

EPISODE 90: HOW TO COMPLAIN WITHOUT WHINING

1. CONSIDER THE TONE

- Calm or abrasive?
- Nervousness tightens the vocal chords.
- Relax, lower your voice, slow down.

2. CONSIDER THE GOAL

- Check your motive.
- Whining affects our physiology. Releases stress hormones.
- Whining is habit-forming, contagious, and does not help solve the problem.

3. CONSIDER THE STYLE

- Concerned or critical?
- We live in a critical culture.
- Follow criticism with a compliment.
- Serve a “complaint sandwich” (a compliment, a complaint, then another compliment.)

4. CONSIDER THE TIMING

- Tactful or intrusive?
- Consider the setting/atmosphere/appropriateness.

5. CONSIDER THE FREQUENCY

- Persistent or constant?
- Don't risk being viewed as a whiner.

The Goal: To deliver an appropriate *concern* to the appropriate *party* at an appropriate *time* in an appropriate *style*.

Sources mentioned in this episode:

“How to Know if You're Whining” www.communicationguys.com/whining

Are there other communication-related topics you'd like to hear the Communication Guys address? Let us know on our [Facebook page](#).