

Guidelines for Objectives Effectiveness:

Getting What You Want

A way to remember these skills is to remember the term “**DEARMAN**”

DESCRIBE

EXPRESS

ASSERT

REINFORCE

(stay) MINDFUL

APPEAR CONFIDENT

NEGOTIATE

- Describe** Describe the current SITUATION (if necessary). Tell the person exactly what you are reacting to. Stick to the facts.
- Express** Express your FEELINGS and OPINIONS about the situation. Assume that your feelings and opinions are not self-evident. Give a brief rationale. Use phrases such as “I want”, “I don’t want,” instead of “I need,” “you should,” or “I can’t.”
- Assert** Assert yourself by ASKING for what you want or SAYING NO clearly. Assume that others will not figure it out or do what you want unless you ask. Assume that others cannot read your mind. Don’t expect others to know how hard it is for you to ask directly for what you want.
- Reinforce** Reinforce or reward the person ahead of time by explaining the CONSEQUENCES. Tell the person the positive effects of getting what you want or need. Tell him or her (if necessary) the negative effects of your not getting it. Help the person feel good ahead of time for doing or accepting what you want. Reward him or her afterwards.

(Continued)

OBJECTIVES EFFECTIVENESS (Cont.)

- (stay) **Mindful** Keep you focus ON YOUR OBJECTIVES. Maintain your position. Don't be distracted.
- “Broken Record”** Keep asking, saying no, or expressing your opinion over and over and over. Keep your voice calm and even while doing this.
- Ignore** If another person attacks, threatens, or tries to change the subject, ignore the threats, comments, or attempts to divert you. Don't respond to attacks. Ignore distractions. Just keep making your point.
- Appear confident** Appear EFFECTIVE and competent.
Use a confident voice tone and physical manner; make good eye contact. No stammering, whispering, staring at the floor, retreating, saying “I'm not sure,” etc.
- Negotiate** Be willing to GIVE to GET. Offer and ask for alternative solutions to the problem. Reduce your request. Maintain no, but offer to do something else or to solve the problem another way. Focus on what will work.
- Turn the tables*** Turn the problem over to the other person. Ask for alternative solutions:
“What do you think we should do?” “I'm not able to say yes, and you seem to really want me to. What can we do here?” “How can we solve this problem?”