified Speaking Professional (CSP) and president of Journey On, she is the author of the popular *Passports to Success* series, which offers thirteen titles on workplace and communication issues. Visit her at www.StopComplainers.com.