

Confrontation

Take the following steps when making a confrontation.

- 1) **ASK THE SAME QUESTION AGAIN, USING EXACTLY THE SAME WORDS AND TONE OF VOICE.**
- 2) **SAY, "MAYBE I DIDN'T MAKE THE QUESTION CLEAR," AND ASK IT AGAIN, CLARIFYING IF NECESSARY.**
- 3) **ASK THE PERSON IF HE/SHE IS AWARE THAT HE/SHE DIDN'T ANSWER THE ORIGINAL QUESTION, THEN ASK THE ORIGINAL QUESTION AGAIN.**
- 4) **IF THE PERSON CHANGES THE SUBJECT, SAY, "PLEASE ANSWER MY QUESTION, THEN WE CAN TALK ABOUT THE NEW SUBJECT."**
- 5) **IF THE PERSON ANSWERS ONLY PART OF THE QUESTION, ASK HIM/HER TO COMPLETE THE ANSWER.**
- 6) **IF THE PERSON ANSWERS WITH A LONG STORY, INTERRUPT THE STORY AND ASK, "HOW IS THIS AN ANSWER TO MY QUESTION?" YOU MAY HAVE TO ASK THE PERSON IF HE/SHE REMEMBERS THE ORIGINAL QUESTION. IF HE/SHE DOESN'T, REPEAT IT.**
- 7) **IF THE PERSON CRIES, SHOUTS, FAINTS, OR ESCALATES SOME OTHER EXTREME BEHAVIOR, DEAL WITH IT AS APPROPRIATE, THEN DECIDE WHETHER TO GO BACK TO THE ORIGINAL QUESTION.**
- 8) **GIVE THE PERSON PERMISSION TO SAY OUT LOUD, "I WON'T ANSWER YOUR QUESTION."**

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