

Interpersonal Effectiveness Skills

The Problem Solving Framework

A guide to identify which situations call for which skills

- 1) Solve the problem -identify the actual problem
- 2) Feel better about the problem-use emotion regulation skills
- 3) Tolerate the problem -use distress tolerance skills
- 4) Stay miserable -use no skills
- 5) Make things worse-use ineffective skills

1

2

DEAR MAN

Describe the current situation factually- no judgement or assumptions

Express your emotions and opinions about the current situation

Assert your want/need by asking for what you want or say no assertively

Reinforce the person ahead of time by explaining benefit of you getting what you want

(Be) Mindful- stay in the present as much as possible

Act confidently in body language, including tone of voice

Negotiate if desired

3

GIVE

A "how" skill for maintaining relationships when using DEAR MAN

(Be) Gentle: approach the conversation with a sense of kindness and compassion

(Act) Interested: Show genuine interest in the perspective and experience of the other person

Validate: use words and actions to show that you see the other person's point of view

(Use an) Easy Manner: smile, use humor, polite

4

FAST

(Be) Fair to yourself and the other person

(No) Apologies

Stick to your values

(Be) Truthful

5

6

Middle Path and Mindfulness of Others

Use as ways to connect with others

Observe:

-Fully attend to the other person, without anticipating what you will say next

-Don't multitask while engaging with them

Describe:

-Describe instead of judge

-Try to avoid interpretations and assumptions about what others may or may not think of you

Participate:

-Fully engage with others

-Be a part of the interaction rather than trying to control interactions