



*PLANNING FOR POSITIVE COMMUNICATION USING PIVA:  
POSITIVE FRAMING; I-STATEMENTS; VALIDATE; ASK*  
(from pages 65–68 in Family & Friends Handbook, 2nd Ed.)



What *specific behavior* do I want to address?

When would be a good time(s) for this conversation?

**P**ositive statements

“**I** statements”

**V**alidate what you can (listen, ask questions, reflect back what you hear)

**A**sk how you can help

End with a positive statement

