

Individual Advocacy Tips & Hints for Success

- Know yourself and your personal limits
- Be aware of your own health & needs
- Be motivated
- Understand your emotional state and triggers.
 - Stay calm/cool and collected
 - Recognize when it is not a good time to talk and let people know that
 - Be assertive rather than aggressive
 - Be Courteous but direct
- **Listen**
 - Everyone has a personal point of view that may differ from your
 - Keep an open mind
 - Weigh the pros and cons
 - Communicate effectively
 - Aim Higher
- **Get assistance** if needed from an independent organization
- Know how to **access information and resources**
 - Know the law – i.e. Human Rights, Employment Standards, Landlord & Tenant Act
- **Develop and use your resources**
- Know there is a **range of choices** and that each choice carries a responsibility
- Remember that everyone has rights
- **Know and follow the complaint handling process**
- **Set your goal** or goals
- **Stick to the facts and figures**
- **Put it in writing**
 - Record information, details
 - Record Names, positions
 - Record dates and times of contact
- **Complete the follow-up**

Keep trying, never give up!!!

How to Determine Key Issue

