INSTITUTE FOR CHALLENGING DISORGANIZATION®
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FACT SHEET TIPS

Tips for Communicating with Individuals Affected by Chronic Disorganization

Living or working with a person affected by chronic disorganization (CD) can be extremely challenging for someone who tries to help. Among the strategies used to help individuals impacted by CD, effective communication is paramount. Recognize that you could experience many emotions during the process.

- Relieved when someone begins to accept support.
- Surprised by realizing the state of disorganization.
- Frustrated with strategies and communications breaking down.
- Discouraged by backsliding.
- Feelings of inadequacy.

What does NOT work

- Criticizing
- Passing judgment
- The "Just do it!" mindset
- Lecturing
- Exaggerating the consequences
- Policing
- Nagging

What WILL work

- Focus on the person, not the problem
- Curiosity and compassion
- Listening while withholding judgment
- Encouraging collaboration
- Maintaining a positive approach
- Building on the person's positive traits
- Noticing and celebrating small wins

If you get angry

- Take a break.
- Be aware of your own responses and expectations, expressing them clearly and respectfully.
- Evaluate if professional help is required.
- Find an ICD-educated professional to explore possibilities.

Chronic disorganization may not go away, but it can get easier.

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