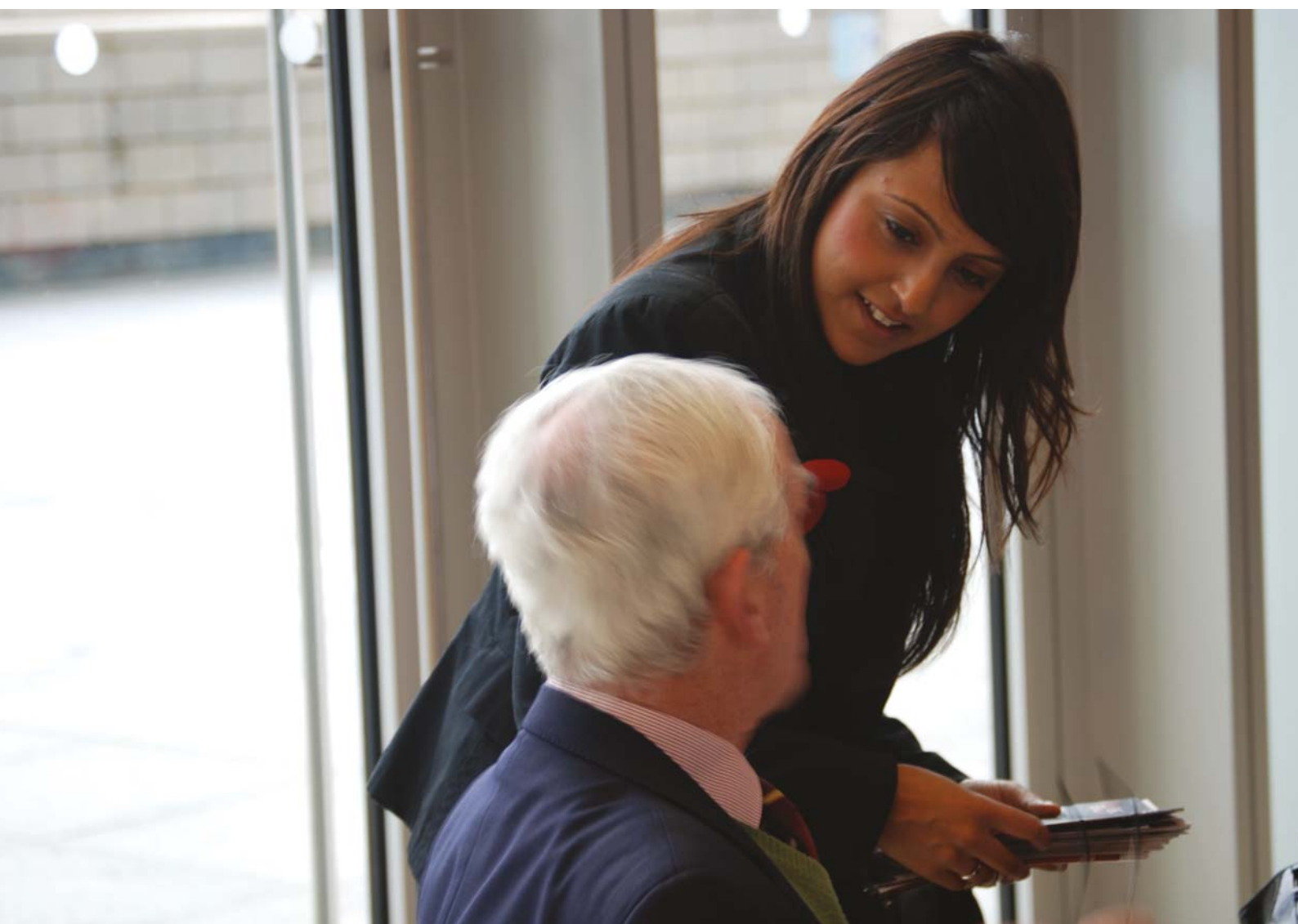


Carers' Self Advocacy Toolkit

Being objective



Being objective

Being objective means keeping strong emotions and judgements out of what you are saying. This is a particular challenge for carers as the business of caring involves the strongest emotions humans have and it isn't surprising that things are said to professionals, or other family members in the heat of the moment. However, words that convey strong emotions and judgements can make the other person raise their defences and shut their ears – with the result that they stop listening. By just stating the facts, without giving an opinion, it makes what you are saying *easier to hear*.

Telling it how it is

When you are asking for something or want to get your point across, it's a good idea to be as objective as possible, focusing on the facts.

This exercise will help you take the judgments and emotions out of an event or incident.

Using the examples below, re-write these sentences so they just describe the facts and exclude any judgments or strong emotions.

Suggested answers are given over the page.

“You talk too much.”

“Marie is the meanest person I know.”

“The service was appalling.”

“I know you won't be here on time because you never are.”

“No one ever listens to me.”

“You talk too much.”

“You have a tendency to say more than you need to.”

“Marie is the meanest person I know.”

“Marie is protective of herself when it comes to sharing things.”

“The service was appalling.”

“The service did not meet minimum quality standards and this put my Son at risk.”

“I knew you wouldn’t be here on time because you never are.”

“I’ve noticed that your timekeeping has been erratic lately and I’ve just waited an hour for your today.”

“No one ever listens to me.”

“Even though I have relevant things to say, I do not think my views are reflected in decision making.”

You will notice that to be objective takes more of an effort, and uses up more words. However, the benefit is that if you can report things without judgment, you are more likely to have more successful discussions and negotiations.