

Interpersonal Effectiveness



Within our lives, there are times where we may have some difficulty managing our relationships. Sometimes problems can get out of hand, and we don't know how to resolve them.

In any relationship, it is important to think about what your goals and priorities are, in order to get what you need or achieve your goal in any interaction.

Interpersonal effectiveness skills help you with three main goals:

- 1) Keeping and maintaining healthy relationships (GIVE skills)
- 2) Getting someone to do what you want or saying "no" to another person's request (DEAR MAN skills)
- 3) Keeping your self-respect (FAST skills)

It is possible to use these skills together to achieve what you want, whilst maintaining a relationship.

In an ideal world, we would meet all three goals in all interactions (getting what we want from others, whilst also maintaining the relationship and our self-respect); however, sometimes we must think about the situation we are in and what that relationship means to us, and decide what it is that we want most or what it is that is best for ourselves. In these cases, think *"which of these goals is most important to me?"*

This can be made easier by asking yourself some questions...

Keeping and maintaining healthy relationships (GIVE Skills)

Ask yourself: How do I want the other person to feel about me?

Example: If I care about the other person or if the other person has authority over me (e.g. a boss at work), **act in a way that keeps the person respecting and liking me.**

Getting somebody to do what you want (DEAR MAN skills)

Ask yourself: What do I want? What do I need? How do I get it? How do I effectively say "no"?

Example: How do I ask for something (e.g. for money that a friend owes you), resolve a problem (e.g. asking someone to follow through with something that they promised they would do), or have people take me seriously (e.g. taking 'no' seriously as an answer for something you don't want to do)?

Maintaining your self-respect (FAST skills)

Question: How do I want to feel about myself after the interaction?

Example: What are my values? Act in a way that makes me feel positive about myself.



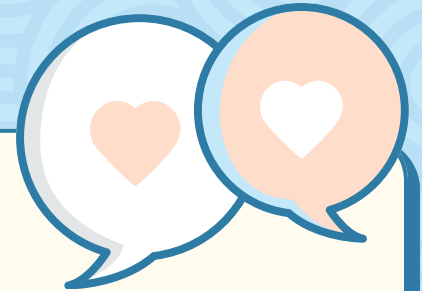
Building and Maintaining Positive Relationships: GIVE Skills

Great Minds Together

G

(be) Gentle:

Be nice and respectful.
Don't attack, use threats, or make judgements.
Be aware of your tone of voice.



I

(act) Interested:

LISTEN and act interested in what the other person is saying.
Don't interrupt or talk over them.
Don't make faces.

V

Validate:

Show the other person that you understand how they are feeling or their opinions.
Be non-judgemental out loud.
"I can understand how you feel *and...*"
"I realise this is hard..."
Maintain good eye contact.

E

(use an) Easy Manner:

SMILE
Use humour.
Use nonthreatening body language.

Getting someone to do what you want: DEAR MAN Skills

Great Minds Together

D

Describe the situation. Stick to the facts.

E.g. "The last few nights I have noticed that you have been coming home after curfew."

E

Express your feelings using "I" statements (e.g. "I feel...", "I would like...").

Avoid using "You should...". Instead of, "You should come home on time", say, "When you come home late, *I feel* worried about you."

A

Assert yourself by asking for what you want or saying "no" clearly. The other person cannot read your mind.

E.g. "I would *like* you to come home by curfew."

R

Reinforce (reward) the person ahead of time by explaining the positives to you getting what you want.

E.g. "I would be able to trust you more and give you more privileges if you stuck to our curfew agreement."

M

(Stay) Mindful; keep your focus on what you want; avoid distractions. Come back to your assertion over and over like a "broken record". Ignore attacks.

E.g. "I know the other kids stay out later than you, and I would still like you to be home by curfew".

A

Appear confident; make (and maintain) eye contact. Use a confident tone of voice – don't whisper, mumble or give up and say "whatever".

N

Negotiate - be willing to give to get. Ask the other person for their input/what they would like to achieve. Offer alternative solutions to the problem. Know when to "agree to disagree" and walk away.

E.g. "If you can stick to your curfew for the next 2 weeks, then I will feel more comfortable letting you stay out later for the party."

Maintaining Your Self-Respect: FAST Skills

Great Minds Together

F

(be) Fair to yourself and the other person.

Validate your own feelings and wishes, as well as the other person's.

A

(no) Apologies - don't over apologise.

No apologising for being alive or making a request at all.

S

Stick to your own values.

Don't sell out your values or integrity for reasons that aren't **VERY** important.

T

(be) Truthful. Don't lie. Don't act helpless when you're not.

Don't exaggerate or make up excuses.

