

LADDER to a Successful Confrontation

LOOK at your rights, what you want, what you need, and what your feelings are about the situation.

Let go of blame, the desire to hurt, and self-pity.

ARRANGE for a time and place to discuss your problem that is convenient for you and the other person (exclude this step during spontaneous situations).

DEFINE the problem situation as specifically as possible.

This is your chance to state the facts as you see them – share your opinion and beliefs.

DESCRIBE your feelings so that the other person has a better understanding of how important the issues are to you.

When you share your feelings, you become less of an adversary.

EXPRESS your request in one or two easy-to-understand sentences.

Be specific and firm.

Don't expect other to read your mind and magically meet your needs.

REINFORCE the other person to give you what you want (the best reinforcer is often a positive consequence).