Family and Caregiver Training and Support (FACTS) Program

Communicate Concerns, Feelings, and Requests Effectively

It is important to ask for specific actions, such as requesting someone to share their plan for getting to a doctor's appointment. This way, you can ensure that your concerns are addressed and that you feel better about the situation. Using clear and direct language to ask someone to change their behavior can be a helpful tool for solving problems and achieving goals effectively. When using this approach, it is important to keep things simple by focusing on one specific thing to ask for. Providing a specific example of what you want can also help your loved one better understand your request. By making a clear request and explaining how a change in their behavior would make you feel, you can provide your loved one with a better understanding of your perspective. This process can be hard, but preparation and practice can help make it a lot easier.

Common Situations to Use This Approach

Situation	Too General	More Specific Request / Feedback
Maintain Personal Hygiene	Can you take better care of yourself?	Would you be willing to try to shower and wash your hair on Mondays and Fridays? I see you're feeling more comfortable when we go out when you are showering regularly.
Take Medications	You aren't taking	Could we fill your pill box together to help you better track the medications you need to take? I feel less worried when I know we have a plan to help you take your medications.
Help with Chores/ Maintaining household	I wish you would help more around the house	Can you please take out the trash each night? I feel supported when you take the trash out each night.
Comforting in times of distress	Things will get better.	Can I help you reach out to your case manager/therapist to see if they can help you feel less stressed? I feel less stressed when you can get the help you need.
Appreciating effort	Thanks.	Thank you for working with me on a plan to take your medications. I feel calmer when we have a plan.