

# Getting What YOU Want (DEAR MAN)

- Describe** Describe the current situation, if necessary.
- Express** Express your **Feelings** and **Opinions** about the situation.
- Assert** Assert yourself by **Asking for what you want** or **Saying NO** clearly.
- Reinforce** Reinforce the person ahead of time by explaining the positive effects of getting what you want or need.
- Mindful** Keep your focus **On Your Objectives**
- Appear confident** Appear **Effective** and competent. Use a confident voice tone and physical manner. Make a good eye contact.
- Negotiate** Be willing to **Give To Get**. Offer and ask for alternative solutions. Reduce your request. Focus on what will work.

## GIVE

(be) **Gentle** Be courteous and temperate.

(be) **Interested** **Listen** to the other person.

**Validate** **Acknowledge** the other person's feeling, wants, difficulties, and opinions.

**Easy Manner** Use humor, **Smile**.  
Be light-hearted.

## FAST

(be) **Fair** to **Yourself** and to the **Other** person.

(no) **Apologies** for being alive, for making a request, having an opinion, or for disagreeing.

**Stick** to your own values. Be clear on what you believe is the moral or valued way of thinking and acting.

(be) **Truthful** Don't lie or act helpless. Don't exaggerate or make up excuses.