

## Negotiating Complicated Environments

**First, decide if the problem is an interpersonal one (involving other people), or an environmental one. It helps if you and your client brainstorm or role play together!**

### **For environmental problems, try using the problem-solving technique, SCALE:**

**S** specify the problem

**C** consider all possible solutions

**A** assess the best solution

**L** lay out a plan

**E** execute and evaluate the outcome

### **Suggestions for improving the environment:**

- Using earplugs
- Using a towel to cover the window
- Using a t-shirt under the door frame (to block light and noise from coming in)
- Using a t-shirt or towel over the eyes (to block light)
- Rearranging the furniture
- Moving electronic screens further from the bed
- Use group negotiating power (like with other residents or roommates) to convince management to make changes like turning hallway lights off at night.

### **For interpersonal problems, try using negotiation tactics:**

#### **Step 1: Observation**

Example- At 2am I hear your stereo playing.

#### **Step 2: Feeling**

I'm feeling frustrated.

#### **Step 3: Need**

I need a good night's sleep to function well tomorrow.

#### **Step 4: Request**

Would you be willing to turn down your stereo or use earphones?

OR

#### **D** describe the problem

"You have been turning on the lights early in the morning when I'm trying to sleep."

#### **E** express your feelings, and describe the impact on you.

"I feel annoyed because I'm tired and it's making me feel unhealthy."

#### **A** ask for what you need clearly.

"Could you only turn on one side light before 8am?"

#### **R** reinforce how you can solve this problem together

"If you can do that I'll wear an eye mask and I'll be a better rested and happier roommate."