



## Guidelines for Objectives Effectiveness: 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

### **D**escribe

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

“You told me you would be home by dinner but you didn’t get here until 11.”

### **E**xpress

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*.”

### **A**ssert

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.”

### **R**einforce

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.

*(continued on next page)*

(Stay)

**M**indful

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

**A**pppear 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.

**N**egotiate

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 other solutions.

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

Other ideas:

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# INTERPERSONAL EFFECTIVENESS WORKSHEET 3

([Interpersonal Effectiveness Handout 4](#))

## Clarifying Priorities in Interpersonal Situations

Due Date: \_\_\_\_\_ Name: \_\_\_\_\_ Week Starting: \_\_\_\_\_

Use this sheet to figure out your goals and priorities in any situation that creates a problem for you. Examples include situations where (1) your rights or wishes are not being respected; (2) you want someone to do or change something or give you something; (3) you want or need to say no or resist pressure to do something; (4) you want to get your position or point of view taken seriously; (5) there is conflict with another person; or (6) you want to improve your relationship with someone.

Observe and describe in writing as close in time to the situation as possible. Write on the back of this sheet if you need more room.

**Prompting event for my problem:** Who did what to whom? What led up to what?  
What is it about this situation that is a problem for me?  
Remember to **check the facts!**

### My wants and desires in this situation:

Objectives: What **specific results** do I want? What do I want this person to do, stop or accept?

Relationship: How do I want the other person to feel and think about me **because of how I handle the interaction** (whether or not I get what I want from the other person)?

Self-Respect: How do I want to feel or think about myself **because of how I handle the interaction** (whether or not I get what I want from the other person)?

**My priorities in this situation:** Rate priorities 1 (most important), 2 (second most important), or 3 (least important).

\_\_\_ Objectives

\_\_\_ Relationship

\_\_\_ Self-respect

**Imbalances and conflicts in priorities** that make it hard to be effective in this situation:

# INTERPERSONAL EFFECTIVENESS WORKSHEET 5

([Interpersonal Effectiveness Handouts 5, 6, 7](#))

## Tracking Interpersonal Effectiveness Skills Use

Due Date: \_\_\_\_\_ Name: \_\_\_\_\_ Week Starting: \_\_\_\_\_

Fill out this sheet whenever you practice your interpersonal skills and whenever you have an opportunity to practice, even if you don't (or almost don't) do anything to practice. Write on the back of this sheet if you need more room.

**PROMPTING EVENT for my problem:** Who did what to whom? What led up to what?

OBJECTIVES IN SITUATION (What results I want):

RELATIONSHIP ISSUE (How I want the other person to feel about me):

SELF-RESPECT ISSUE (How I want to feel about myself):

**My PRIORITIES in this situation:** Rate priorities 1 (most important), 2 (second most important), or 3 (least important).

\_\_\_ OBJECTIVES

\_\_\_ RELATIONSHIP

\_\_\_ SELF-RESPECT

**Imbalances and CONFLICTS IN PRIORITIES** that made it hard to be effective in this situation:

**What I SAID OR DID in the situation:** (Describe and check below.)

**DEAR MAN** (Getting what I want):

\_\_\_ Described situation? \_\_\_\_\_

\_\_\_ Expressed feelings/opinions? \_\_\_\_\_

\_\_\_ Asserted? \_\_\_\_\_

\_\_\_ Reinforced? \_\_\_\_\_

\_\_\_ Mindful? \_\_\_\_\_

\_\_\_ Broken record? \_\_\_\_\_

\_\_\_ Ignored attacks? \_\_\_\_\_

\_\_\_ Appeared confident? \_\_\_\_\_

\_\_\_ Negotiated? \_\_\_\_\_

**GIVE** (Keeping the relationship):

\_\_\_ Gentle? \_\_\_\_\_

\_\_\_ No threats? \_\_\_\_\_

\_\_\_ No attacks? \_\_\_\_\_

\_\_\_ No judgments? \_\_\_\_\_

\_\_\_ Interested? \_\_\_\_\_

\_\_\_ Validated? \_\_\_\_\_

\_\_\_ Easy manner? \_\_\_\_\_

**FAST** (Keeping my respect for myself):

\_\_\_ Fair? \_\_\_\_\_

\_\_\_ (No) Apologies? \_\_\_\_\_

\_\_\_ Stuck to values? \_\_\_\_\_

\_\_\_ Truthful? \_\_\_\_\_

**How effective was the interaction?** \_\_\_\_\_