

## Wendy Babcock, Communication Strategist, Speaker & Author

**BIO:** In 2006 Wendy left an abusive marriage and set out on a new journey to discover who she was. Along her path she found her passion for speaking and teamed up with Will Bowen to help share his vision of A Complaint Free World. As the only active Certified Complaint Free Trainer in the world, Wendy loves to bring humor to everyday examples of complaining. She has since been appointed the Director of Certified Complaint Free Trainers.

**HEADSHOT:** On Website (Event Planners tab)

**COMPLAINT FREE BUSINESS:** 78% of employees report wasting 4.5 hours every week listening to coworkers complain. Not only that, 1 out of every 10 employees quit their job due complaining coworkers. When businesses talk about employee retention, complaining plays a huge role. Everyone will leave inspired, mindful of their own complaints, and motivated to approach complaining customers and co-workers with new, simple and effective strategies.

### **TAKEAWAYS:**

1. What's wrong with complaining?
2. The 5 reasons people complain (Remembered by the acronym G.R.I.P.E.)
3. How to get other people and ourselves to stop complaining.
4. Positive leadership in a negative world (Building the best business you can with the resources you have)