**Making Clear, High-Impact Requests**

**KEY POINTS:**

* Requests that generate positive responses are
	+ Specific, concrete actions, e.g. “Call me at six” instead of “Stay in touch”.
	+ Framed in the positive instead of the negative – e.g. “Please put your towel on the rack” instead of “Please don’t leave your towel on the floor”.
	+ Framed as a request instead of a demand, e.g. “I’d like it if you… instead of “You have to…”
* You are opening a conversation. Be open to receiving requests from the other person and discussing what reactions you have to the requests on each side.

**PRACTICE: A request is below. Which of the re-statements best reflects the criteria above?**

“I never want to see the conference room looking that way again.”

* Could you please clean up the conference room next time?
* Don’t leave your cups on the table and crumbs on the floor.
* I’m looking for surfaces and whiteboards to be cleaned and chairs pushed in.
* In order for this office to work well, we all need to clean up after ourselves.

**PRACTICE: Correct these statements to reflect the practice of making clear requests.**

* I don’t want you to talk about Danina like that.
* Please just leave me alone (or: I really need some alone time right now).
* I think you should spend less time at work.
* You need to start contributing a fair share to this project.
* I’d like you to be honest with me this time.

**Tip:** *Creativity increases power. If you are prepared with a range of possible solutions to a problem, it’s more likely at least one of your requests will be adopted.*

**Key Source**: Rosenberg, Marshall. Nonviolent Communication – a Language of Life. Puddledancer Press, 2003.