

Effective Ways of Making Requests

Session 7 Handout

STEPS for Making an Effective Request

1. Be specific about what you want and state it clearly and simply (e.g., *"I would like you to come to the doctor's appointment with me."*).
2. Use "I" language (*"I would like..."* versus *"You need to..."*).
3. State the positive consequences of the other's compliance with your request (e.g., *"If you take care of that errand for me, I will have more time to spend with you this evening."*) and/or the negative consequences of the other's non-compliance (e.g., *"If you don't do that errand for me, I won't make it on time for our group meeting tonight."*).
4. Avoid making excuses, downplaying or apologizing for your request, or blaming the other person (e.g., *"I would like you to help me with my move"* versus *"It's a shame that I'm going to have to move all alone"* or *"You are so inconsiderate. You never do anything for me."*).
5. Listen to the other person's response:
 - Accept their right to say 'no' with an option for considering request some other time (e.g., *I am sorry to hear that you cannot do this. I understand your situation. Perhaps some other time.*)
 - Thank them for agreeing (e.g., *Thank you. I really appreciate your understanding of my situation and your willingness to do this.*)

Created 5/17/2012