



LIGHTYEAR
LEADERSHIP

Turning Complaints Into Commitments

People only and always complain about things they care about. Therefore, when we listen to ourselves or others complain, we can hear the essential commitment embedded in the complaint. While complaining out loud to someone might offer a temporary relief from built up frustration, it won't ever solve the problem. Once we identify what the commitment is, we can take action on it – versus remaining in complaint and mediocrity.

What is a current complaint you have or hear from another related to your project?

What is the commitment underlying that complaint? How can you use this commitment to further your project?