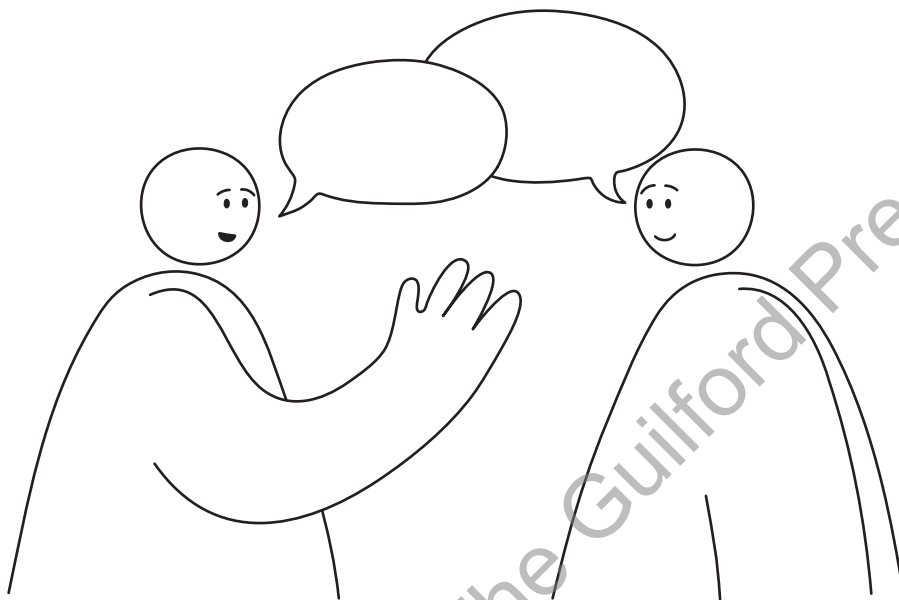


DEAR MAN



Why Use DEAR MAN?

DEAR MAN improves the likelihood that you'll get your objective in interpersonal situations.

When to Use DEAR MAN

☒ Use when:

- You want something or want to say no, and
- You know, based on doing some homework first, that the other person can give you what you want and that it's a good time to make the request, and
- You have ranked getting your objective as most important in your Interpersonal Priorities.

☒ Do NOT use when:

- You don't know what you want.
- The other person can't give you what you want.
- You are feeling too dysregulated to ask effectively.

DEAR MAN is an acronym for a set of steps designed for situations when you are asking for something or saying no to something. This skill helps you communicate in a manner that increases the likelihood of success. Generally speaking, the DEAR parts are what you say when making the request and the MAN parts are how you engage in the conversation.

- D Describe: Describe the situation that is prompting this request. Describe just the facts!
- E Express: Express your thoughts and opinions about the situation. Use “I” statements.
- A Assert: Very explicitly and specifically ask for what you want or state what you are saying no to. Do not beat around the bush or assume the other person can guess.
- R Reinforce: Let the other person know what good thing will come their way if they agree to your request. This could be sincerely saying “I’d greatly appreciate it if you did this for me” or “In return, I’ll take you out for coffee.” (Be sure to follow through!)
- M (stay) Mindful: Keep focused on your objective and don’t get steered off track (by yourself or the other person).
- A Appear confident: Notice it’s “appear” confident, not “be” confident. Make eye contact, use a confident voice tone, stand up straight.
- N Negotiate: If the other person is not acceding to your request, ask for other solutions to the problem. Be willing to give something in order to get something you want.

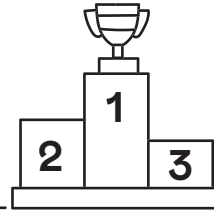
DEAR MAN requires practice and planning. When you know you have a difficult conversation coming up, putting aside time to think about and plan for it is essential.

How to Know If DEAR MAN Is Working

If you ask for something and the other person says yes or is willing to negotiate with you on a preferred outcome, or you say no to a request and the other person accepts it.

How to: DEAR MAN

- 1 Use **Interpersonal Priorities** rankings to determine how strongly to emphasize **DEAR MAN** for achieving your objective.



for
example



- 2 If possible, prepare your **D-E-A-R** ahead of time. Try to keep each statement as brief as possible.



D Describe the situation.

DO: Describe just the facts.
Keep it brief.

DON'T: Add on interpretations
or judgments.



E Express your thoughts and feelings.

DO: Use "I" statements ("I feel...").

DON'T: Say "you should,"
moralize, or accuse.



A Assert what you want.

DO: Ask or say "no" directly.

DON'T: Hedge or assume others
can read your mind.



R Reinforce by telling them what they'll gain by agreeing.

DO: Be specific. Follow through.

DON'T: Over-promise.
Flake out.



3

Practice saying the **D-E-A-R** steps out loud.

TRY THIS

Listen to how your request sounds and make adjustments to be more clear, concise, and confident sounding.



Consider asking a friend to practice with you and provide feedback.

4

When delivering your **D-E-A-R** remember the **M-A-N**.



M

(stay) **Mindful** of your goals in the situation.

DO: Be a broken record. Repeat your **assert** over and over.

DON'T: Respond to attacks, threats, or diversions.



A

Appear confident while engaging in the conversation.

DO: Maintain eye contact, use a steady voice, and sit or stand with an open posture.

DON'T: Fidget, avoid eye contact, or use a hesitant or apologetic tone.



N

Negotiate to achieve your objectives.

DO: Be willing to give to get. Offer compromises. Engage in collaborative problem solving.

DON'T: Demand everything go your way. Ignore the other person's perspective.

When DEAR MAN isn't effective, practice these skills:

SELF-SOOTHE · RADICAL ACCEPTANCE

In Practice: DEAR MAN

Meet Alex. Alex paid for Devon's concert ticket over a month ago, but Devon still hasn't paid him back despite repeated reminders.

Devon still hasn't paid me back.

DEAR MAN Plan

Since Alex's #1 priority is to get reimbursed, he writes out his **DEAR MAN** script to get his money back.

1 Describe

Alex begins with **Describe**, stating the facts.

Hey Devon, just following up on the concert ticket. I paid \$75, and I haven't been paid back yet.

2 Express

He uses **Express** to share the impact.

I'm feeling pretty frustrated.

3 Assert

In the **Assert** step, Alex clearly states his request.

Could you send me the \$75 today?

4 Reinforce

He uses **Reinforce** to encourage Devon's cooperation.

I'd really appreciate it, friend!



5 (stay) Mindful

Alex stays **Mindful**, using broken record to restate his request.



That sounds exciting!
And! Can you send the \$75 today?



6 Appear Confident and Negotiate

Alex stays **Confident**, maintains a direct tone, and **Negotiates**, keeping the conversation focused and collaborative.



I understand that.
How about splitting it up? You could send \$25 now and the rest over the next week.



Using **DEAR MAN**, Alex successfully balanced his goals and resolved the issue while keeping the friendship intact.



I stayed calm and got Devon to pay me back without ruining our friendship. Feels good to stand up for myself.