Assertive Service Questions

Life Skills & Wellness | 30 minutes | 3-12 participants | Adults and teens 13+ with appropriate facilitation

Purpose

Practice asking a service provider for clarification or an accessible format.

Materials: Paper or a printable handout, Pens or an accessible writing alternative, Optional blank cards or simple drawing materials

Invite and agree - 3 minutes

Name the purpose and the right to pass, observe, write, or use fiction. Agree that people share only their own experiences and do not promise absolute group confidentiality.

Introduce the example - 3 minutes

A form uses unfamiliar terms. Ask what is known and what is still a guess.

Practice: Skills rehearsal - 17 minutes

Practice asking a service provider for clarification or an accessible format. Model one short example. Invite a speaker, listener, or observer role; rehearse a low-stakes version and switch roles only by choice.

Reflect together - 4 minutes

What question could reduce confusion? Ask what fit, what did not fit, and what would make the exercise more accessible. Do not interpret another person's response.

Choose a next step - 3 minutes

Invite one optional action, support request, or question to carry forward. Passing is a valid closing response. Confirm how to seek appropriate support outside the activity.

Facilitator fit and boundaries

Adapt to disability, resources, schedules, and cultural preferences. Avoid prescribing diets, exercise targets, or medical treatment.

Offer observation, private writing, or a fictional example. Adapt instructions and group size to access needs. No client responses are collected by this page.

Original AI-assisted educational draft; independent clinical review pending. Version 1.0. Conceptual reading: TIP 41: Substance Abuse Treatment: Group Therapy, TIP 57: Trauma-informed Care in Behavioral Health Services. Source links appear on the online activity page.