

# High Five: July

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

### **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.