

Interpersonal Effectiveness

Why: The goal is not to avoid interpersonal conflict but to manage interpersonal conflict effectively. IPE is about learning to ask for what you want and learning to say no to what you don't want effectively. It's about getting your objectives and goals in a situation and getting and keeping a good relationship. It's also about keeping or improving your self-respect and liking yourself.

Factors reducing IPE: Lack of skill, worry thoughts, emotions, indecision, and environment.

Intensity of asking for what you want or saying no to what you don't want

Factors to consider:

- Capability to give what is wanted
- Timeliness of asking or saying no
- Homework in advance of request
- Authority to say no
- Right to ask or say no
- Request appropriate to relationship
- Relationship reciprocity remains balanced
- Goals: Long terms vs Short term
- Self Respect is maintained

Range of Asking/Saying No

- 6 Ask/Refuse firmly; don't give in
- 5 Ask/Refuse firmly; resist giving in
- 4 Ask/Refuse firmly; take no, reconsider
- 3 Ask tentatively/express unwillingness
- 2 Hint openly/express unwillingness but say yes
- 1 Hint indirectly; take no. Express hesitancy; say yes
- 0 Don't ask, don't hint. Do what others want without being asked

Identify Goal or Priority

Objective Effectiveness:

Getting your objectives or goals in a situation. What specific results do I want?

Relationship Effectiveness:

Getting/Keeping a good relationship. How do I want the other person to feel about me after the interaction?

Self-Respect Effectiveness:

Keeping and Improving Self-Respect. How do I want to feel about myself after the interaction?

DEAR MAN

Describe the situation (be clear and precise.)

Express your feelings

Assert what you want

Reinforce (reinforce what they will get and/or consequences)

(stay) Mindful (Broken record, ignore threats)

Appear Confident

Negotiate (Turn the tables) (How would you feel in my situation, back up)

When you ask for something or say no people will argue...so you have to do MAN!

(WO)MAN

Wait for the right moment (with parents—make an appointment to talk, do it in a non power space)

Own your part (acknowledge their point of view and your role)

GIVE (this works if someone is asking something of you or if you need to make amends)

(be) Gentle

(act) Interested

Validate

(use an) Easy Manner

(You can validate even if you don't agree!)

Ex/ "You yell at me when you want me to do something and that makes me feel bad so I yell back. If you could yell less I think I could too."

FAST (good for self-respect)

(be) Fair

(no) Apologies

Stick to values

(be) truthful

Did you say or go for it even if you didn't get what you wanted? That's ok!

Interpersonal Effectiveness Myths

I can't stand it if someone gets upset with me
If I make a request this will show that I am weak
It doesn't really make a difference. I don't care.
This is a catastrophe!

Cheerleading Statements

I can stand it if I don't get what I want or need
It is ok to want or need something from someone
The fact that I said "no" to someone doesn't make me selfish
I can understand and validate another person and still ask for what I want

Remember:

Even though you asked for what you want in the most effective way you can you still might not get what you want. The success is in being true to your values, learning how to ask for what you want, and saying not to what you don't want.