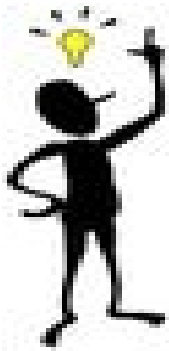


Interpersonal Effectiveness Skills

Getting What I Want



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

Describe
Express
Ask/Say No
Focus

Confident
Add Reward
Negotiate/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.