**Supporting Materials for Chapter 8: Enhancing Communication Skills Using Positive Request**

***Prompting Checklist 8.1.*** Positive Request Therapist Prompting Checklist for Initial Session.

### Positive Request (PR)

**Therapist Prompting Checklist**

Initial Session

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Client ID:\_\_\_\_\_\_\_\_ Clinician:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Session #:\_\_\_\_ Session Date:\_\_\_\_\_\_

**Materials Required**

* Positive Request Handout (PRH)
* Positive Request Practice Assignment (PRPA)

**Begin Time:**\_\_\_\_\_\_

**Rationale (client and adolescent and adult significant others)**

* State each of the following:

1. People who are skilled in requesting things from others usually get what they want w/out arguments.
2. Positive Request (PR) is designed to improve communication.
3. PR increases likelihood the recipient will do what is requested.
4. Anger associated w/ arguments will probably decrease due to mutually satisfying solutions.
5. Disclose why PR will be beneficial for family.
6. Solicit how PR will be beneficial to family.
7. Solicit questions and provide answers.

**Therapist Models Positive Request (client and adolescent and adult significant others)**

* Distribute copies of the PRH to family members.

\_\_\_a. Instruct family to use PRH when things are desired from others at home or in tx. sessions.

\_\_\_b. Explain all steps will be practiced in sessions as listed, but all may not be necessary at home.

\_\_\_c. Solicit example of something that is desired by a family member.

\_\_\_d. Model PR for solicited example, using each of the following steps w/ person who gave example.

\_\_\_1. Request specific action using “please” and saying when action is desired.

\_\_\_2. State how it would be difficult for other person do action.

\_\_\_3. State how it would be good for other person if request was performed.

\_\_\_4. State how it would be good for you if the request was performed.

\_\_\_5. Offer to help the other person get the action done.

\_\_\_6. Offer to do something for other person if request is performed.

\_\_\_7. Tell other person you would appreciate the action being done.

\_\_\_8. Suggest something that would be acceptable as an alternative action.

\_\_\_9. Ask other person to suggest an alternative action in case the request can’t be fully done.

\_\_\_e. Tell recipient to state what was liked about the request.

\_\_\_f. Tell recipient to either accept the request or do PR as a compromise.

* When motivation is low, to increase client buy-in, query why each step is important.

**Client/Family Members Role-play Positive Request (client and adolescent and adult significant others)** [**VIDEO**](http://youtu.be/GnnLZ5yqY_0)

\_\_\_a. Solicit who would like to attempt positive request first

\_\_\_b. Solicit example of something desired by the person who volunteered to do PR.

* If request is too emotionally laden, therapist may instruct client to use a hypothetical request.
* Client may role-play PR w/ therapist first, rather than a family member

\_\_\_c. Tell recipient not to respond until all steps are finished.

\_\_\_d. Tell requestor to initiate PR for solicited example using each of the following steps in handout:

\_\_\_1. Request specific action using “please” and saying when action is desired.

\_\_\_2. State how it would be difficult for other person do action.

\_\_\_3. State how it would be good for other person if request was performed.

\_\_\_4. State how it would be good for you if the request was performed.

\_\_\_5. Offer to help the other person get the action done.

\_\_\_6. Offer to do something for other person if request is performed.

\_\_\_7. Tell other person you would appreciate the action being done.

\_\_\_8. Suggest something that would be acceptable as an alternative action.

\_\_\_9. Ask other person to suggest an alternative action in case the request can’t be fully done.

\_\_\_e. Tell recipient to indicate what was liked about PR to requestor.

\_\_\_f. Tell recipient to either accept request, or attempt compromise using PRH as guide.

\_\_\_g. Repeat preceding steps w/ client and/or family members until the steps are performed well.

**Homework Assignment**

* + Distribute PRPA.

\_\_\_a. Inform family to practice PR prior to next session whenever requests are desired.

\_\_\_b. Review how to complete PRPA.

**Client’s Assessment of Helpfulness of the Intervention**

\_\_\_a. After stating client should not feel obligated to provide high scores, as an honest assessment helps better address client needs, solicit how helpful client thought intervention was using 7-point scale:

**7** = extremely helpful, **6** = very helpful, **5** = somewhat helpful, **4** = not sure,

**3** = somewhat unhelpful, **2** = very unhelpful, **1** = extremely unhelpful

* **Record Client’s Rating Here:**\_\_\_\_\_\_

\_\_\_b. Solicit how rating was derived, and methods of improving intervention in future.

**Therapist’s Rating of Client’s Compliance with Intervention**

\_\_\_a.Disclose therapist’s rating of client’s compliance using 7 point scale:

**7** = extremely compliant, **6** = very compliant, **5** = somewhat compliant, **4** = neutral,

**3** = somewhat noncompliant, **2** = very noncompliant, **1** = extremely noncompliant

* Factors that contribute to compliance ratings are:
  + Attendance
  + Participation and Conduct in session
  + Homework completion
  + **Record Therapist’s Rating of Client’s Compliance Here:**\_\_\_\_\_\_

\_\_\_b. Disclose client’s compliance rating.

\_\_\_c. Explain how rating was derived, and methods of improving performance in future.

**End Time:**\_\_\_\_\_\_

***Prompting Checklist 8.2.*** Positive Request Therapist Prompting Checklist for Future Sessions.

### Positive Request (PR)

**Therapist Prompting Checklist**

Future Sessions

### 

Client ID:\_\_\_\_\_\_\_\_ Clinician:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Session #:\_\_\_\_ Session Date:\_\_\_\_\_\_

**Materials Required**

* Positive Request Handout (PRH)
* Positive Request Practice Assignment (PRPA)

**Begin Time:**\_\_\_\_\_\_

Homework Review (client and all family members aged 13+ years)

* + Distribute PRH

\_\_\_a. Instruct family to provide completed PR homework

\_\_\_b. Review homework and instruct family to role-play how PR was used OR if PR was not used, instruct family to role-play PR using hypothetical situation following steps in PRH.

\_\_\_1. Request specific action using “please” and sate when action is desired.

\_\_\_2. State how it would be difficult for other person do action.

\_\_\_3. State how it would be good for other person if request were performed.

\_\_\_4. State how it would be good for you if the request were performed.

\_\_\_5. Offer to help the other person get the action done.

\_\_\_6. Offer to do something for other person if request is performed.

\_\_\_7. Tell other person you would appreciate the action being done.

\_\_\_8. Suggest something that would be acceptable as an alternative action.

\_\_\_9. Ask other person to suggest an alternative action in case the request can’t be fully done.

\_\_\_c. Provide descriptive praise/corrective feedback.

\_\_\_d. Instruct family to use PR prior to next session and distribute new PRPA.

**Client’s Assessment of Helpfulness of the Intervention**

\_\_\_a. After stating client should not feel obligated to provide high scores, as an honest assessment helps better address client needs, solicit how helpful client thought intervention was using 7-point scale:

**7** = extremely helpful, **6** = very helpful, **5** = somewhat helpful, **4** = not sure,

**3** = somewhat unhelpful, **2** = very unhelpful, **1** = extremely unhelpful

* **Record Client’s Rating Here:**\_\_\_\_\_\_

\_\_\_b. Solicit how rating was derived, and methods of improving intervention in future.

**Therapist’s Rating of Client’s Compliance with Intervention**

\_\_\_a.Disclose therapist’s rating of client’s compliance using 7 point scale:

**7** = extremely compliant, **6** = very compliant, **5** = somewhat compliant, **4** = neutral,

**3** = somewhat noncompliant, **2** = very noncompliant, **1** = extremely noncompliant

* Factors that contribute to compliance ratings are:
  + Attendance
  + Participation and Conduct in session
  + Homework completion
  + **Record Therapist’s Rating of Client’s Compliance Here:**\_\_\_\_\_\_

\_\_\_b. Disclose client’s compliance rating.

\_\_\_c. Explain how rating was derived, and methods of improving performance in future.

**End Time:**\_\_\_\_\_\_

***Worksheet 8.1.*** Positive Request Handout

### Positive Request Handout

|  |
| --- |
| 1. Request a specific action using “please” and specify when action is desired. |
| 2. State how it would be difficult for other person to do action. |
| 3. State how it would be good for other person if the request was performed. |
| 4. State how it would be good for you if the request was performed. |
| 5. Offer to help other person get the action done. |
| 6. Offer to do something for recipient. |
| 7. Tell the other person that you would appreciate the action being done. |
| 8. Suggest something that would be acceptable as an alternative action. |
| 9. Ask other person to suggest an alternative in case the action can’t be done. |

***Worksheet 8.2.*** Positive Request Practice Assignment.

### Positive Request Practice Assignment

Client ID:\_\_\_\_\_\_\_\_ Clinician:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Session #:\_\_\_\_ Session Date:\_\_\_\_\_\_

**Instructions:** Write a description of what was requested and how you used each step of Positive Request.

|  |  |
| --- | --- |
| **What was requested:** | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
| **Did you say please:**  **(check one)** | **□Yes □No** |
| **Did you state when the**  **action was desired:**  **(check one)** | **□Yes □No** |
| **How would it be difficult**  **for the person to do:** | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
| **How would it be good for**  **the other person:** | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
| **How would it be good**  **for you if action was**  **performed:** | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
| **How did you offer to**  **help the other person**  **get the action done:** | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
| **What did you offer to do**  **for the other person:** | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
| **Did you tell the**  **other person you would**  **appreciate the action**  **being done?** | **□Yes □No** |
| **What did you suggest as an**  **alternative action:** | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
| **How did you ask the**  **other person to provide**  **an alternative action:** | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
| **What was the result of**  **the request:** | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |