

## TURNING COMPLAINTS INTO WANTS

**DESCRIBE:** What happened? Describe in observable, specific, measurable, non-judgmental terms. –Just the facts. The incident.

**IMPACT:** What problem was created? Why did it matter? (Feelings and interpretations.) How were you or others affected by this?

**SPECIFY WANTS:** Say what you want, not what you don't want, in specific, observable, measurable terms.

**CONSEQUENCES:** Tell the positive consequences, what good will come if they agree. When necessary, tell negative consequences if they don't agree.