



The Squeaky Wheel: Complaining the Right Way to Get Results, Improve Your Relationships, and Enhance Self-Esteem

By Guy Winch Ph.D.

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Although life was physically more difficult in the days of the horse and carriage, we complained much less back then, and when we did, our complaints were more likely to get results. Today we complain about everything--yet do so with remarkable ineffectiveness. Most of us grumble, vent, and kvetch, neither expecting nor getting meaningful resolutions. Wasting prodigious amounts of time and energy on unproductive complaints can take an emotional and psychological toll on our moods and well-being. We desperately need to relearn the art of complaining effectively.

Psychotherapist Guy Winch offers practical and psychologically grounded advice on how to determine what to complain about and what to let slide. He demonstrates how to convey our complaints in ways that encourage cooperation and increase the likelihood of getting resolutions to our dissatisfactions. The principles he spells out apply whether we're dealing with a rude store clerk, a bureaucrat, a coworker, our teenager, or a spouse or partner who's driving us crazy.

Complaining constructively can be extremely empowering and it can significantly strengthen our personal, familial, and work relationships. Applying our new-found complaining skills to customer service representatives, corporate leaders, and elected officials increases the odds that our comments will be taken seriously. If we all complained more effectively, squeaky wheels could change our own lives as well as the world for the better.

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Editorial Review

From Publishers Weekly

Psychotherapist and amateur stand-up comic Winch tackles a pervasive problem with modern society: whining. We have become a "nation of squeakers," he claims, contending that "ineffective complaining can damage self-esteem, lead to depression and anxiety, and hinder our careers." In eight sections, ranging from "The Ineffective Squeaker Doesn't Get the Grease" to "Squeaking as Social Activism," Winch reviews the past, present, and future of complaining, noting its evolution from rare occurrence to modern habit; we constantly vent about our emotions. He illustrates the psychological functions and social benefits of complaining, and supports observations with research effectively woven together with examples from his personal life, private practice, and the world beyond in a way that makes his suggestions easy to implement. Not only does Winch provide the recipe for "a complaint sandwich," (a novel, step-by-step process for complaining, using the parts of a sandwich that correspond to the components of a complaint), but he also focus on effectively interacting with loved ones, customer service reps, and our communities. His conversational tone is infused with humor, making his first book a thoroughly enjoyable read.

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Review

"Excellent for all disgruntled souls out there." ?*Library Journal*

"Kicking and screaming not doing the trick? Try a complaint sandwich!" ?*Elle*

"*The Squeaky Wheel* is wonderful, loaded with psychological insights and practical tips to help us deal with life's annoyances. It's also laugh-out-loud fun to read!" ?*Rita Emmett, author of The Procrastinator's Handbook*

"Competent complainers are made, not born. With Dr. Guy Winch as a 'complaining coach,' readers can master this elusive but essential skill, so central to self-assertion and finding one's adult voice." ?*Jeanne Safer, Ph.D., author of The Normal One*

"Americans spend an amazing amount of their time complaining – yet are usually no good at it. *The Squeaky Wheel* will show you how to complain in a constructive manner. You won't demand your money back!" ?*Gregg Easterbrook, author, Sonic Boom*

"*The Squeaky Wheel* is a great read! Smart, funny and full of practical advice. I loved learning 'complaining skills.'" ?*Esther Perel, author of Mating in Captivity: Unlocking Erotic Intelligence*

"Guy Winch has brought a new twist to complaints that I've never seen in thirty years in the field. He clearly outlines--using entertaining stories--new methods and benefits for both consumers and those dealing with complaints. This is the most stimulating contribution to the field in a decade." ?*John Goodman, vice chairman, TARP Worldwide*

"The Squeaky Wheel offers the best ways to complain without, well, complaining." ?*Women's Day*

"Not only does Winch provide the recipe for "a complaint sandwich," (a novel, step-by-step process for complaining, using the parts of a sandwich that correspond to the components of a complaint), but he also

focus on effectively interacting with loved ones, customer service reps, and our communities. His conversational tone is infused with humor, making his first book a thoroughly enjoyable read.” *Publishers Weekly*

About the Author

Guy Winch, Ph.D., received a doctorate in clinical psychology from New York University, completed a postdoctoral fellowship in family and couple therapy, and has been using complaints as a therapeutic tool in his psychotherapy practice for more than a decade. He also dabbles in stand-up comedy. This is his first book.

Users Review

From reader reviews:

Melanie Pemberton:

Now a day individuals who Living in the era where everything reachable by match the internet and the resources in it can be true or not demand people to be aware of each details they get. How people have to be smart in obtaining any information nowadays? Of course the reply is reading a book. Examining a book can help individuals out of this uncertainty Information specially this The Squeaky Wheel: Complaining the Right Way to Get Results, Improve Your Relationships, and Enhance Self-Esteem book because book offers you rich info and knowledge. Of course the knowledge in this book hundred per-cent guarantees there is no doubt in it you probably know this.

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Cecil Hardin:

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Marcella Aragon:

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