

DBT

“DEAR MAN”

GETTING WHAT YOU WANT EFFECTIVELY, WITHOUT HURTING ANYONE

DESCRIBE

Describe what's happening - facts only
“You promised you would help me with my exam preparation today, but you did not reply to my message until 11pm”



EXPRESS

Express your feelings and opinions.
Use “I” language only.
“I felt overwhelmed by the exam and worried that I can't get through to you”



ASSERT

Assert that you (don't) want to happen.
Be friendly, be clear.
“I would like you to message me if you cannot help so I can make plans”



REINFORCE & REWARD

Reinforce the behaviours that you wanted, both now, and in the future.
“Last week you messaged me in time, which helped me a lot. Thanks for that”



MINDFUL (STAY THIS WAY)

Do not change topics or talk about past events. Stay on track.
“I understand you were busy, but I would still like to get a message sooner in the future”



APPEAR CONFIDENT

Stay clear and confident, good eye contact, but not too pushy.
Don't say “I'm not sure”, “I don't know”



NEGOTIATE

Negotiate solutions, ask for suggestions if yours won't work.
“I see your point; what can we do so I know sooner what my plans are?”



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