

Dialectical Behavior Therapy Skills Training - Interpersonal Effectiveness

Interpersonal Effectiveness Skills Handout

Interpersonal Effectiveness Skills are a road map for getting what you want through effective communication and are remembered by the acronyms DEAR, MAN, GIVE, FAST.

- **Objective Effectiveness** refers to the objective facts and interpersonal DEAR MAN skills. Use these skills to communicate the facts about a situation *non-judgmentally*.
- **Relationship Effectiveness** refers to communicating respect for the other person's thoughts/feelings and interpersonal GIVE skills.
- **Self-respect Effectiveness** refers to communicating respect for yourself to others using FAST skills.

Objective Effectiveness		Relationship Effectiveness	Self-respect Effectiveness
Describe Express Assert Reinforce	Mindful Appear Confident Negotiate	Gentle Interested Validate Easy manner	Fair Apology-free Stick to Values Truthfulness
Objective Effectiveness DEAR MAN Skills communicate Facts			
Describe			
Describe the problem as you see it. The key point to remember is that you stick to only the facts and relay them non-judgmentally. Example: "You did not call yesterday, can we talk about it?"			
Express			
Express your feelings about the situation you describe. In expressing emotions, it is wise to use "I" statements. For example, it is more effective to say, "I feel sad when you don't call," than, "you make me feel sad when you don't call," which implies blame.			
Assert			
State exactly what it is you want as simply and clearly as possible. For example, instead of saying, "I want a pay raise." Being assertive, one might say, "I want a pay raise of five dollars per hour plus 7 annual days of paid vacation time starting this next coming pay day." The key to assert is to state your request plainly			
Reinforce			
Point out the benefits of granting your request. What does the other person get out of it?			

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<p style="text-align: center;">Mindful</p> <p>Pay attention to your own and the other person's posture, tone of voice, facial expression and level of discomfort. Strive to adopt a willing posture and a calm, respectful tone of voice</p>
<p style="text-align: center;">Appear Confident</p> <p>Be confident in how you communicate by using eye contact, speaking calmly/clearly, nodding affirmatively when others are describing/expressing/asserting their concerns, and adopting a willing posture (sitting forward attentively, avoiding crossing arms, offering open palms, smile)</p>
<p style="text-align: center;">Negotiate</p> <p>Be willing, open and flexible to compromise. Come prepared with alternatives to your request.</p>
<p>Relationship Effectiveness GIVE skills communicate respect for the other person's feelings.</p>
<p style="text-align: center;">Gentle</p> <p>Be respectful, kind, and courteous. Refrain from personal judgments. Try using <i>and</i> where you would normally use <i>but</i>, especially when criticizing others. By doing this, you avoid negating the other person's point of view. For example: "I hear what you are saying and this is my point," is more effective than, "I hear what you are saying, but this is my point."</p>
<p style="text-align: center;">Interested</p> <p>Show others you are interested by using eye contact, affirmative nodding, not interrupting others when they are speaking, and reflecting back the main the main points of what the other says.</p>
<p style="text-align: center;">Validate</p> <p>Acknowledge the feelings expressed by the other person. For example, if your sister is frustrated because no one ever listens to her, you would validate her by saying, "It makes sense to feel frustrated when it seems like no one ever listens to you." The key point to remember is that the goal is to acknowledge not necessarily agree with the person's emotions and/or thoughts.</p>
<p style="text-align: center;">Easy Manner</p> <p>Present a flexible and calm demeanor. Relax the muscles over your entire body. Look relaxed..</p>

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Self-respect Effectiveness Skills communicate respect for you.
Fair Be fair and objective in your descriptions and requests. Consider the other persons wants and needs as well as your own. Check the facts
No Apologies Do not apologize for asserting yourself or making a request. Do not apologize for the way you feel or for having a different point of view.
Stick to Your Values Know what your personal values, ethics, and morals are and do not compromise them for the sake of avoiding conflict or appeasing others.
Truthfulness Stick to the facts and avoid exaggerating, embellishing, or making judgmental statements. Rather than saying, "He was totally rude." Restate your assumption factually. "He kept interrupting others while they were speaking."

DIRECTIONS FOR THE FOLLOWING WORKSHEET:

On the following pages, pick a difficult or unpleasant interpersonal situation that you have coming up and write out a communication script using the DEAR MAN GIVE FAST prompts. Practice your DEAR MAN GIVE FAST script after you finish composing it either by rehearsing aloud by yourself or by getting someone to roleplay with you. After applying your script to the situation, note whether you think the script was helpful or not.

MISCELLANEOUS NOTES:

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DEAR MAN HOMEWORK

Name: _____ Therapist: _____ Date: _____

Instructions: Use this worksheet to create a plan for effectively requesting something you want or need from someone where the situation is uncertain, emotionally arousing, and/or susceptible to conflict.

Describe the problem:

Express your thoughts & feelings about the problem:

Assert, request precisely what you want done in order to fix the problem:

Reinforce, state the benefits of fulfilling your request

Mindful: Be mindful of environmental vulnerabilities, yours & others emotions. Choose words carefully

Appear confident: Use direct eye contact; head high, shoulders back, arms uncrossed, palms open.

Negotiate: Be willing to compromise if there is unwillingness to meet the specifics of your request.

- Before approaching the situation I made sure I was calm and in wise mind.
- I rehearsed my script with my therapist or someone who is not involved in the situation.
- I got what I wanted or negotiated a solution that was mutually agreeable.
- I did not get what I want and feel _____ about the situation.

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GIVE FAST HOMEWORK

Name:

Therapist:

Date:

Instructions: *Use this worksheet to create a plan for effectively requesting something you want or need from someone where the situation is uncertain, emotionally arousing, and/or susceptible to conflict.*

Gentle Describe ways you can communicate gently.

Interested How can you show the other person you are interested in what he/she says?

Validate How can you validate others emotions?

Easy Manner Describe ways you can communicate with an easy manner

Fair: What is fair to you in this situation

Apology Free: Describe what your urge to apologize might be in this situation

Stick to Values: What are your values in this situation?

Truthful What are the facts you need to stick to?