

Interpersonal Effectiveness - Handout 1

Getting What You Want (DEAR MAN)

A way to remember these skills is to remember the term **DEAR MAN**:

Describe
Express
Assert
Reinforce
(Stay) Mindful
Appear Confident
Negotiate

Describe

Describe the current **SITUATION** (if necessary). Stick to facts. Tell the person exactly what you are reacting to.

Express

Express your **FEELINGS** and **OPINIONS** about the situation. Don't assume that the other person knows how you feel.
"When you come home so late, I start worrying about you."
Use phrases such as "*I want*" instead of "*You should*," "*I don't want*" instead of "*You shouldn't*."

Assert

Assert yourself by **ASKING** for what you want or **SAYING NO** clearly. Do not assume that others will figure out what you want. Remember that others cannot read your mind.
"I would really like it if you would call me when you are going to be late."

Reinforce

Reinforce (reward) the person ahead of time (so to speak) by explaining positive effects of getting what you want or need. If necessary, also clarify the negative consequences of not getting what you want or need.
"*I would be so relieved, and a lot easier to live with, if you do that.*"
Remember also to reward desired behavior after the fact.

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Interpersonal Effectiveness - Handout 2

Stay

Mindful

Keep your focus **ON YOUR GOALS**. Maintain your position. Don't be distracted. Don't get off topic.

“Broken Record”: Keep asking, saying no, or expressing your opinion over and over and over. Just keep replaying the same thing again and again.

Ignore Attacks: If another person attacks, threatens, or tries to change the subject, ignore the threats, comments, or attempts to divert you. **Do not** respond to attacks. Ignore distractions. Just keep making your point.

“I would still like a call.”

Appear Confident

Appear **EFFECTIVE** and competent.

Use a confident voice tone and physical manner; make good eye contact.

No stammering, whispering, staring at the floor, retreating.

No saying, “I'm not sure,” etc.

Negotiate

Be willing to **GIVE TO GET**.

Offer and ask for other solutions to the problem.

Reduce your request.

Say no, but offer to do something else or to solve the problem another way.

Focus on what will work.

“How about if you text me when you think you might be late?”

Turn the tables: Turn the problem over to the other person.

Ask for solutions.

“What do you think we should do? . . . I can't just stop worrying about you [or I'm not willing to].”

Other Ideas:

Mindfulness - Handout 3

Taking Hold of Your Mind: “What” Skills

OBSERVE

- ◆ Notice your body sensations (coming through your eyes, ears, nose, skin, and tongue)
- ◆ Pay attention on purpose, to the present moment.
- ◆ Control your attention, but not what you see. Push away nothing. Cling to nothing.
- ◆ Practice wordless watching: Watch thoughts come into your mind and let them slip right by like clouds in the sky. Notice each feeling, rising and falling, like waves in the ocean.
- ◆ Observe both inside and outside yourself.

DESCRIBE

- ◆ Put words on the experience. When a feeling or thought arises, or you do something, acknowledge it. For example, say in your mind, “Sadness has just enveloped me,” or “Stomach muscles tightening,” or “A thought ‘I can’t do this’ has come into my mind.”
- ◆ Label what you observe. Put a name on your feelings. Label a thought as just a thought, a feeling as just a feeling, an action as just an action.
- ◆ Unglue your interpretations and opinions from the facts. Describe the “who, what, when, and where” that you observe. Just the facts.
- ◆ Remember, If you can’t observe it through your senses, you can’t describe it.

PARTICIPATE

- ◆ Throw yourself completely into activities of the current moment. Do not separate yourself from what is going on in the moment (dancing, cleaning, talking to a friend, feeling happy or feeling sad).
- ◆ Become one with whatever you are doing, completely forgetting yourself. Throw your attention to the moment.
- ◆ Act intuitively from Wise Mind. Do just what is needed in each situation—a skillful dancer on the dance floor, one with the music and your partner, neither willful nor sitting on your hands.
- ◆ Go with the flow. Respond with spontaneity.