Effective Ways of Making Requests

Session 7 Handout

STAIR

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.)

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