

Making requests

✓ Keys to successful requests

1. Context

Why is this important now?

2. Clarity

What exactly are you asking for?

3. Reinforcement

How will this benefit everyone?

PRO TIP FOR CLARITY

It's easier to follow a request about **what to do** instead of **what not to do**.

✗ "Don't leave the dishes in the sink"

✓ "Get the dishes into the dishwasher"

✓ "Leave the dishes on the counter"

Use the DEAR method to frame requests

Describe

Describe the situation.

Stick to the facts.

Express

Express your feelings by using "I" statements like "I feel ...," or "I would like ...".

Don't assume the other person knows how you feel.

Avoid "You should ...".

Assert

Say what you want or say "no" clearly.

Focus on what you want them **to do**.

Remember, the other person cannot read your mind.

Reward

Reward (or reinforce) the person ahead of time by explaining the positive effects of getting what you want.