



Strategies to Turn Complainers into Contributors

Whiners



Help Me Across

Complicators



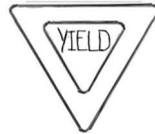
Slow Uphill Climb

Prima Donnas



Pay Attention to Me

Controllers



Get Out of My Way

Toxics



Hazardous to Your Health

Whiners want **empathy** and **connection**. They complain by showing disapproval, venting, or withdrawing.

The best way to negotiate is to *listen, empathize, and ask for solutions*. Remind Whiners that *people want to connect more with problem solvers, not just problem suppliers*.

Gain leadership's support by *spotting decisions not made and work not accomplished due to behavior*.

Complicators want **calm** and **stability**. They complain by blocking, complicating, and creating confusion.

The best way to negotiate is to *reduce speed, respect effort, and upgrade*. Remind Complicators that *change is inevitable. They can upgrade systems or not have input*.

Gain leadership's support by *spotting unnecessary complications, delays and blocks created by behavior*.



Prima Donnas want **recognition**. They complain by seeking attention, gossiping, interrupting, and interfering.

The best way to negotiate is to *acknowledge, avoid getting lost in the drama, and publicize*. Remind Prima Donnas that *positive recognition beats a bad reputation*.

Gain leadership's support by *spotting results created by disruption, low accountability, gossip, and distraction*.

Controllers want **action** and to **accomplish goals**. They complain aggressively to control or reach an outcome.

The best way to negotiate is to *stand, deliver, and let them decide*. Remind Controllers that *to achieve lasting results, you need willing performers not coerced victims*.

Gain leadership's support by *spotting risks of bullying, intimidating, harassing, and demeaning behavior*.

Toxics want to **further a self-absorbed agenda**. They complain to manipulate and poison the environment.

The best way to negotiate is to *protect yourself, watch and steer clear*. Remind Toxics that *improving sensitivity and building trust will help them achieve their individual goals*.

Gain leadership's support by *spotting turmoil, new problems, and manipulation of others by poisoning behavior*.