FULL RESPECT LIVING TOOLKIT – THE ESSENTIALS OF LIVING RELATIONALLY Adapted from Terry Real http://www.terryreal.com/store/full-respect-living-tool-kit

6. SHIFT FROM COMPLAINT TO REQUEST – HOW TO SPEAK

Don't complain! Make a request! Tell your partner how you feel and what you want.

YOUR PRACTICE

USE THE FEEDBACK WHEEL

A - Remember love. The person you are speaking to is not the enemy. The reason you are speaking is to make things better.

B - Contract with your partner to do the process. Don't just dump. Ask "is this a good time?"

C - Use the four steps of the Feedback Wheel

D - STEP 1: State what you saw/heard about one particular event

"This morning when you left the dishes in the sink..."

STEP 2: Explain what you have made up about it.

"The meaning I give to it is that you feel entitled to be irresponsible and you expect people to pick up after you like your mother did".

Don't bring in past behaviours. Don't say "always" or "never".

STEP 3: Say how you feel about it

"I make myself feel hurt and angry. Hurt that you don't listen to me, and angry that you don't

pull your weight."

Feelings are **one word**, and may include joy, pain, anger, fear, love, shame, guilt, lonely, helpless, lust etc.

STEP 4: Ask for what you'd like.

"What would help me feel better is for you to apologise, reassure me that you take this

seriously and tell me what you're going to do about it".

Ask for something they could say or do to make you feel better/that would make it right, either now or in the future.

a) Appreciate what you get **b)** Let go of what you don't get

Here's a five minute video where Terry Real teaches us **how to complain constructively**
http://www.youtube.com/watch?v=vOFPSi_tt38