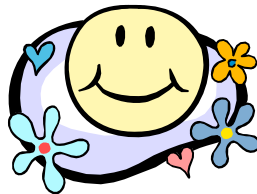# GUIDELINES FOR PRESENTING THE PROBLEM

1. **Describe the behavior—don't pass judgment on it.** For instance, rather than saying, "no one seems to be able to take the time to help," say, "The last two times I have visited I have found my mother's call bell going off and her needing to go to the bathroom. Can you tell me what is going on for this to be happening?"

2. **Be specific rather than vague.** For instance, rather than saying, "It has been like this all week," say, "The last two times I have visited."

3. **Describe what you observed rather than what you assume to be the reason it happened.** Focus on what happened rather than *why you think* it happened. For instance, don't assume understaffing. Offer an explanation only if you know for certain it is true.

4. **Focus on a behavior rather than the person.** For instance, rather than saying, "I am beginning to think no one really cares here," say, "Normally when I visit my Mom after work she is very comfortable and her needs are met. The last two times I visited her I have found her with the call bell going off and needing to go to the bathroom."

5. **Don't avoid presenting the problem.** Be sure to address the problem behavior or situation even if the immediate situation is resolved.

THREE RULES FOR PRESENTING THE PROBLEM

1. Be clear and direct about what the problem is.
2. Use objective language free from blame or judgment.
3. Indicate belief in the worker's ability to resolve the problem.