

# Interpersonal Effectiveness Skills

Name: Emma Carter

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This worksheet is designed to help you enhance your interpersonal skills, which are vital for building and maintaining strong relationships both personally and professionally. The exercises included will guide you in practicing emotional intelligence, understanding body language, and using specific DBT techniques like DEAR MAN, GIVE, and FAST.

## Reflecting on Challenging Interactions

Describe a recent interaction where you felt the outcome was not as successful as you would have liked:

During a meeting at my internship, I tried to express my ideas about improving our social media strategy, but I was interrupted and ignored. I felt overlooked and irrelevant

What skills did you use in this interaction?

- Emotional intelligence
- Effective communication
- Listening
- Assertiveness

What skills do you think you should have used in this interaction?

- Emotional intelligence
- Effective communication
- Listening
- Assertiveness

## Skills Development – Dear Man Technique

DEAR MAN stands for Describe the situation, Express your feelings, Assert your needs, Reinforce your statement, stay Mindful, Appear confident, Negotiate.

Use this technique to plan a more effective approach to a similar situation in the future.

Describe the situation you are expecting:

In the next team meeting, when discussing our project timelines. I think a coworker will interrupt me as she often does.

Express your feelings – what feelings would you have that you want expressed?

I feel frustrated when I am interrupted because it makes me feel like my ideas are not valued.

Assert your needs – what needs will you assert?

I need to finish my thoughts without interruptions to fully contribute to the team.

Reinforce your statement, stay Mindful, Appear confident, Negotiate – These are all ways to assert your need. Describe how you will demonstrate these things or how you will behave in the situation to do these things.

I will remind the team politely but firmly that I need a moment to finish when interrupted and ask for feedback after I have concluded my points.

Outcome – Describe your desired outcome.

My team listens to my full suggestions and considers them in our strategy.

### Skills Development – GIVE Technique

GIVE stands for Gentle, Interested, Validate, Easy Manner. It is used to improve relationships and maintain connection.

- **G (Gentle):** Avoid attacks, threats, and judgment.
- **I (Interested):** Listen to the other person and be interested in what they have to say.
- **V (Validate):** Show understanding and sympathy for the other person's feelings.
- **E (Easy Manner):** Use a light-hearted and non-intense approach.

Describe a recent interaction with another person that resulted in some strain between you and the other person:

At a family dinner, I harshly criticized my younger brother's decision to switch majors, which led to a tense argument and him leaving the table upset.

List out the ways you went against the GIVE Technique or ways you could have applied the GIVE Technique in that interaction:

G (Gentle): I was judgmental and dismissive instead of being gentle and supportive.

I (Interested): I did not show genuine interest in understanding his reasons or feelings about the change.

V (Validate): I failed to validate his feelings or show empathy towards his situation.

E (Easy Manner): My approach was confrontational rather than light-hearted or understanding.

## Skills Development – FAST Technique

FAST helps maintain self-respect in interactions:

- **F (Fair):** Be fair to both yourself and the other person.
- **A (Apologies):** Apologize less, only when appropriate.
- **S (Stick to values):** Stay true to your values and beliefs.
- **T (Truthful):** Avoid exaggerating or lying to make your point.

Describe a recent interaction which left you feeling diminished or feeling like you have compromised your integrity:

At my internship, I agreed to take on extra tasks that I knew would overwhelm me because I felt too shy to say no.

List out the ways you went against the FAST Technique or ways you could have applied the FAST Technique in that interaction.

F (Fair): I wasn't fair to myself by accepting more work than I can handle.

A (Apologies): I apologized for not being able to handle additional workload after.

S (Stick to values): I compromised my value of balanced work-life by agreeing to excessive tasks.

T (Truthful): I wasn't honest about my capacity and pretended I could handle it.

## Skills Development – THINK Technique

THINK is used to manage negative emotions in challenging interactions by understanding perspectives and reacting with empathy.

- **Think:** Reflect on the situation from the other person's perspective to understand potential reasons for their behavior.
- **Have empathy:** Feel the other person's emotions momentarily to better understand their state.
- **Interpretations:** Consider realistic reasons for their actions, moving from general to specific.
- **Notice:** Observe any positive efforts or changes in the other person's behavior.
- **Kindness:** Respond kindly, maintaining respect and aiming to improve the interaction.

Describe a recent interaction where you felt negative emotions against someone:

During dinner, my mother harshly criticized how I handle my finances, pointing out my spending in front of everyone. It was humiliating and made me feel defensive and small.

List out the ways you went against the THINK Technique or ways you could have applied the THINK Technique in that interaction.

Think: I reacted defensively and shut down without considering her perspective.

Have empathy: I could try to understand her fear or worry about my future.

Interpretations: Maybe she thinks being direct is helpful, or she's stressed about her own finances.

Notice: She also mentioned some good decisions I had made last month.

Kindness: Instead of snapping back, I could say, "I know you're worried, but let's discuss it privately."

## Reflection

Do you think that improving these skills will affect your interactions in the future? Do you think you will have better interactions?

Yes, I believe developing these skills will help me communicate more effectively, assert myself, and maintain my self-respect in interactions, leading to healthier relationships and less stress

What steps can you take to remind yourself to use these skills in everyday situations?

I'll keep a journal to take note of all the interactions and relationships I've improved within a week

## Additional Notes

Emma is showing a commendable willingness to improve her interpersonal skills, which is crucial given her timid nature and the challenges she faces with assertiveness. It is essential that she continues to practice the skills learned through the DEAR MAN, GIVE, and FAST techniques regularly in both her personal and professional interactions. Consistent application will not only enhance her confidence but also her ability to handle complex social dynamics effectively.

## Healthcare Professional's Information

Name: Dr. Linda Grey

License Number: 789456

Phone Number: 555 123 4567

Email: dr.linda.grey@therapyplus.com

Name of Practice: Therapy Plus Wellness Center