

FACE

Formula to Address Issues and Ask for What You Want

Facts: Situation, behavior.

☞ I notice, when, the other day, I see.

Appreciation: Safety statement.
Acknowledge their perspective.

☞ I understand, I appreciate, I realize, I'd like to understand why.

Consequence/Cost:

How the behavior affects you, them and others.

☞ I think, I feel, what happens is, the risk of it is.

Expectation: What you want.
Requested behavior.

☞ I want, I need, I prefer, please.