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# High Five: July

## 5 Ways to Solicit a Better Response from Facility or Program Staff.

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1. Communicate as effectively and to the point as possible.
  1. Share specifics (time, day, staff, issue, etc).
  2. Keep your statements short: what is the issue, and what do you want resolved?
2. Remain calm and respectful.
3. Bring a proposed resolution along with the concern.
4. Make sure you are both on the same page.

Did you both hear the same things? It can help to put your concern and their response in writing, i.e. using a grievance or suggestion form. What is the timeframe for response, and when will someone be following up with you? Follow up. Give the facility time to respond/implement change and listen to what they have to say/reasons behind their "why."
5. Point out something that you think the facility/staff do well.

I like it when...it makes me feel respected when...I really loved...etc. This positivity may help turn a difficult conversation into one that is more positive.