

# Pocket of Intentions

## Interpersonal Effectiveness Skill - DEAR MAN

Using the acronym DEAR MAN, you can communicate your wants and needs with others in a manner that diffuses defensiveness in the other person which can lead to more effective communication.

		Example
<b>Describe</b>	When first introducing a want/need, state just the facts. This sets up the conversation to be less blaming and helps people to stay with the conversation and hear what you say next.	"When I came home from work this evening, I noticed that your socks were on the living room floor."
<b>Emotions</b>	Next is when you share how you are feeling. Use "I" statements to keep the conversation focused on how it makes you feel, not on the other person.	"I feel annoyed and frustrated when I see the socks because I feel like I have to do more work when I get home and I can't just come in and relax."
<b>Ask</b>	This is when you make your request. Keep it simple and succinct.	"Please put your socks in the hamper when you take them off."
<b>Reinforce</b>	Finally, share why this will be a good thing for them to do by reinforcing the benefits of them making this effort.	"I really think this will help me transition well to home so I can focus on enjoying being home with you."
In some cases, using the DEAR part of DEAR MAN is all you need. However, if you get push back or the person tries to go off-topic, use the following MAN part to help navigate the rest of the conversation.		
<b>Mindful</b>	If you find that the other person is trying to change topics or shift the "blame," mindfully keep them on the subject and stay on topic.	"I totally get that there is other issues we can work on, but right now let's focus on this issue."
<b>Appearance</b>	Appear confident. Be aware of how you are coming across and don't discount your request with apologies. Tell them this is important to you.	Stand up straight, shoulders back. Look them in the eyes. Use a firm but friendly tone.
<b>Negotiate</b>	Be willing to negotiate. Listen to what they have to say in return and see if you can work with them to find middle ground.	"I hear you. I sometimes leave my dishes out. I will work on putting them in the dishwasher when I am done too."