

# Interpersonal Effectiveness Skills

Name: \_\_\_\_\_ Date: \_\_\_\_\_

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:

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:

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

Assert your needs – what needs will you assert?

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.

Outcome – Describe your desired outcome.

### 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:

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 (Interested):

V (Validate):

E (Easy Manner):

## 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:

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

F (Fair):

A (Apologies):

S (Stick to values):

T (Truthful):

## 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:

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

Think:

Have empathy:

Interpretations:

Notice:

Kindness:

## Reflection

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

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

## Additional Notes

## Healthcare Professional's Information

Name:

License Number:

Phone Number:

Email:

Name of Practice: