

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
Van Dijk, S. (2012). DBT made simple: A step-by-step guide to dialectical behavior therapy.
<https://dialecticalbehaviortherapy.com/interpersonal-effectiveness/skills-of-assertiveness/>