Interpersonal Effectiveness

Objective effectiveness for making requests:
● Describe the situation
● Express your emotions and thoughts
● Assert by asking for what you want/need (or saying "no")
● Reinforce through rewarding
● Mindful – focus on the present issue
● Appear confident
● Negotiate – offer or ask for alternatives

Self-respect effectiveness:
● Fair – to self and others
● Apologies – no unnecessary apologies (eg – for your beliefs, opinions, or being yourself)
● Stick to your values – get clarity on your values and what is non-negotiable.
● Truthful – accountability to yourself and others (eg- avoid lies, exaggerations, excuses)

Relationship effectiveness:
● Genuine – be authentic and true to yourself and your values
● Interest – express curiosity, show interest in others, and allow reciprocity in interactions
● Validate – acknowledge the other person’s feelings, practice non-judgement
● Easy manner – use of humor, smiling, etc.

Communication Strategy: “I Statements“:
1. Step #1: I feel ____ (use a feeling word)
2. Step #2: when ____ (you do or don’t do)
3. Step #3: because (explain why this matters)
4. Step #4: How can we solve this?

Communication Strategy: Use Descriptions:
1. Decide on your priorities.
2. Describe the situation non-judgmentally.
3. Describe your thoughts and feelings about the situation.
4. Clearly ask for what you need/hope for.

Sources:
DBT Skills Training for Mental Health Professionals (2022). Facilitated by Dr. Eboni Webb
https://dialecticalbehaviortherapy.com/interpersonal-effectiveness/skills-of-assertiveness/