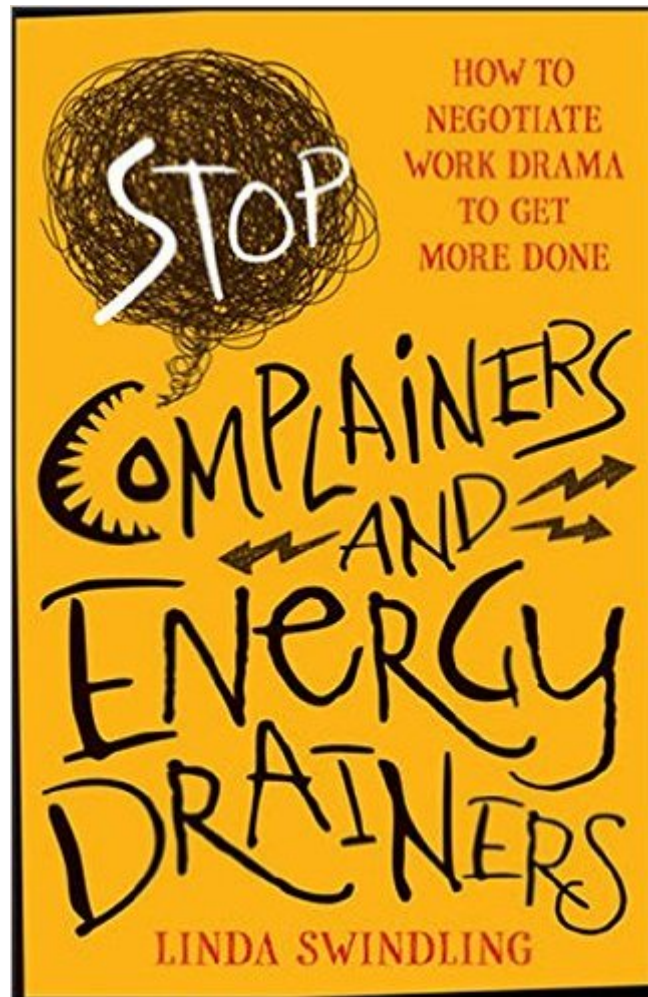


The book was found

# Stop Complainers And Energy Drainers: How To Negotiate Work Drama To Get More Done



## Synopsis

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.

## Book Information

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## Customer Reviews

Linda Byars Swindling does a great job in this book about how to deal with those negative people who we encounter. She has a background in the legal field (she says she is a "recovering lawyer") and has encountered many people who are, shall we say, "less than desirable." Well, she illustrates

how we can survive in a world that has a few too many complainers. She gives practical, real-world tips on how to be diplomatic, professional and get the job done. Get this book and you will be glad you read it and studied it when you next encounter one of "those" kind of people!

It seems that no matter who we work for, there is always those people that bring you down on a good day. Learn how to deal with the drama!

I have read Linda Swindling's new book and it is the best I have read on this topic! She nailed it. I have recommended this book to so many clients. I am going to take this to my next keynote and hold it up for all to see and hopefully get on board. Her wisdom, ideas and fresh approach keeps me in awe. Bravo. Can't wait for her next book!

For over 25 years, I've helped leaders improve workplace performance and productivity. Stop Complainers and Energy Drainers reminds us that a complaint isn't always negative—somewhere under that irritating tone, good ideas often sit untapped. If you can get past the whining and get to the ideas in a positive fashion, your team's productivity will skyrocket. Swindling gave me several new techniques on how to be present when someone is venting • and truly listen for understanding (my weakness). I highly recommend you read this book if you have chronic complainers in your life or at work—you'll feel your stress level come down about five notches—and you'll be a more productive leader with better strategies on how to handle tense conversations.

It's no secret that complainers and energy drainers impact productivity! The unproductive time costs companies at least \$4,320 to \$12,330 per year per employee. In a company with 100 employees, the figure equates to a weekly waste between \$6,653 and \$18,988 and a yearly waste of up to \$949,410! As a productivity expert I am always looking for great resources to share with my audiences around the world when I speak. Recently I read this book by Linda Swindling and even though I am possibly the most positive person I know, in our lives we all have people or clients or colleagues who can sometimes drain us or create work drama that avoids us getting things done. Linda's book is an easy read full of practical strategies you can implement as both an employee and boss in any organization. She even details strategies if your boss is the biggest challenge! She unpacks the different types of complainers that include whiners, complicators, prima donnas, controllers and toxics. She also has a whole chapter dedicated to the person who

recognizes they are the complainer. The back of the book is filled with brilliant resources and we especially enjoyed the snapshot overview of commonly used assessment tools (i.e. DiSC, Insights, Myers Briggs) and how her research compliments this. If you find you have someone in your life or in your team that drains your energy and you are looking for practical advice on how to negotiate work drama to get more done, buy this book.

Swindling does a great job of analyzing and providing solutions to a common workplace issue. Stop complainers. Easy to say, hard to do in practice. In this well-written book, Linda teaches the reader how to address complaining and gives tools to make progress. I know I will be using these tools in my law firm and strategy firm. Thank you, Linda! - R. Shawn McBride [...], speaker on business planning and strategy issues and author of "Business Blunders!".

Provides outstanding analysis and invaluable solutions to deal problem employees in both large and small corporations. This book will help reduce turnover and improve retention. Best of all, it will help morale.

Linda, I loved your new book. This is such a problem in today's workplace and your book explains exactly the issues we face and more importantly how we handle each of these types of individuals. A must read for anyone in the business world! Stu Schlackman

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