



No Complaining Zone

Copyright © MMXIII Cohen Brown Picture Co., Inc. This material embodies trade secrets and proprietary information. Any reproduction whether video, audio, written, or otherwise and any disclosure, dissemination, or teaching of this material in any manner as well as any use or reuse of the content contained herein in any form without the prior written consent of the Cohen Brown Picture Co., Inc. or its licensee, Cohen Brown Management Group, Inc., is strictly prohibited. All rights reserved.

Every Interaction Makes a Difference

Workshop

I have been assigned a Positive Interaction Negative Interaction

Success Breeds Success as Negativity Breeds Negativity



Creating Positive Interactions as a Leader

1. _____

2. _____

3. _____

Workshop

List three people whose names you will commit to finding out in the next week.

4. _____

Make a Commitment to Offer Five Positive Engagements Each Month



5. _____

No Complaining Zone

1. Explain the cost of negativity and complaining

2. No mindless complaining

3. Justified complaints with solutions

“Leadership is getting someone to do what they don’t want to do, to achieve what they want to achieve.” – Tom Landry



4. Create a process

5. Acknowledge the process

6. Celebrate success

7. Monitor and reinforce

8. Create tools

9. Have a behavioral campaign

References

The No Complaining Rule by Jon Gordon

How Full Is Your Bucket? By Tom Rath and Donald O. Clifton, Ph.D.

