# Skill-Building Challenge Worksheet: Making a Consumer Complaint

Name: Blank Class: Blank Date: Blank

Imagine that after using the acne cream you bought at the local drug store, the cream actually worsened your complexion and made your face dry and flaky the next day. You continued using the cream, but after three days, your acne hadn’t improved and your skin still felt dry. The package claimed that it could clear up pimples in 24 hours.

**Step 1: Create an assertive *I* message to communicate your concerns.** Now think about what you would say if you had the chance to talk to the maker of the acne cream. Begin by explaining what happened to you when you used the product. Then use the assertiveness technique in this chapter to help you express your concerns. Write out a script before you practice.

**Step 2: Practice making your complaint.** Pair up with a classmate. One partner plays the role of the acne cream maker while the other partner practices communicating their consumer complaint using the assertive techniques learned in this chapter.