



A COMPLAINT FREE WORLD

How to Turn Complainers Into Collaborators

In this engaging, inspiring, and humorous presentation, you'll discover how to recognize the motivation behind complaints and, most importantly, how to redirect these negative complaints into positive collaboration.

Most people deal with dozens of complaints every single day leaving them feeling drained, burned out, and emotionally ragged. The combined stress of all this complaining leads to diminished job performance, lower morale, and higher turnover costing organizations billions of dollars every single year.

It's vital that team members learn to recognize the hidden emotional need behind complaints and deal with them rather than being side-tracked and dragged down by all the griping.

People complain for only one of 5 reasons:

- Get attention
- Remove responsibility
- Inspire envy
- Power
- Excuse poor performance

Thousands of top companies, associations, schools, and other organizations have applied the principles taught in this presentation to improve morale, lower turnover, increase cooperation, and improve customer satisfaction. More than just an engaging and inspiring speech, you'll receive real-world tools, tips, and practical takeaways that will provide lasting positive change within your organization.





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DAVID BLACKBURN
CEO, Southern Rock Restaurants

Joshua captivated my team with his wit!

I learned that while my business lessons are important, how you make your team feel is the best takeaway.

Joshua is a great resource to make your team feel connected!



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LARA CORVERA
Speech and Theater Association of Missouri

Joshua brings a high level of knowledge and fun to every workshop.

We have booked him for many years and his sessions are consistently standing room only!



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SHEILA KATZ
Hillel - Ask Big Questions Conference

Joshua was fabulous with our diverse group from all over the country.

He had us up and moving around, laughing and engaging.

He taught us skills for our work and also for our lives.

I would work with him again in a heartbeat.

A SAMPLE OF PAST ORGANIZATIONS JOSHUA HAS WORKED WITH

