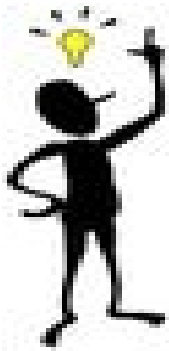


## Interpersonal Effectiveness Skills

### Getting What I Want



A way to remember these skills is the word "DEAF CAN":

**D**escribe  
**E**xpress  
**A**sk/Say No  
**F**ocus

**C**onfident  
**A**dd Reward  
**N**egotiate/Suggest

1. **Describe** the current situation. Tell the person *exactly* what you are reacting to. Use *facts*, not judgments.
2. **Express** your feelings and opinions about the situation. Assume that the other person has no idea what you're feeling. (No mind-reading). Say "I want \_\_\_\_" or "I don't want \_\_\_\_" instead of "I need \_\_\_\_" "You should \_\_\_\_" or "I can't."
3. **Ask** for what you want or Say "no," clearly. People won't give you what you want unless you ask. Don't expect others to know how hard it is for you to ask.
4. **Focus** on the point of what you want and stay mindful. Don't change your mind.
  - a. Don't get distracted. Keep asking, saying no, or expressing your opinion over and over. Keep calm while you are talking.
  - b. If the other person gets upset, threatens or tries to change the subject, ignore it and keep to your point, gently.
5. **Confident** appearance. Make good eye contact. No slouching, looking at the floor.
6. **Add Rewards**. Reinforce to the person by saying the benefits if they do what you want. Tell the person the negative effects if they don't do what you want.
7. **Negotiate**. Suggest other solutions. Say no, but offer to do something else. Focus on what will work. Ask the other person to help think of solutions to the problem.