



BETTER QUESTIONS FOR SELF ADVOCACY

BEFORE VISITING THE SERVICE PROVIDER

- ✓ What do you most need to know?
- ✓ What do you need to tell the service provider?
- ✓ What is worrying you that you need to share with the service provider?
- ✓ What do you want to work with service provider to achieve?
- ✓ What questions would you like answered?
- ✓ What can the service provider do or say that will make you happy/worry less?
- ✓ What is the ideal result you would like?

WHEN VISITING THE SERVICE PROVIDER

- ✓ Ask for what you want – by the end of this conversation I would like.....
- ✓ Provide information that is relevant

When they give you details here are some good questions to then ask:

- ✓ What will happen now?
- ✓ What do I need to do?
- ✓ In your expert opinion what does someone in this situation need to know?
- ✓ What help and support is available?
- ✓ Who is available to answer any more questions that I have?
- ✓ If I am worried, what should I do?

TIPS TO ASKING THE QUESTIONS

- 1) Don't give your power away – in other words stay as an 'equal'
"No-one can make you feel inferior without your consent" – Eleanor Roosevelt

- 2) Be assertive – remember you have the right to ask these questions.
Assertiveness is the ability to stand up for your rights in a calm and positive manner.
This is what I want/need..... This is what is important to me.....

- 3) Manage your 'state' – breathe, stay relaxed and have positive thoughts
It's OK, I have the right to ask these questions

- 4) Be persistent – if you don't get the information needed ask the questions again or seek clarification
Can I just clarify.... I still don't understand..... I still need to know....

- 5) Allow yourself time – they may be rushed but you may need to ask them to slow down whilst you work out where you are at
I just need you to slow down a bit please – I need more time to understand.....

- 6) Check in – at the end of the conversation refer to your list or go through your mental checklist:
 - a. Did I get all the information I needed?
 - b. Am I clear on everything?
 - c. Is there anything else that I need to know?