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STOP COMPLAINERS AND NEGOTIATE WORK DRAMA

Carrollton, Texas (January 16, 2013) - Constant Complainers take up resources, time, and mental bandwidth in the workplace. 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.

In *Stop Complainers and Energy Drainers: How to Negotiate Work Drama to Get More Done*, (John Wiley & Sons, Inc., February 25, 2013) workplace communication expert Linda Swindling shares her expertise in negotiating tough situations in the workplace. Discover how to influence others to stop their griping and get back to work.

Stop Complainers and Energy Drainers uses scenarios, engaging questions, and survey results to provide strategies that can be implemented immediately. The book:

- 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 conversation.
- Is research-driven and focused on how to identify as well as negotiate conversations with each type of Complainer: Whiners, Complicators, Prima Donnas, Controllers and, the dreaded, Toxics.
- Reveals "Energy Drains," those situations which cause people to complain, how to negotiate work drama effectively and ways to positively communicate your message.

With these guidelines for communication, you'll see powerful results, improved relationships, and increased confidence. On www.StopComplainers.com, the website supporting the book, readers are given:

- Access to two free assessments to "Spot your Complainer's Type" (there are five types of Complainers) and to determine "Am I Seen as a Complainer?"

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- Two “Complain-a-Grams” to anonymously tell someone he or she is a Complainer and/or to let a leader of a company know that there are Complainers and Energy Drains at work.
- A Complainer Cost Calculator to determine just how much Complainers and Energy Drains are costing an organization.
- Survey results from more than 1,000 people showing just how much time is lost to Complainers and energy draining situations (77% reported wasting at least 3-6 hours each week) and how many employees you may be losing because of those Complainers (11% report leaving a job due to Complainers).

The book promotes that if you can't get Complainers to stop complaining, at least you can get them to stop complaining to you.

About Linda Swindling, JD

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. Swindling is a Certified Speaking Professional (CSP) and the president of a Dallas based development and training company, Journey On. She is the author of the popular *Passports to Success* series, which offers thirteen titles on workplace and communication issues. Contact Zan@LindaSwindling.com or 214-536-6666 for an interview.

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