

## Interpersonal Effectiveness Skills

### GIVE

Goal: Get or keep a good relationship

- **G**entle Be courteous and temperate in your approach; no attacks, threats or judging.
- **I**nterested Listen; be interested in the other person.
- **V**alidate Validate the other person's feelings, wants, difficulties, and opinions about the situation.
- **E**asy manner Use a little humor; smile; be diplomatic; soft sell over hard sell.

### DEAR MAN

Goal: Get or keep a good relationship

- **D**escribe the current situation.
- **E**xpress your feelings and opinions about the situation.
- **A**ssert yourself by asking for what you want, or saying "No." clearly.
- **R**einforce or reward the person ahead of time: explain consequences.
- **M**indfully keep your focus on your objectives: don't be distracted.
- **A**ppear confident and effective: good eye contact, no stammering.
- **N**egotiate: be willing *to give to get*.

### FAST

Goal: Keep or improve liking for self

- Be **F**air to yourself and to the other person.
- No **A**pologetic dramatization. No apologizing for being alive, or making a request at all. No apologies for having an opinion or for disagreeing.
- **S**tick to your own values. Be clear on what you believe is the moral way to act or think.
- **T**ruthful. Don't lie, act helpless, exaggerate, and no excuses.