

# General Do's & Don'ts

## Do's....

1. Share a personal story in your own words
2. Back up the story with hard data\*
3. Know your legislator's position & votes on the issues you care about
4. Show openness to their knowledge and be willing to discuss them
5. Keep all written letters and communications to one page or less
6. Be polite—say thank you!

## Don'ts....

1. Overload the conversation with too many issues
2. Get angry, confrontational, desperate or threatening
3. Exaggerate or patronize
4. Get off track; stay calm and bring the conversation back to the topic at hand
5. Make promises you can't deliver
6. Expect instant feedback; be patient and persistent