

# DEAR MAN

**DESCRIBE:** Describe the situation; Avoid judgments and stick to the observable facts

**EXPRESS:** Express your feelings about the situation; Use "I statements"

**ASSERT:** Assert yourself by asking for what you want or saying no; Be straight forward and to the point

**REINFORCE:** Reinforce or reward the other person

**MINDFUL:** Stay mindful of your goal; Do not become distracted by other parts of the discussion

**APPEAR CONFIDENT:** Be aware of your body language and tone of voice; Look at the other person when you speak to them; Use a confident voice

**NEGOTIATE:** Be willing to negotiate to get your needs met