

Describe

Describe the current situation (if necessary). Stick to the facts. Tell the person exactly what you are reacting to. For example: "You told me you would be home by dinner but you didn't get here until 11."

Express

Express your feelings and opinions about the situation. Don't assume that the other person knows how you feel. **For example:** "When you come home so late, I start worrying about you."

Assert

Assert yourself by asking for what you want or saying no clearly. Do not assume that others will figure out what you want. Remember that others cannot read your mind. **For example:** "I would really like it if you would call me when you are going to be late."

Reinforce

Reinforce (reward) the person ahead of time (so to speak) by explaining the positive effects of getting what you want or need. If necessary, also clarify the negative consequences of not getting what you want or need.

For example: "I would be so relieved, and a lot easier to live with, if you do that."

Be Mindful

Be Mindful and focus on your goals. Maintain your position. Don't be distracted. Don't get off the topic. Use the "Broken record" technique for example. Keep asking, saying no, or expressing your opinion over and over and over. Just keep replaying the same thing again and again. Ignore attacks: If another person attacks, threatens, or tries to change the subject, ignore the threats, comments, or attempts to divert you. Do not respond to attacks. Ignore distractions. Just keep making your point. **For example:** "I would still like a call."

Appear

Appear confident, effective, and competent. Use a confident voice tone and physical manner; make good eye contact. No stammering, whispering, staring at the floor, retreating. **For example:** avoid saying things like: "I don't know, or I'm not sure."

Negotiate

Negotiate Be willing to give to get. Offer and ask for other solutions to the problem. Reduce your request. Say no, but offer to do something else or to solve the problem another way. Focus on what will work. **For example:** "How about if you text me when you think you might be late?"

Practice

Instructions: Over the next few days, practice the above skill. Find situations that you may have previously become very emotional about and refused to discuss.

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Situation 1:

Describe the event or situation:

What emotions did you experienced?

How did you assert yourself?

Describe how you reinforced having your needs met:

Describe how you remained mindful and how you used the *Broken Record* strategy:

Identify how it felt to express your ideas with confidence, how did you accomplish that?

What did you do to negotiate?

Situation 2:

Describe the event or situation:

What emotions did you experienced?

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How did you assert yourself?

Describe how you reinforced having your needs met:

Describe how you remained mindful and how you used the *Broken Record* strategy:

Identify how it felt to express your ideas with confidence, how did you accomplish that?

What did you do to negotiate?
