Interpersonal Effectiveness Skills

**GIVE**  Goal: Get or keep a good relationship

- **Gentle**  Be courteous and temperate in your approach; no attacks, threats or judging.
- **Interested**  Listen; be interested in the other person.
- **Validate**  Validate the other person’s feelings, wants, difficulties, and opinions about the situation.
- **Easy manner**  Use a little humor; smile; be diplomatic; soft sell over hard sell.

**DEAR MAN**  Goal: Get or keep a good relationship

- **Describe**  Describe the current situation.
- **Express**  Express your feelings and opinions about the situation.
- **Assert**  Assert yourself by asking for what you want, or saying “No.” clearly.
- **Reinforce**  Reinforce or reward the person ahead of time: explain consequences.
- **Mindfully**  Mindfully keep your focus on your objectives: don’t be distracted.
- **Appear**  Appear confident and effective: good eye contact, no stammering.
- **Negotiate**  Negotiate: be willing to give to get.

**FAST**  Goal: Keep or improve liking for self

- **Be Fair**  Be fair to yourself and to the other person.
- **No Apologetic**  No apologetic dramatization. No apologizing for being alive, or making a request at all. No apologies for having an opinion or for disagreeing.
- **Stick**  Stick to your own values. Be clear on what you believe is the moral way to act or think.
- **Truthful**  Truthful. Don’t lie, act helpless, exaggerate, and no excuses.