

## Interpersonal Effectiveness Skills

DEAR MAN OBJECTIVES EFFECTIVENESS	GIVE RELATIONSHIP EFFECTIVENESS	FAST SELF-RESPECT EFFECTIVENESS
<b>Goal: Obtaining objectives while maintaining relationships and self-respect</b>		
Describe Express Emotion/Feeling/Opinion Assert- Ask or say no Reinforce/Reward Mindful focus on goals Appear confident and effective Negotiate	(Be) Gentle (Act) Interested Validate Easy Manner	(Be) Fair Apologies not needed Stick to Values (Be) Truthful
<b>Describe</b> the current situation. Stick to the facts. Be objective. No judgmental statements. Helps orient the other person to the events leading up to the request. Helps both people get on the same page. Informs if the other person is not in agreement with the facts of the situation.	<b>(Be) Gentle</b> means being nice and respectful in your approach. No attacks, no threats, no judging, name calling, "shoulds," shaming, or put downs. Voice, and nonverbal communication is kind and mellow. Posture, tone and facial expression are peaceful.	<b>(Be) Fair</b> to yourself and the other person in your attempts to get what you want. Taking advantage of people risks maintaining self-respect. Giving in and not sticking up for your needs and wants also risks maintaining self-respect. Validate your feelings and desires as well as the other person's.
<b>Express Clearly</b> how you feel or what you believe about the situation you just described. This can help inform the importance of the situation and provide insight to others.	<b>(Act) Interested</b> Choose to listen even if you may not care about the topic. A positive interaction can be obtained by listening effectively.	<b>Apologies not needed</b> for being alive, making a request, disagreeing, having feelings or opinions. Apologizing implies you are wrong, that you are making a mistake. This can reduce the sense of mastery over time. Excessive apologies can damage a relationship, get on people's nerves, and reduce self-respect and relationship effectiveness.
<b>Assert</b> yourself by asking for what you need or saying no to a request. Others can not observe your thoughts. Don't expect people to know what you want or don't want if you don't tell them. Be clear, concise and assertive.	<b>Validate</b> by communicating understanding of the other person's feelings, thoughts and actions. A cause can be validated even if behaviors or thoughts are not agreeable.	
<b>Reinforce</b> or reward the person by describing the benefits of receiving what you are asking for. Consider the other person's perspective and motivation. Draw connections between what you are asking for and what that person wants or needs. Offer to do something for the other person if applicable. Be appreciative.	Give your full attention Reflect back what you hear Be Sensitive to nonverbal cues Look for ways to understand Acknowledge validity of their position Show equality to the other person What I am hearing you say is.... I see that you are busy, stressed.... You feel _____ is that right? It is understandable that you feel _____. It makes sense that you feel _____.	<b>Stick to Values</b> by being clear on what (in your opinion) is the moral or valued way of thinking and behaving. Avoid changing your values to be liked or included. Giving in to others, or doing or saying things you believe to be wrong can reduce your self-respect. It can be hard to stand up for your values when they are not the values of the other people in the relationship. Losing your self-respect in a relationship can corrode a relationship. It is helpful to identify your values and priorities and set healthy boundaries.
<b>(Stay) Mindful</b> of your objectives, maintain your position and avoid being distracted. Keep repeating your DEAR in a mellow tone like a broken record if necessary. Ignore threats, comments or attempts to change the subject. Just keep making your point.		
<b>Appear Confident</b> Nonverbal communication conveys competence and commands respect. Use a confident tone of voice, assertive posture and appropriate eye contact. Avoid stammering, slouching, whispering, staring at the floor, retreating, or shrugging shoulders.	<b>Easy Manner</b> means being mindful of both verbal and non-verbal communication and being kind and open. Try being lighthearted and soothing. Use humor and smile. Ease the conversation and others along with a kind, calm demeanor and attitude. Notice posture, gestures and facial expressions. Open your body posture, soften the muscles in your face and body. Speak softly and kindly.	<b>(Be) Truthful</b> build self-respect. Lying, acting helpless when you are not and exaggerating can be harmful in the long run. Being your authentic self is empowering and can create deeper connections that are more meaningful and understanding. It can feel vulnerable to be truthful in relationships.
<b>Negotiate</b> Be willing to offer and ask for alternative solutions to the problem, reduce your request, or offer to solve the problem another way. Note that some requests are not negotiable and identifying that ahead of time is important.		

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## Interpersonal Effectiveness Skills

Finding and Getting Friends	Mindfulness of Others
Finding friends takes effort	Friendships Last Longer When We are Mindful
<p><b>Proximity Fosters Friendship</b></p> <p>Finding opportunities to make casual, regular contact with people in your everyday environment increase chances for developing friendships. We tend to make friends with the people we see most often.</p> <p>Join a group that meets frequently Find a group with members similar to yourself Find a group that is cooperative</p> <p><b>Similarity Increases Liking</b></p> <p>We often make friends with people who share our interests, values and attitudes. This applies to personality traits, activities, age, education, background, religion and occupations, etc.</p>	<p><b>OBSERVE:</b></p> <ol style="list-style-type: none"> <li>1. Pay Attention with Interest and Curiosity</li> <li>2. Be open to getting to know someone new, and learning new info about them. All people and events are in a state of constant change. People often change their beliefs or what they want and how they feel.</li> <li>3. Focus on the people you are with without multi-tasking.</li> <li>4. Let go of self-focus which can lead to anxiety or talking mostly about ourselves.</li> <li>5. Stay in the present moment rather than planning what to say or do next.</li> <li>6. Let go of judgmental thoughts and always being right.</li> </ol>
<p><b>Practice conversation skills</b></p> <p>Ask and respond to questions. Make small talk Keep self disclosure similar to the other person Listen fully and don't interrupt Learn things to talk about</p> <p><b>Express liking selectively</b></p> <p>We often like the people we think like us. One can:</p> <ul style="list-style-type: none"> <li>· tell them</li> <li>· praise/compliment</li> <li>· seek their company.</li> <li>· listen to them.</li> <li>· be supportive of their needs.</li> <li>· support their causes or people they care about.</li> </ul> <p><b>Intimate and supportive relationships with others are an essential aspect of happiness.</b></p>	<p><b>DESCRIBE:</b></p> <ol style="list-style-type: none"> <li>1. Describe what you observe with descriptive, non judgmental words</li> <li>2. Treat assumptions and interpretations as hypotheses to be tested by checking the facts. No one can observe another person's thoughts, motives, desires, intentions or personal experiences.</li> <li>3. Trust is built when one takes risks with others by choosing to give them opportunities to prove themselves worthy. Questioning other people's motives and/or intentions is common in people who have trouble trusting others. This can be damaging to friendships.</li> <li>4. Give the benefit of the doubt to open up possibilities thought your thoughts an assumptions about another person could be wrong and there could be valid reasons.</li> </ol>