

# FACE

## Formula to Address Issues and Ask for What You Want

**Facts:** Situation, behavior.

☞ I notice, when, the other day, I see.

**Appreciation:** Safety statement.  
Acknowledge their perspective.

☞ I understand, I appreciate, I realize, I'd like to understand why.

**Consequence/Cost:**

How the behavior affects you, them and others.

☞ I think, I feel, what happens is, the risk of it is.

**Expectation:** What you want.  
Requested behavior.

☞ I want, I need, I prefer, please.