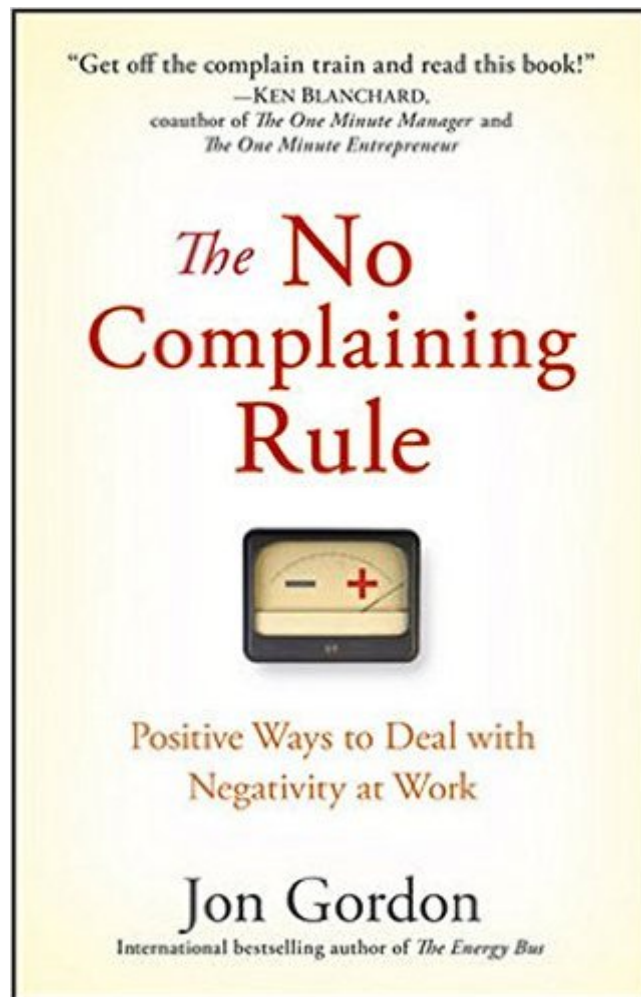


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# The No Complaining Rule: Positive Ways To Deal With Negativity At Work



## Synopsis

Negativity in the workplace costs businesses billions of dollars and impacts the morale, productivity and health of individuals and teams. "In *The No Complaining Rule: Positive Ways to Deal with Negativity at Work*, Jon Gordon, a bestselling author, consultant and speaker, shares an enlightening story that demonstrates how you can conquer negativity and inspire others to adopt a positive attitude." Based on one company's successful No Complaining Rule, the powerful principles and actionable plan are practical and easy-to-follow, making this book an ideal read for managers, team leaders and anyone interested in generating positive energy.

## Book Information

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## Customer Reviews

Some complaints are justified, others are not. Personally, I have found that chronic complaining (even silently to myself) accomplishes nothing positive. However, for many people, it seems to be an essential part of their personality, almost a way of life for them, and can be contagious among others, helping to create a toxic climate. It's best to avoid such people whenever possible but sometimes that is impossible. What to do? That is essentially the question to which Jon Gordon responds in this slender but thoughtful volume. "I didn't invent the [No Complaining Rule]. I discovered it - at a small, fast growing, highly successful company that implements simple practices with extraordinary results." Readers who "find" this rule in Gordon's book and then "obey" it will, in my opinion, do themselves and countless others a great favor: they will think of possible solutions to their complaints and, over time, become problem solvers rather than problem sharers. The business

fable has become a very popular genre and Gordon takes full advantage of its components (i.e. characters, plot, conflicts, tension, climax) to dramatize his key points. Briefly, here's the situation. Hope is the VP of HR for EZ Tech and, as the story begins, the highly profitable company suddenly faces a serious problem: The computer batteries it sells are catching on fire and that product defect has brought into question the capabilities of its "rock star" CEO, Dan. We also learn that Hope is a single parent of two teenagers who complain that they are neglected and Dan has recently become concerned that she is not devoting sufficient attention to her EZ Tech responsibilities so there are great pressures on her both at work and at home.

The title tells it all: no complaining. Author Jon Gordon, an inspirational speaker and consultant, delivers his message in this book through a captivating story that many corporate executives can relate with. Focused on the circumstances surrounding Hope, the VP of human resources at an IT company during a dangerously precarious business situation, Gordon takes the reader from negativity to productivity via the "no complaining rule." Personal challenges, the company's product failures, co-workers' low morale, even the traffic to and from work, all contribute to how easily Hope harbors negative thoughts leading to negative actions. But serendipitously, picking up an inspiration from a hospital visit, she discovers that with the No Complaining Rule, she and everyone who follows it could be empowered to take the positive road. Using Hope's interactions with her family, doctors, colleagues, and friends, Gordon succeeds in imparting a sure-fire way to stop negativity at home and in the workplace. Towards the end, he provides all the tools and directions to implement the No Complaining Rule and effectively change the culture of any corporation into a dynamic and solution-oriented environment. Everyone has a take-away from this book. Aside from the No Complaining Rule Action Plan for businesses, schools, sports teams, and families, Gordon includes the "Are You a Complainer? Assessment" section and the "No Complaining Week Personal Action Plan" for the reader's personal use. While Gordon admits that he was a professional complainer, he said, "The goal of this book is not to eliminate all complaining, just mindless, chronic complaining. And the bigger goal is to turn justified complaints into positive solutions.

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