

# XYZ STATEMENTS

XYZ STATEMENTS HELP YOU TELL SOMEONE HOW YOU WOULD LIKE TO SEE SOMETHING THEY ARE DOING CHANGE.

X= WHAT THE OTHER PERSON DID (OR DOES)  
Y= THE SITUATION WHERE THIS HAPPENED OR HAPPENS  
Z= THE EFFECT ON YOU OR HOW YOU FELT

COMMON BUT INEFFECTIVE WAYS TO COMPLAIN:

- MIND READING
- NAME-CALLING
- "YOU ALWAYS..." OR "YOU NEVER..."
- BLAMING

## EXAMPLES:

INSTEAD OF: You're a SLOB!

TRY: I felt frustrated last night when you left to go out with your friends, and I cleaned the kitchen by myself.

INSTEAD OF: You make me so mad!

TRY: I felt disappointed and disrespected when you told Lonnie I didn't respond to your email rather than you just asking me about it yesterday.

## PART 1:

Jot down a complaint about someone (co-worker, friend, family member):

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Now re-write your complaint using an XYZ statement:

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## PART 2:

Identify 2 common problems clients often face:

1. \_\_\_\_\_
2. \_\_\_\_\_

**APPLY** the problem-solving model to your client's problem:

1. Identify/discuss the problem. What's the problem?
2. Set an agenda. What's a bite size piece you can work on first?
3. Brainstorm solutions. What are some possible solutions to the problem?
4. Agree on a solution to try. What solution will you try first?