TEN SELF-ADVOCACY STEPS

1. DEFINE THE PROBLEM
   - What is the issue?
   - If there are many problems, which one is the most important?
   - Who do you have the problem with?

2. SPELL OUT YOUR GOALS
   - What do you want?
   - What does "victory" look like?

3. DETERMINE YOUR RIGHTS
   - Which government agency is in charge of what's going on?
   - Find and review their regulations and procedures about what is going on.
   - If you need help understanding this material, get help from someone who can explain it to you.
   - Ask for your rights, even if you can't find out which regulations back you up.

4. WHO DECIDES WHAT WILL HAPPEN
   - Who makes the decisions?
   - Which government agency investigates complaints of discrimination?

5. PREPARE YOUR CASE
   - Get all of your paperwork in order.
   - Keep a notebook for your phone conversations
   - Plan a strategy. How will you get what you want?
   - Try to separate your feelings from the facts.
TEN SELF-ADVOCACY STEPS (continued)

6. REHEARSE YOUR CASE
   ▪ Write an agenda with all of your main points.
   ▪ Practice telling your case to a friend or advocate.

7. PRESENT YOUR CASE
   ▪ Bring a friend or advocate for support.
   ▪ Have them take notes.
   ▪ Cover as many of the points on your agenda as you can.
   ▪ Be assertive, but not aggressive.
   ▪ Take a break if you need it.
   ▪ Ask for another meeting, if you think you will need one.

8. EVALUATE THE RESULTS
   ▪ Check your notes.
   ▪ What happened? What were the results?
   ▪ How do you feel about what happened?
   ▪ Talk about how you felt and the results with a friend or advocate.

9. WHERE DO YOU GO FROM HERE?
   ▪ Take necessary follow-up steps.
   ▪ Decide what to do next.
   ▪ Keep you spirits up for the next fight.

10. CELEBRATE WITH FAMILY AND FRIENDS
    ▪ Even small victories should be celebrated.
    ▪ Congratulate yourself for a job well done!