



Am I Seen as a Complainer Assessment

To identify how you complain when stressed and if you are complaining too much, select the best rating on each description below. (The letters to the right will be used later in scoring.)

<i>When I honestly think about work,</i>	Always	Occasionally	Never		
I receive appropriate recognition for my effort & dedication	1	2	3	4 5	P
I have been told I fail to speak up at work or share my view.	1	2	3	4 5	CL
People respect and follow the rules and process in place.	1	2	3	4 5	CR
People should be honest/obey rules, even if their job is at risk.	1	2	3	4 5	T
I feel like am treated fairly and considerately.	1	2	3	4 5	W
I have the power and authority to solve problems I identify.	1	2	3	4 5	W
My peers take pride in details and accuracy of their work.	1	2	3	4 5	CR
It is safe and encouraged to admit you made a mistake.	1	2	3	4 5	P
Although my job is secure, I worry about my co-workers' jobs.	1	2	3	4 5	T
I am shy and often have trouble communicating.	1	2	3	4 5	P
My life goes smoothly according to plans with little disruption.	1	2	3	4 5	W
My co-workers' work is free of errors and mistakes.	1	2	3	4 5	CR
I avoid being in charge/leading meetings, projects or people.	1	2	3	4 5	CL
It's difficult to function when my workplace has drama & chaos.	1	2	3	4 5	T
My challenge is backing down too soon when questioned.	1	2	3	4 5	CL
My share of work, commitment and effort is similar to others.	1	2	3	4 5	W
Our culture honors systems & processes with few changes.	1	2	3	4 5	CR
I am out of the loop on company "gossip" or information.	1	2	3	4 5	P
It is pointless to question others when a timeline is delayed.	1	2	3	4 5	CL
The challenges I face have solutions and don't require help.	1	2	3	4 5	W
Co-workers accurately recall attempts and mistakes made.	1	2	3	4 5	CR
When I've done well but others haven't, I feel guilty or upset.	1	2	3	4 5	T
Others take advantage of my gentle, laid-back nature.	1	2	3	4 5	CL
Individual contributions are noticed and publicly celebrated.	1	2	3	4 5	P
My inability to charm and finesse keeps me from advancement.	1	2	3	4 5	T

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SCORING THE RESULTS: To the right of the columns, you are letter combinations: W - CR - P - CL - T. Find the first question with a W beside it. Put the number rating you gave into the first W box below. Next, find the 2nd question with a W in it and put it in the 2nd W box below. Continue until you've placed all five number ratings for W questions in the W-boxes below. When you've filled in all boxes with the number ratings from your W questions, repeat the process with the CR, P, CL & T questions. Then **total** each column.

	W	CR	P	CL	T
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	+	+	+	+	+
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	+	+	+	+	+
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	+	+	+	+	+
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	+	+	+	+	+
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	+	+	+	+	+
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	+	+	+	+	+
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	+	+	+	+	+
Total Score:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Complaining Style: What column received the highest score? _____

By **spotting** the negative ways you may complain through your actions and communication, you can identify times you are stressed and more effectively **stop** your negative behavior.

- W** when stressed you may complain like a **WHINER**. Read Chapters 1 & 6.
- CR** when stressed you may complain like a **COMPLICATOR**. Read Chapters 2 & 6.
- P** when stressed you may complain like a **PRIMA DONNA (OR DON)**. Read Chapters 3 & 6.
- CL** when stressed you may complain like a **CONTROLLER**. Read Chapters 4 & 6.
- T** when stressed you may complain like a **TOXIC**. (But first look at your frequency, you actually may be versatile in communicating to get your needs met.) Read Chapters 5 & 6.

More than 1 high score? If two or more of your complaining style totals are high, you may be communicating using several styles to get your needs met. Versatility is good news *unless* your complaint frequency is high.

Complaint Frequency: What was the total of your highest column? _____

Compare your Complaint Frequency to the scores below.

- 5-7 Zen Master** Really?! You must be on vacation meditating or a master at controlling stress.
- 8-12 Contributor** You complain to relieve stress. Monitor what drains your energy the most.
- 13-18 Stressed** Identify energy drains and work on your responses before they get worse.
- 19-25 Complainer Alert** Life is too short! Get help dealing with stress and your energy drains.

Now What? Score higher in Complaint Frequency than you wish?

For strategies to make a more positive contribution, review Chapter 6 *What to Do If You are the Complainer*, Chapter 7 *Energy Drains*, Chapter 8 *How to Negotiate Work Drama* and Chapter 9 *Go Ahead, Complain*.

Need More? If you still think frequent complaining is an issue for you, then ask yourself:

- What would lead me to choose negative behaviors instead of a more positive approach to get my needs met?*
- Are these scores accurate for my behavior or am I being harder on myself than necessary?*
- Which of my friends or loved ones can I ask for honest feedback ... who really will tell me the truth?*
- Would a professional advisor, a coach or a counselor help me improve my coping and/or communication skills?*