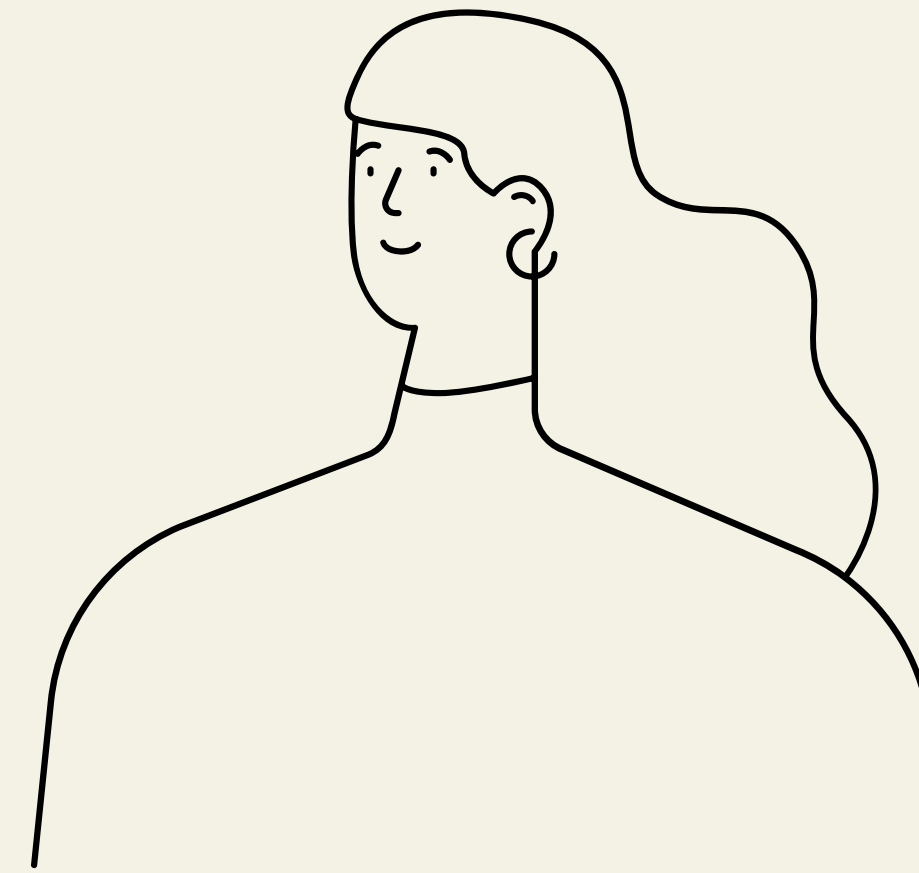




SPEAK UP

How to communicate
assertively using
DEAR MAN





**My name is
Raquel Ortega**





My name is Raquel Ortega

I'm a DBT Therapist.

Founder of Step Into Yourself, an online mental health service.

I'm a sailing digital nomad, I work and travel on our sailboat Menyr.





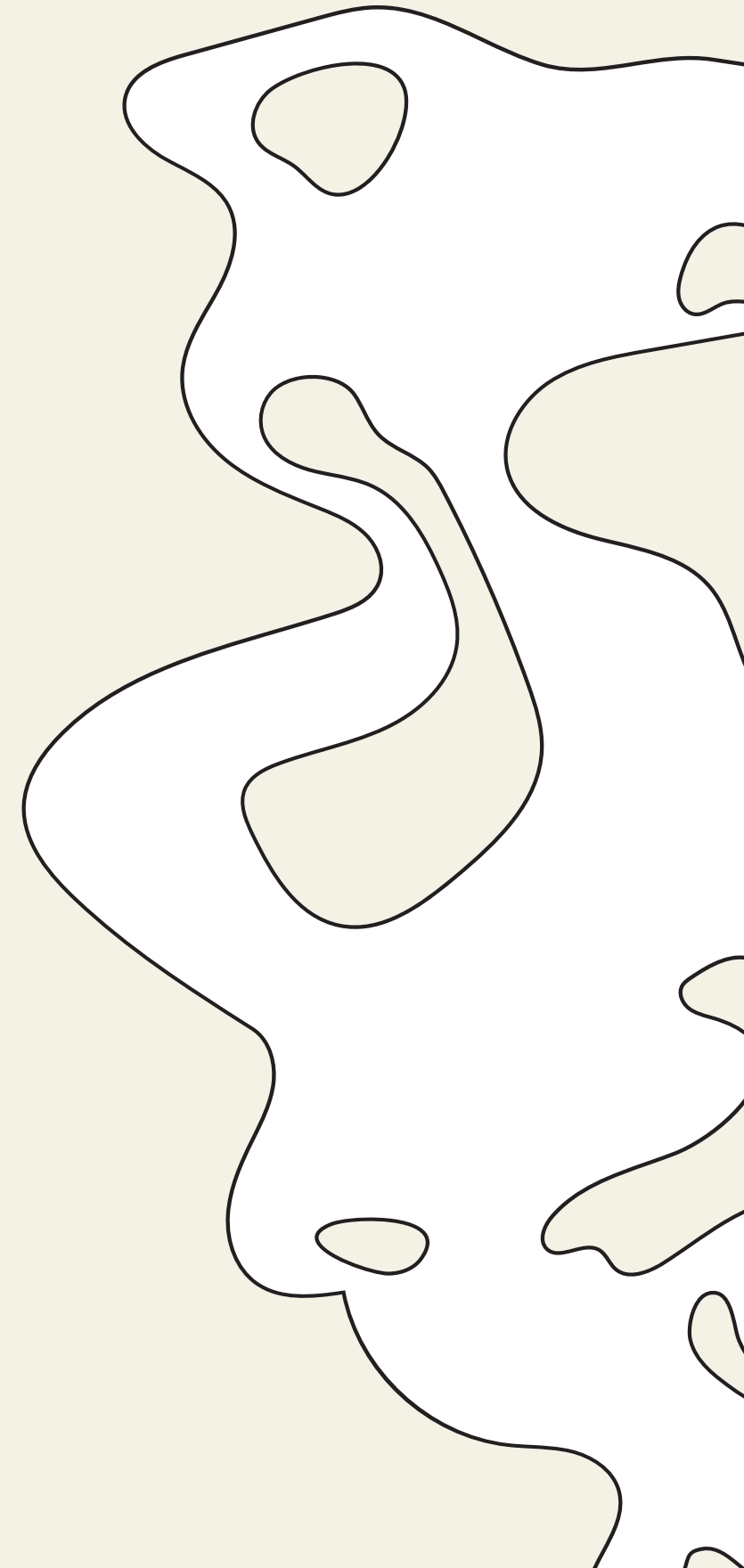
In today's Webinar, you will learn:





In today's Webinar, you will learn:

- What is Interpersonal Effectiveness?
- How to become more Interpersonally Effective using DEAR MAN - a tool to help you:





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- What is Interpersonal Effectiveness?
- How to become more Interpersonally Effective using DEAR MAN - a tool to help you:
 - 1** Ask for something/make a request
 - 2** Say no/decline a request
 - 3** Resolve conflict





What is interpersonal effectiveness?



What is interpersonal effectiveness?

Interpersonal effectiveness, at its most basic, refers to the ability to interact with others. They are skills go beyond basic conversational abilities.



What is interpersonal effectiveness?

Interpersonal effectiveness, at its most basic, refers to the ability to interact with others. They are skills go beyond basic conversational abilities.

- Navigate workplace relationships
- Build trust and convey ideas
- Assertively advocate for your needs, opinions and boundaries respectfully.



What is DEAR MAN?



What is DEAR MAN?

DEAR MAN is an interpersonal effectiveness skill taught in DBT (Dialectical Behavioural Therapy) to guide you how to more confidently ask for what you want, decline a request and resolve conflict.



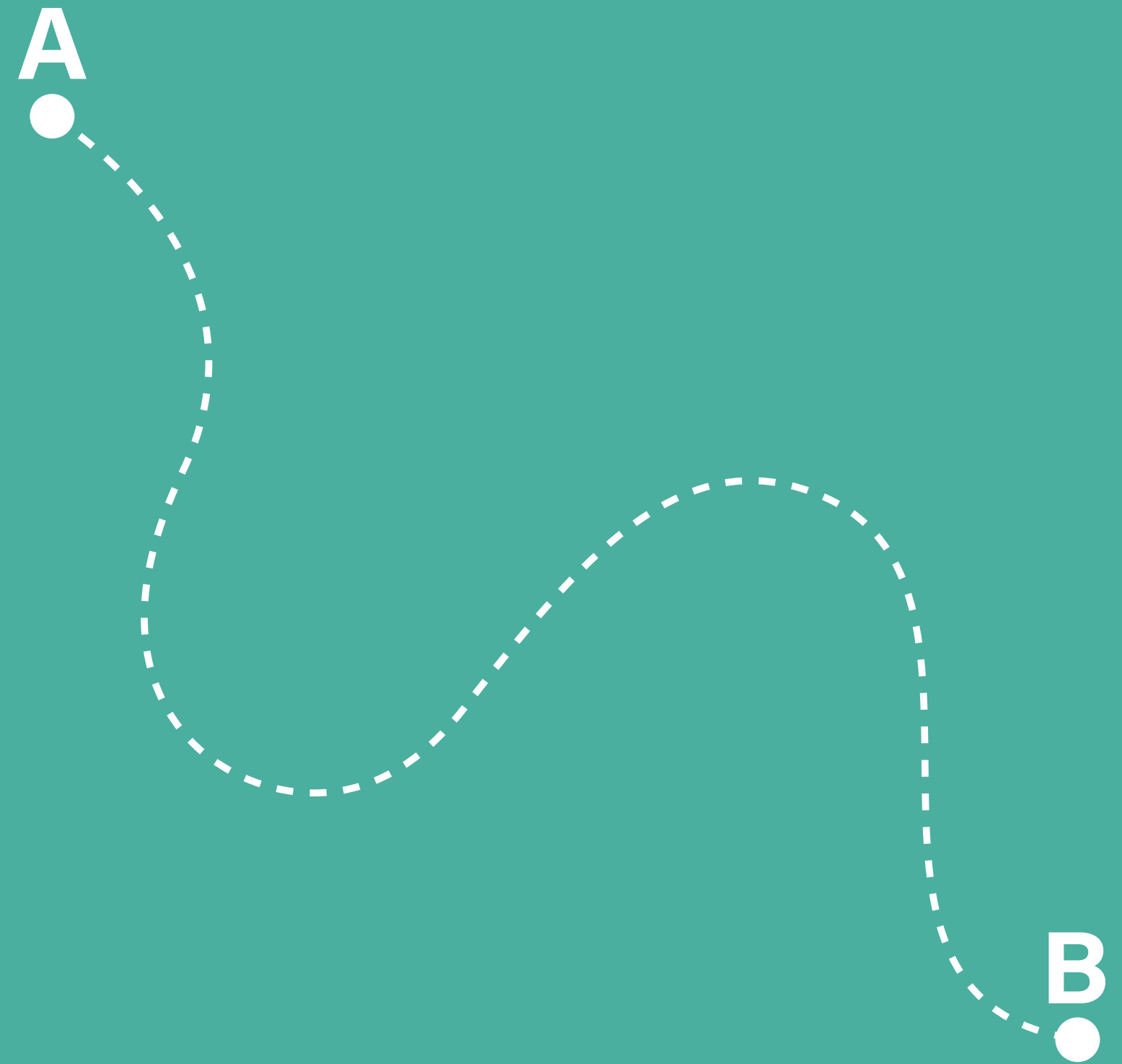
What is DEAR MAN?



DEAR MAN is an interpersonal effectiveness tool taught in DBT (Dialectical Behavioural Therapy) to teaches you how to more confidently ask for what you want, decline a request and resolve conflict.



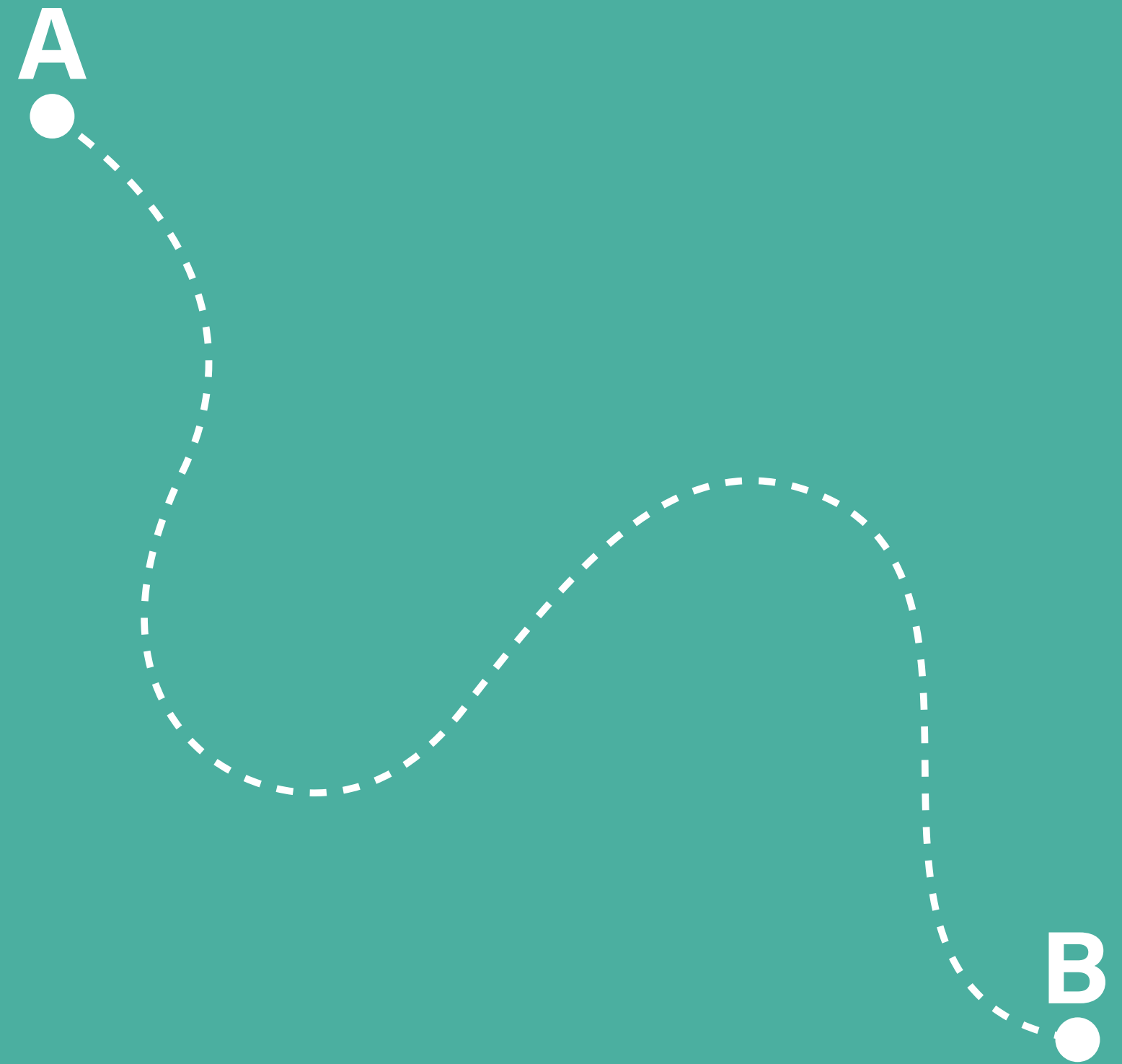
DEAR MAN is your reliable
GPS system, guiding you
through professional
interactions.





DEAR MAN is your reliable GPS system, guiding you through professional interactions.

It is an acronym that breaks down a communication strategy into actionable steps.



DEAR MAN: A SIMPLE COMMUNICATION TOOL FOR WORKPLACE SUCCESS



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B



DEAR MAN: A SIMPLE COMMUNICATION TOOL FOR WORKPLACE SUCCESS



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A SSERT

R EINFORCE

M INDFULLY

A PPEAR CONFIDENT

N EGOTIATE

A



B



DEAR MAN: A SIMPLE COMMUNICATION TOOL FOR WORKPLACE SUCCESS



D E S C R I B E

E X P R E S S

A S S E R T

R E I N F O R C E

M I N D F U L L Y

A P P E A R C O N F I D E N T

N E G O T I A T E

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1

Describe the facts of the situation.

This involves clearly articulating the specific circumstances or issues you want to address in the workplace.

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2

Express your feelings and opinions about the situation.

Emotions provide valuable context and help others understand the impact of the situation on you.

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3

Assert your needs.

It involves clearly stating your objectives, requests, or requirements in a direct and confident manner.

This is the moment when you ask for what you want, or if you're saying no, you do so.

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4

DEAR MAN: A SIMPLE COMMUNICATION TOOL FOR WORKPLACE SUCCESS



D E S C R I B E

E X P R E S S

A S S E R T

R E I N F O R C E

M I N D F U L L Y

A P P E A R C O N F I D E N T

N E G O T I A T E

4

Reinforce your position.

This means reinforcing any positive or negative outcomes related to your request. Support your position with evidence or relevant information

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Once you've completed DEAR, you'll have to await your response.

In an ideal situation, you get what you want and don't need the MAN part.

DEAR MAN: A SIMPLE COMMUNICATION TOOL FOR WORKPLACE SUCCESS



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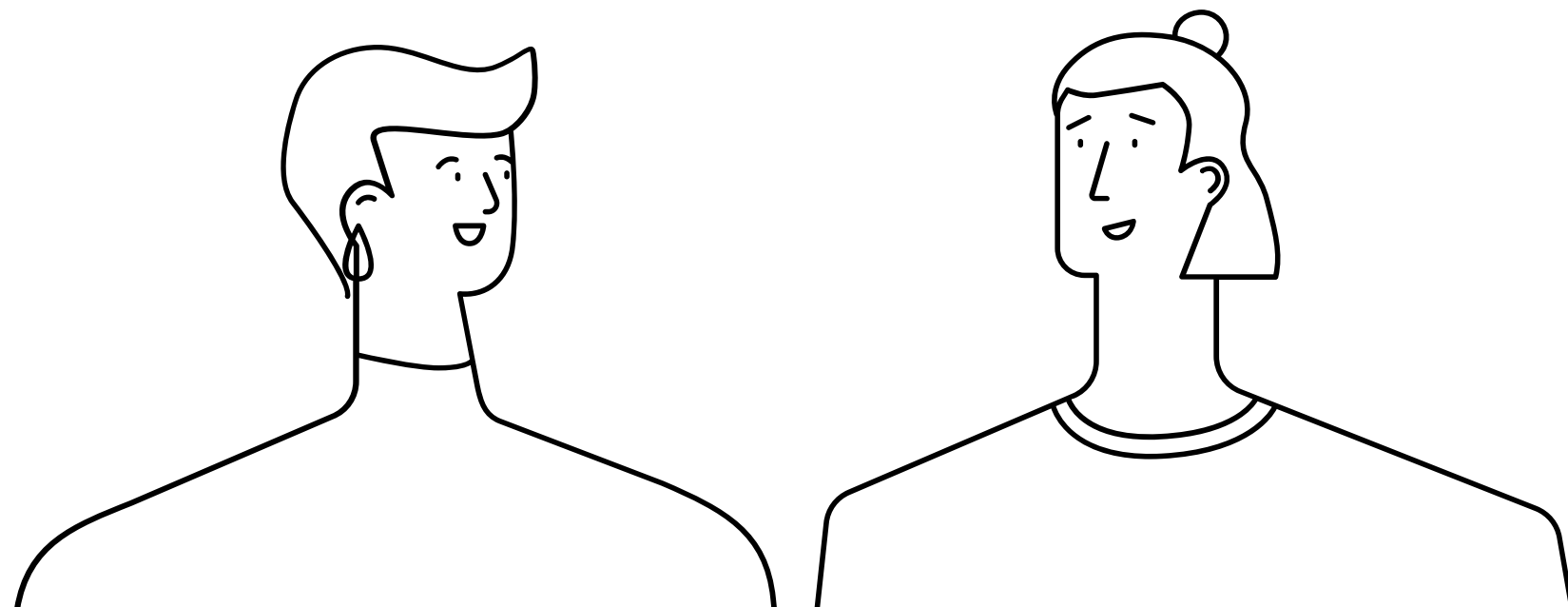
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LET'S LOOK AT THREE EXAMPLES



DEAR:

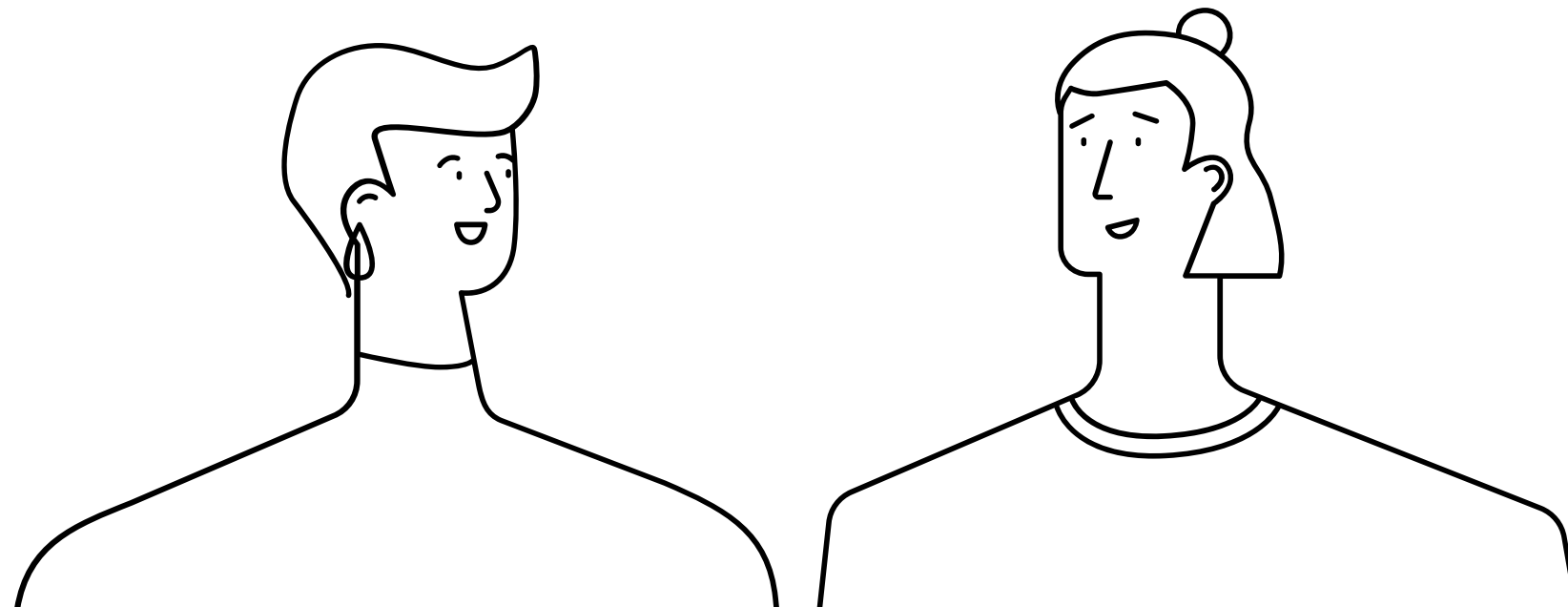




DEAR:

**Negotiating start
dates for a new job.**

(Making a request)



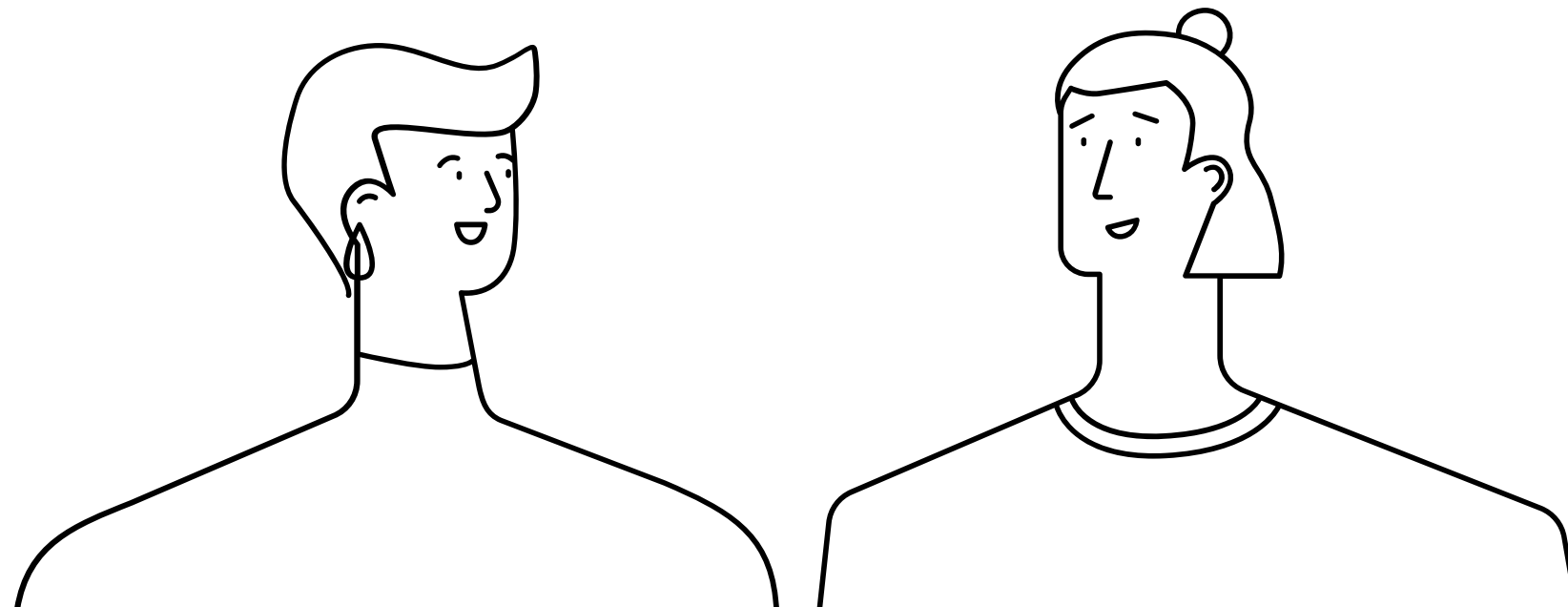


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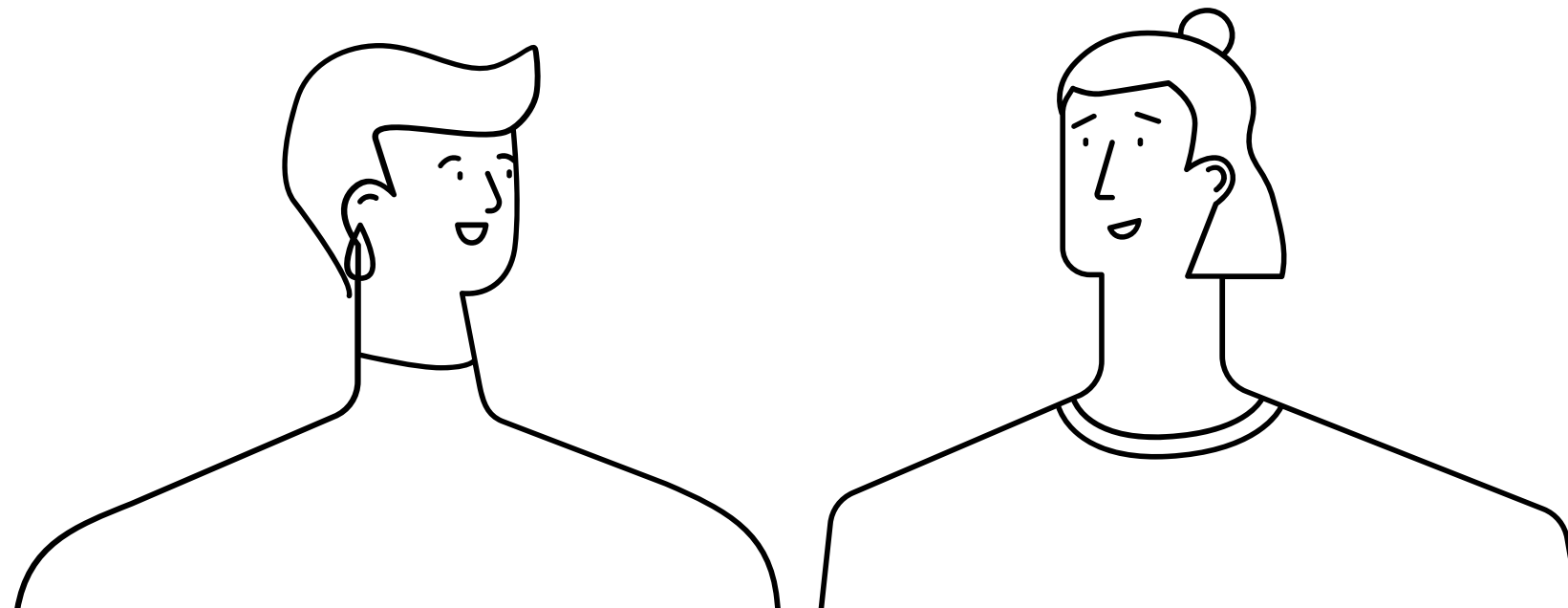
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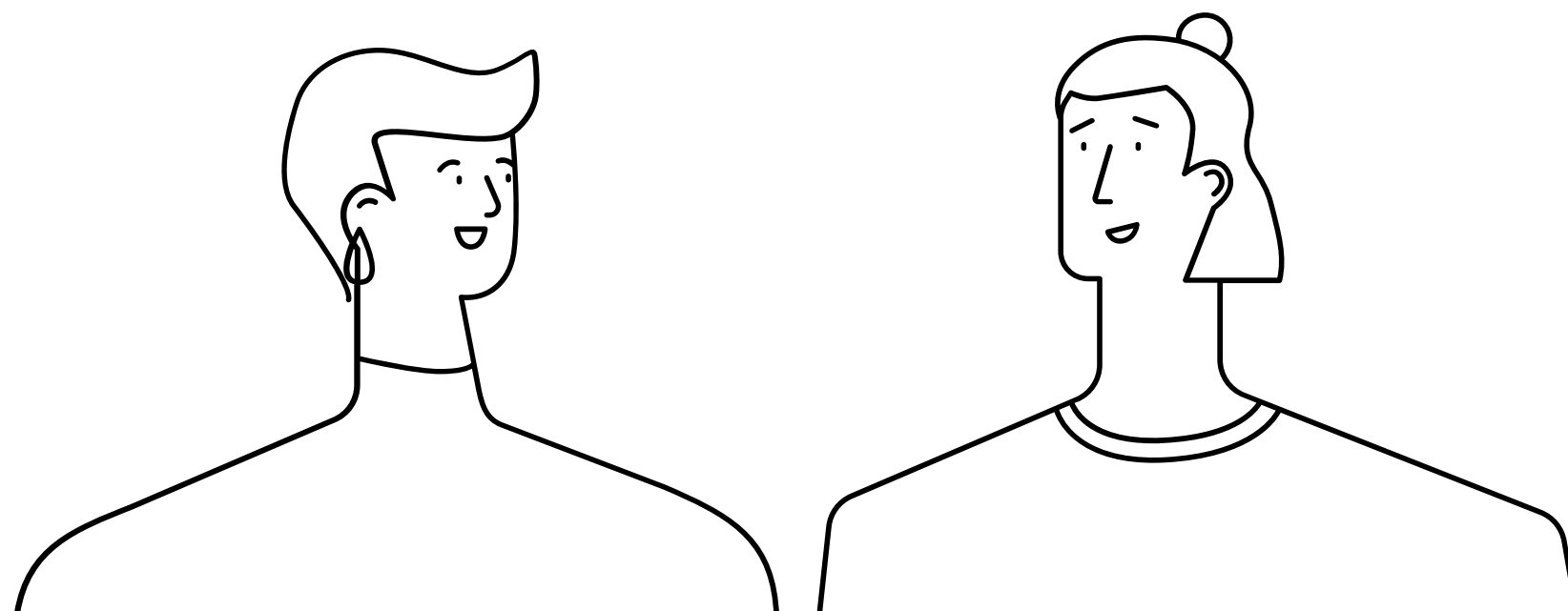
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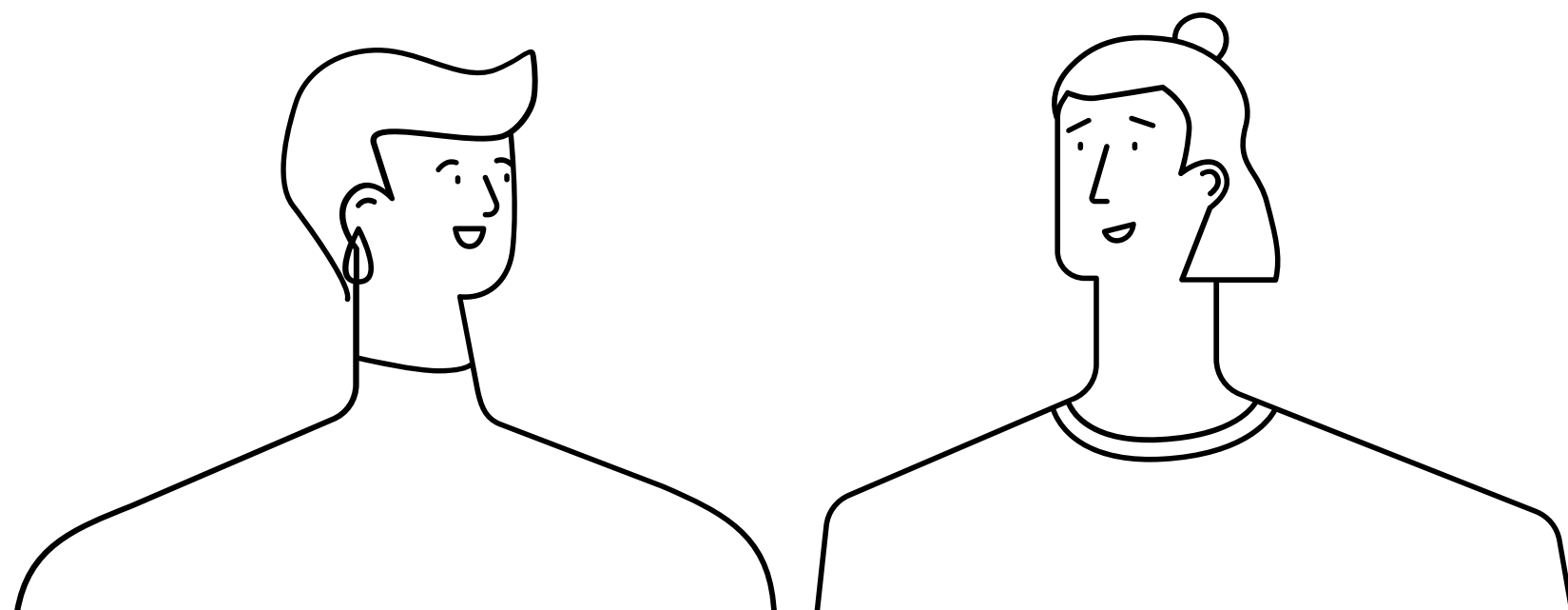
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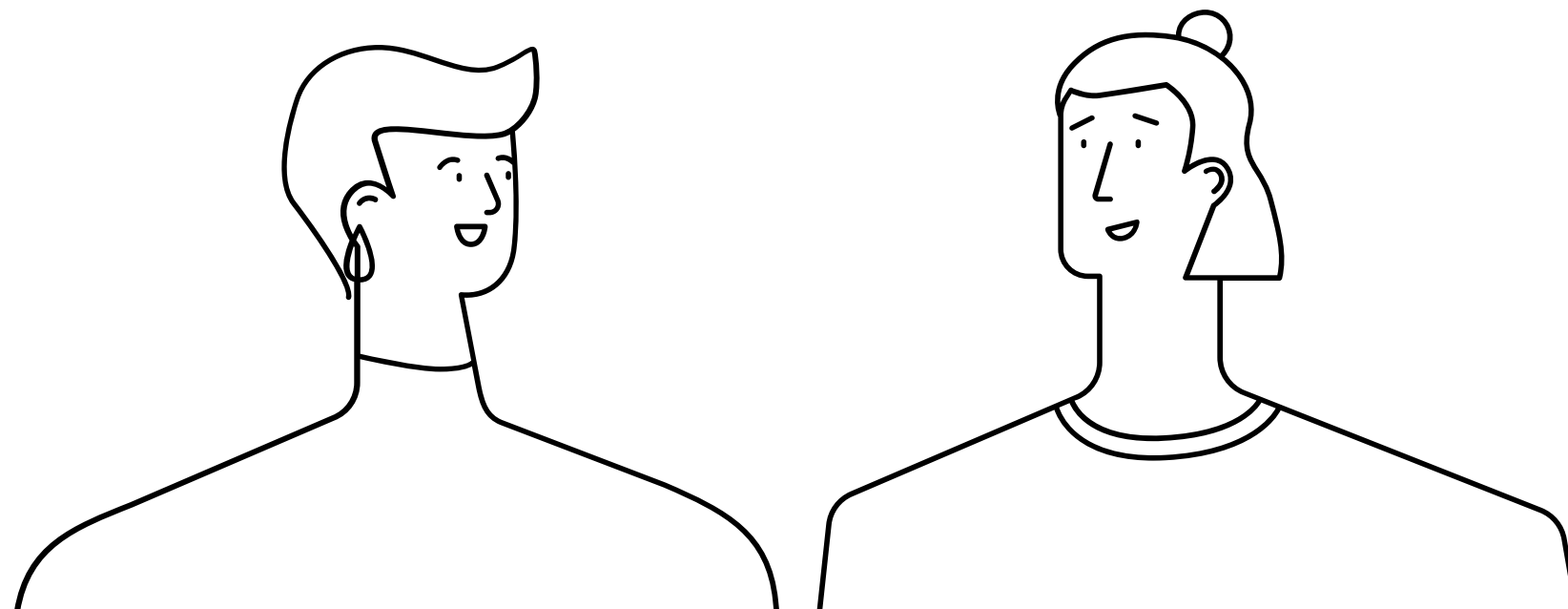
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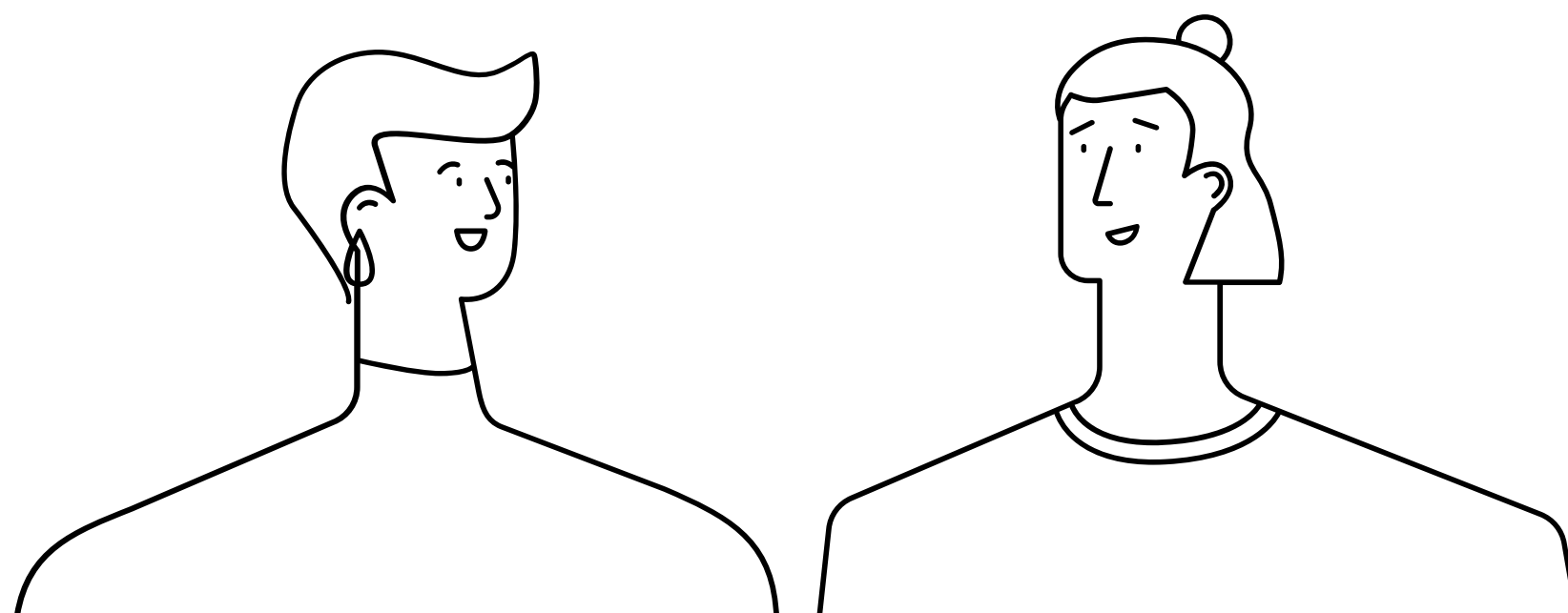
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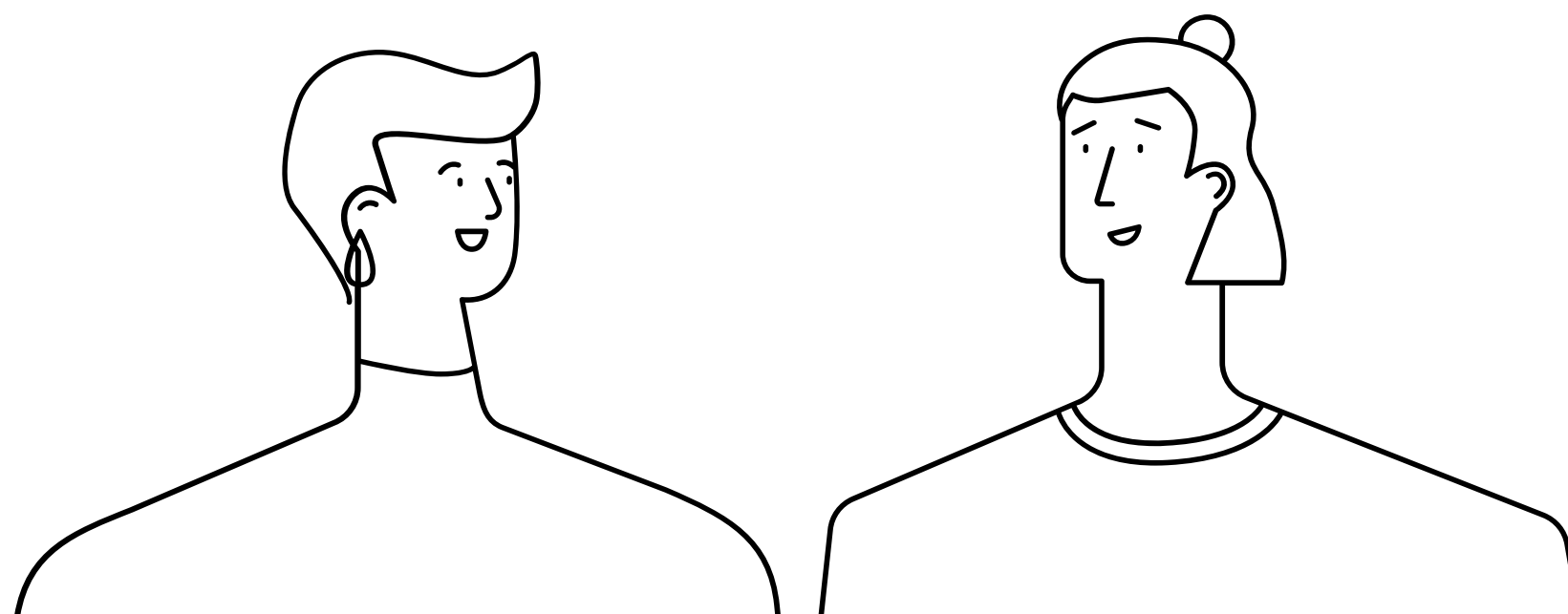
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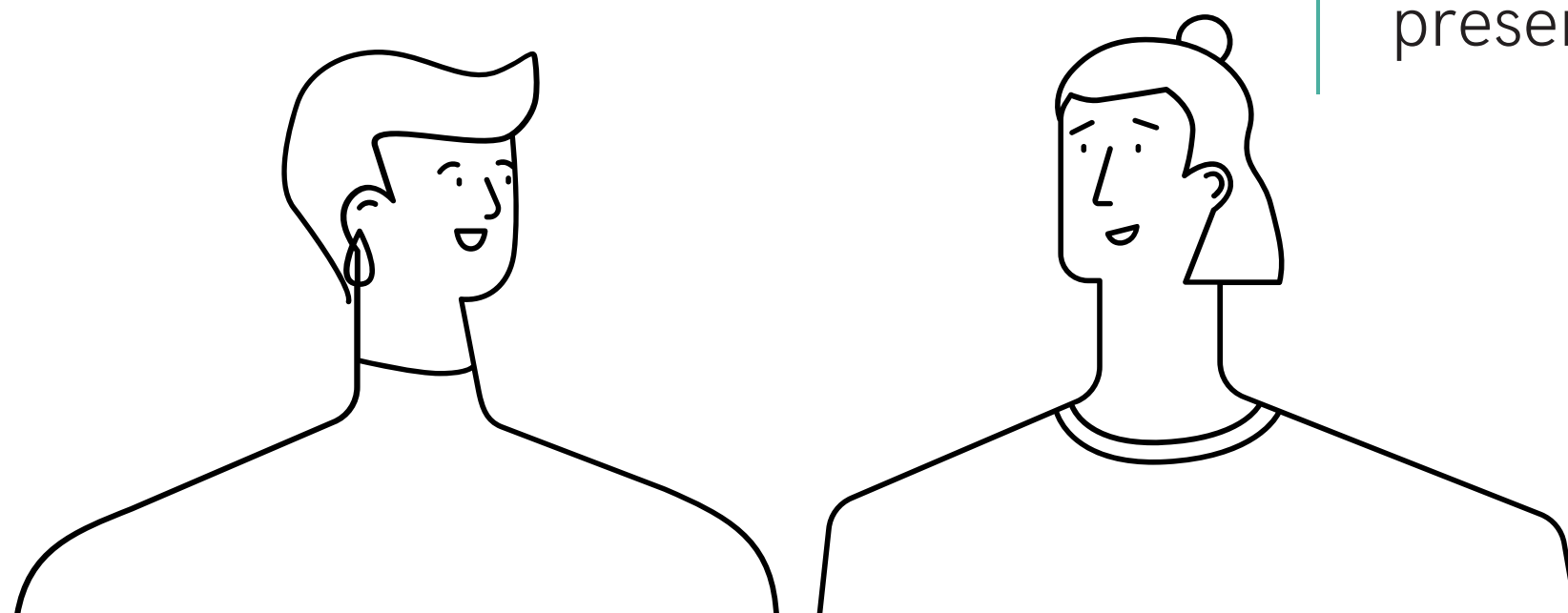
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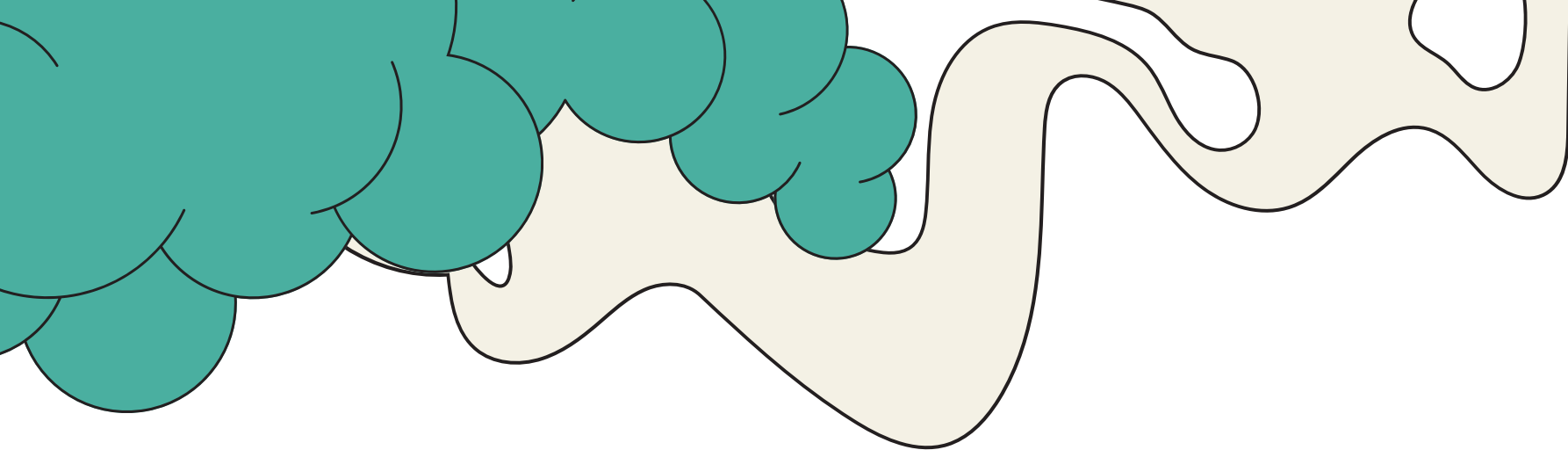
This slight adjustment would ensure a smooth transition into role and my ability to be fully present from the get-go.

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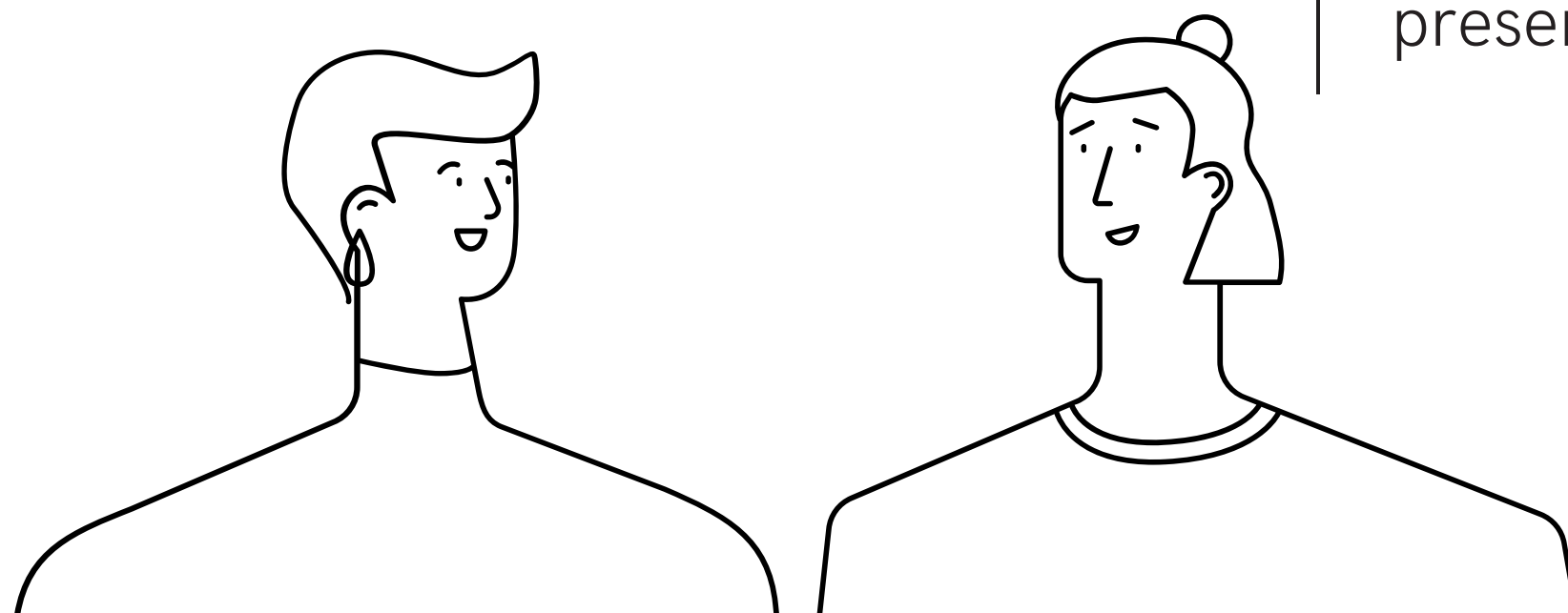




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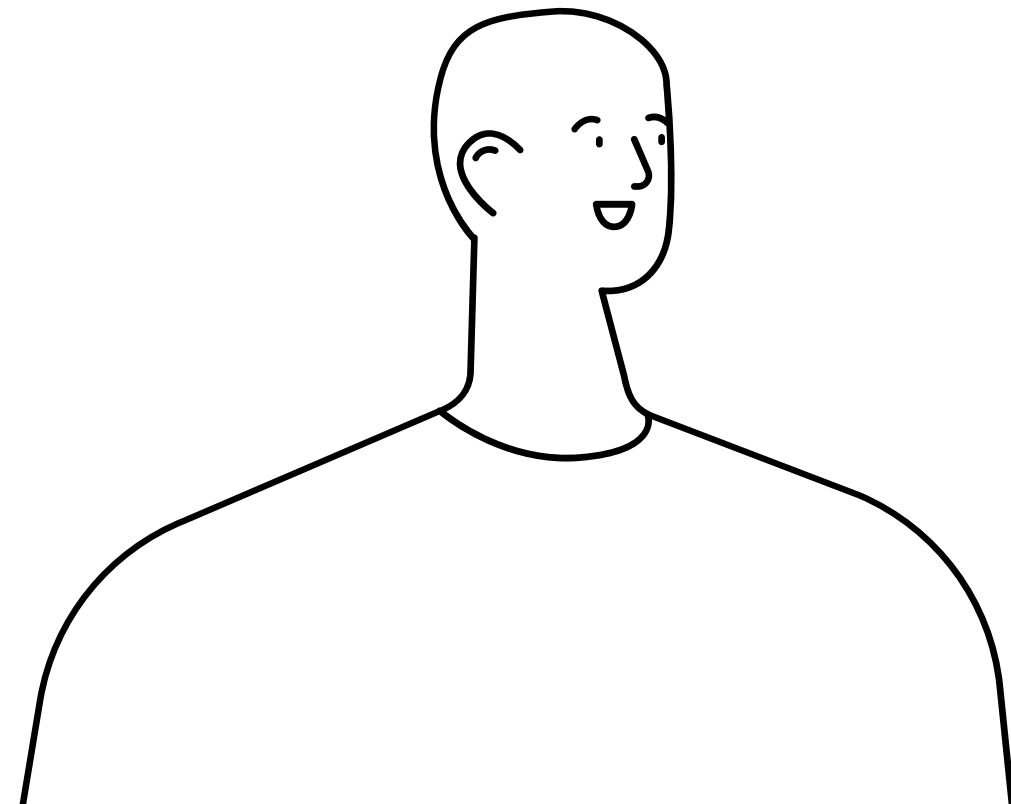
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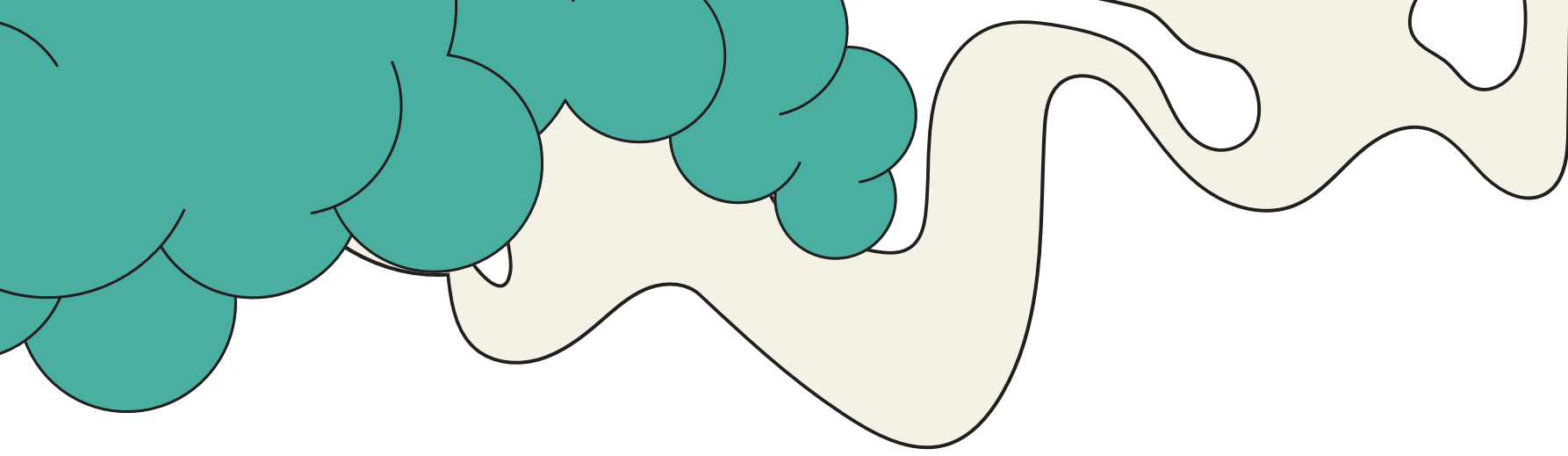
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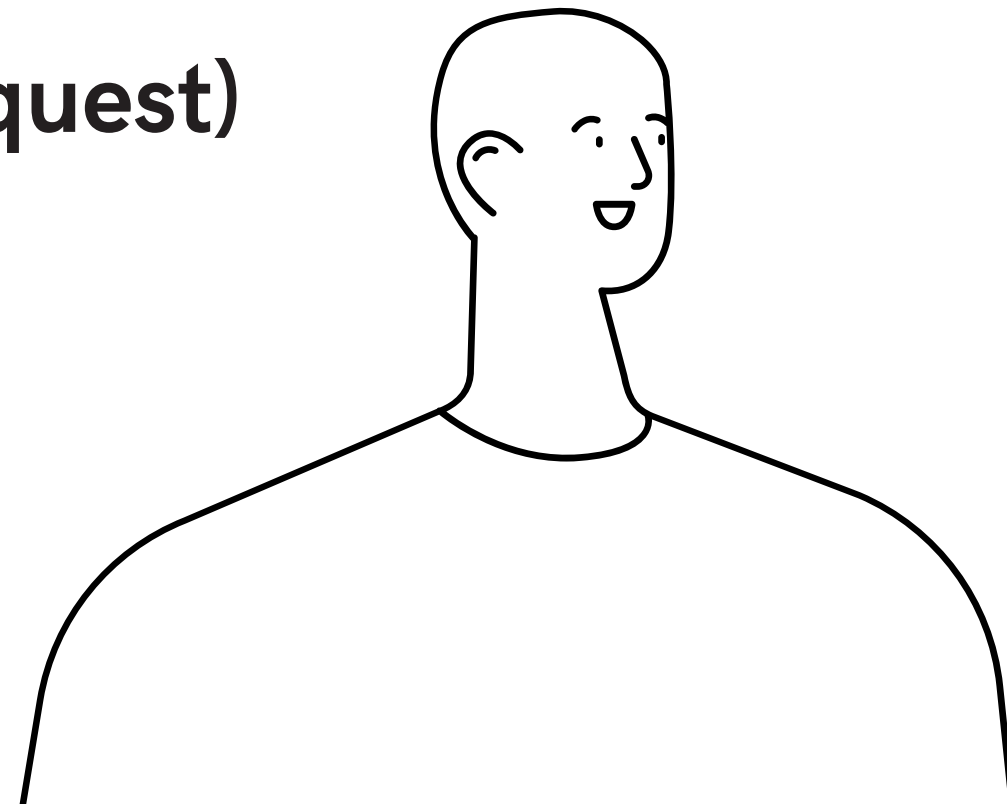
DESCRIBE



DEAR:

Saying no to working overtime.

(Declining a request)



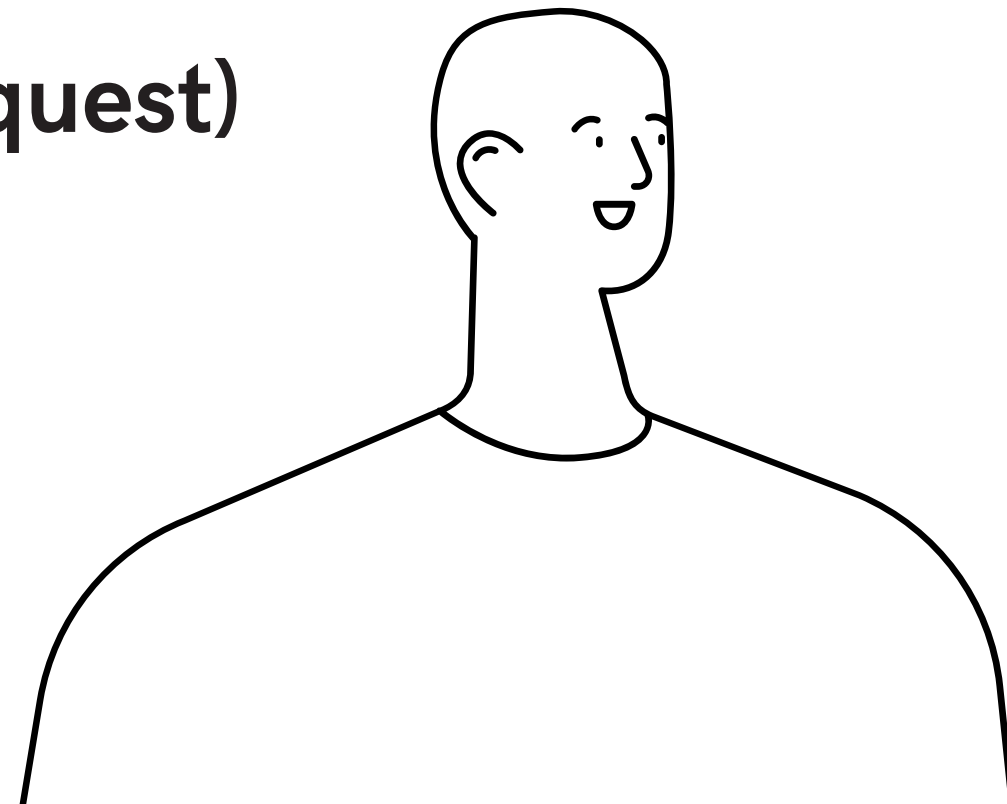


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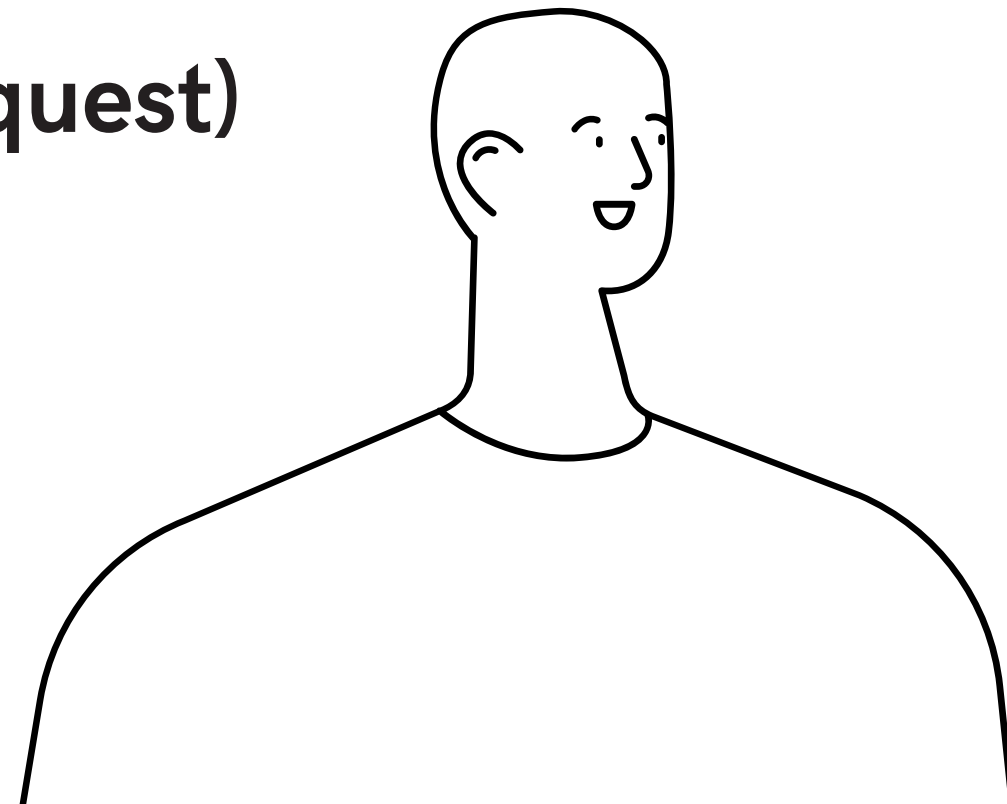
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I have had to work an extra 15 hours on top of my work week to complete the extra projects you gave me.

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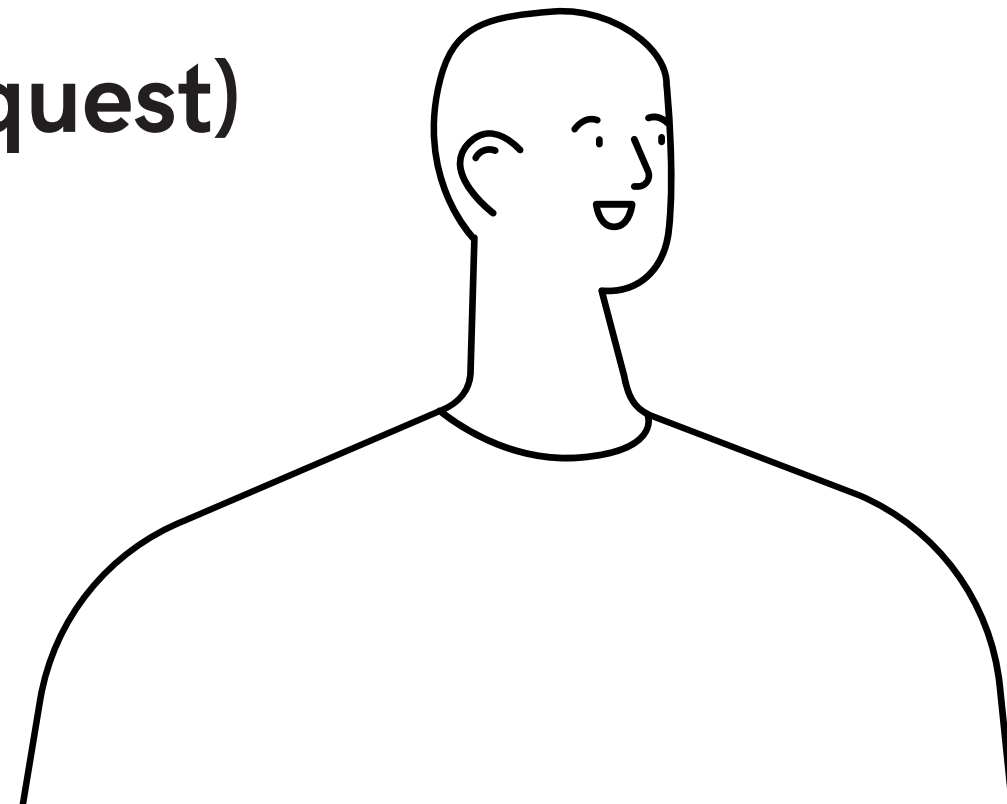
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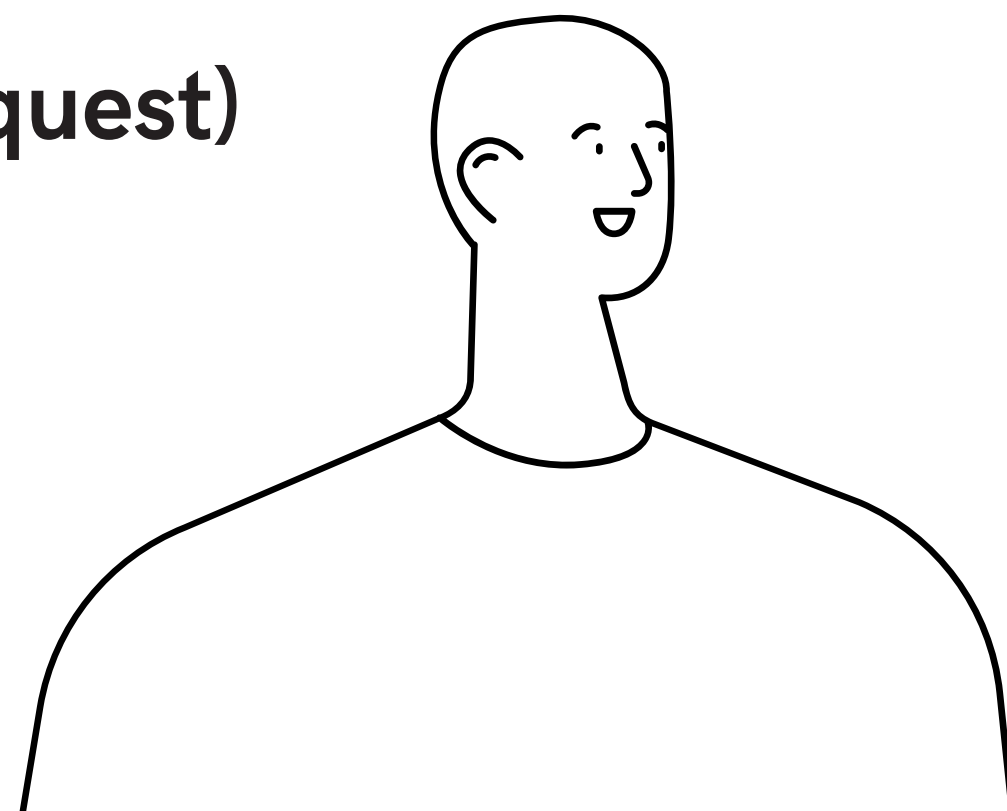
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ASSERT

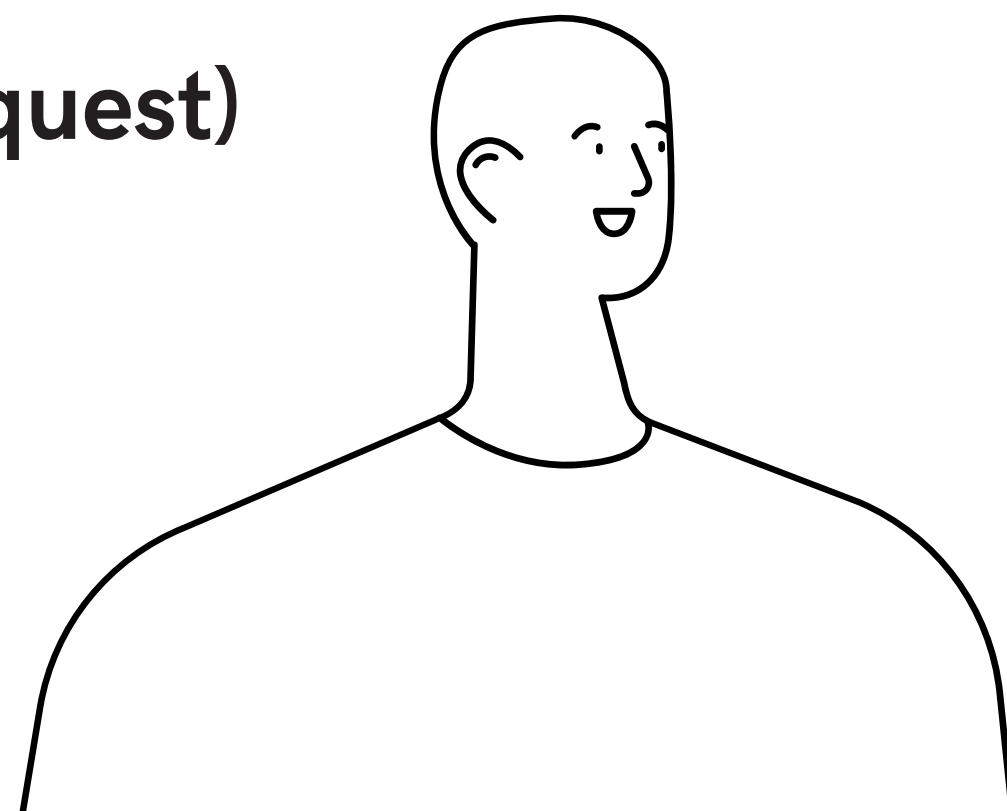
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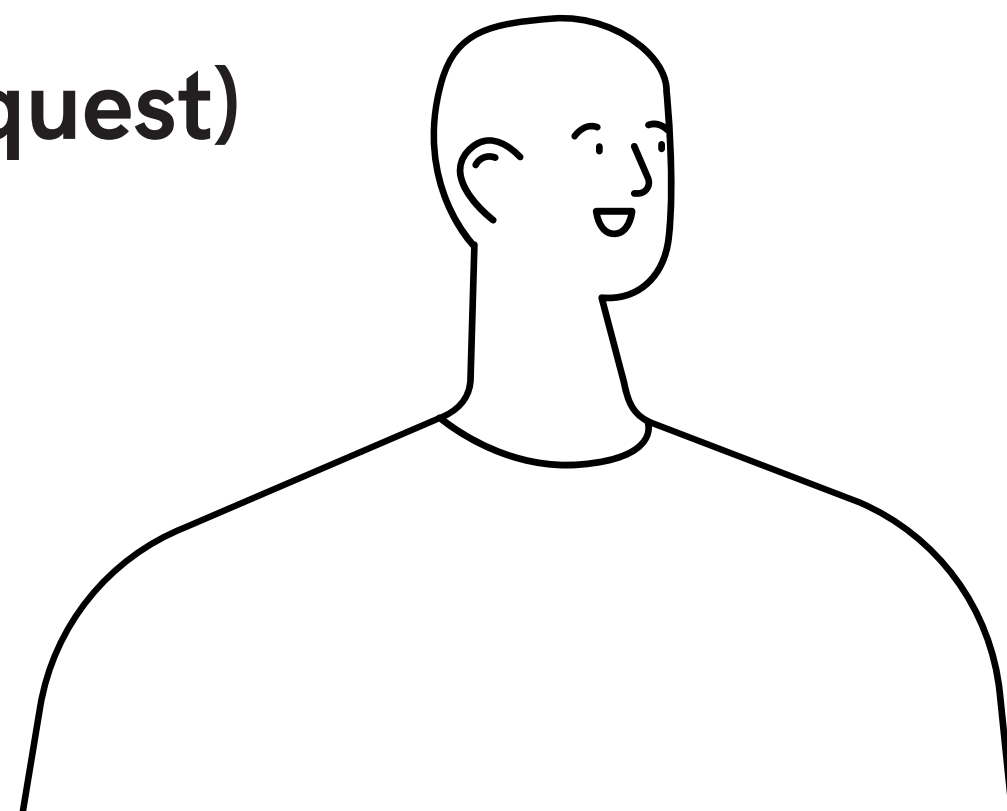
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REINFORCE

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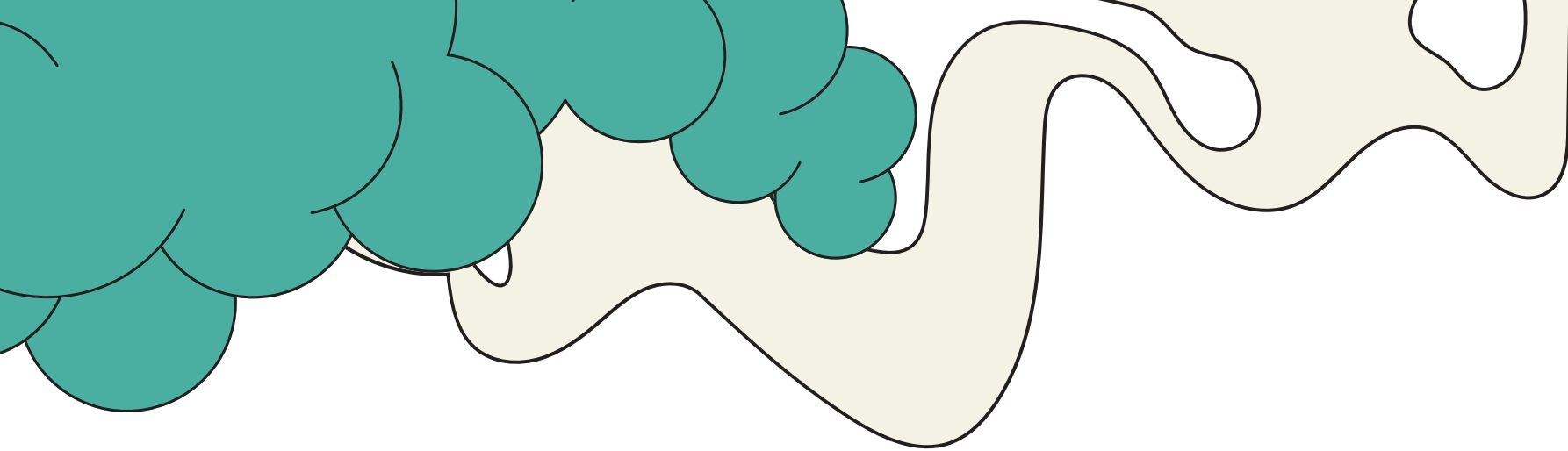


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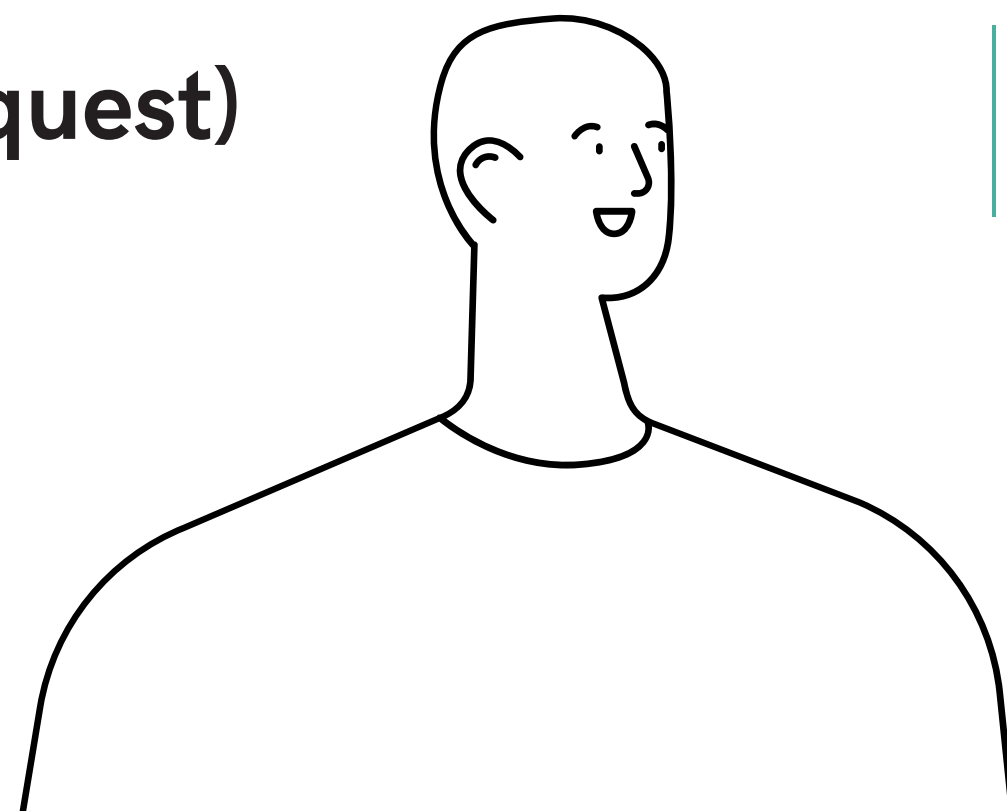




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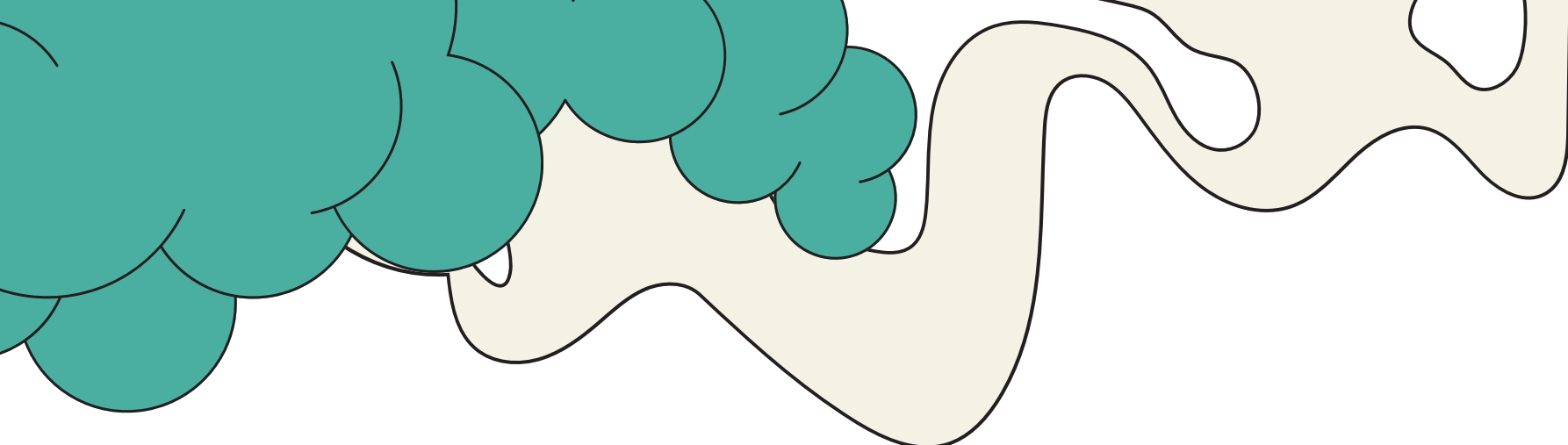
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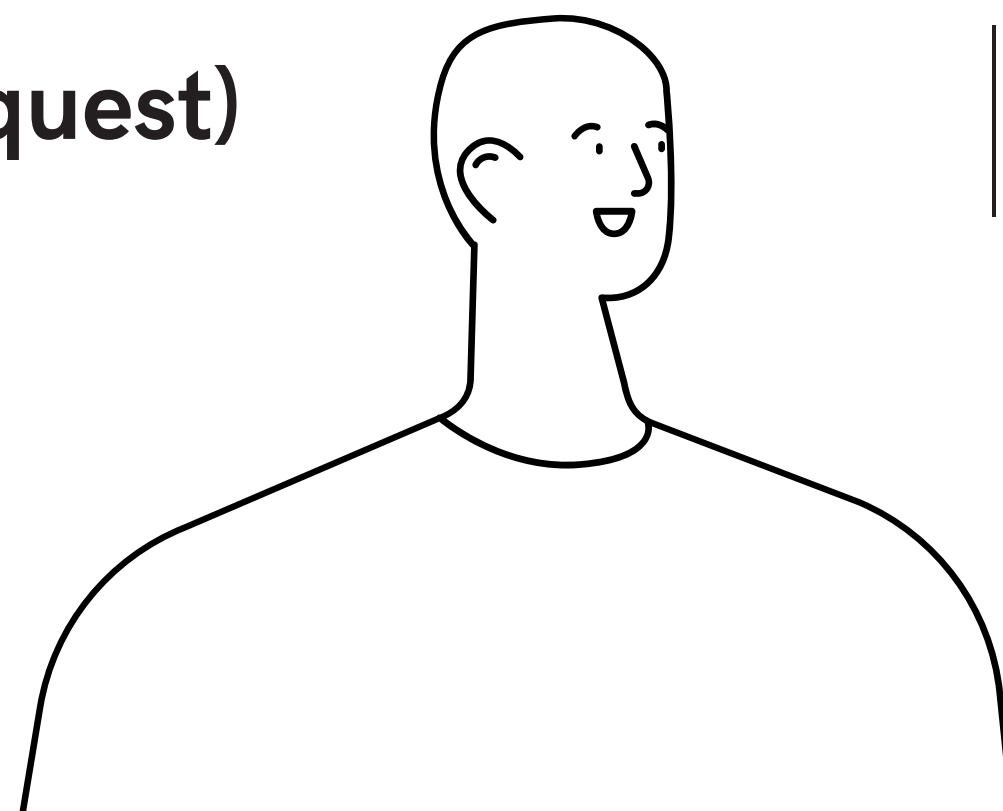
This will enable me to continue providing a high-quality service to our clients and avoid burnout.



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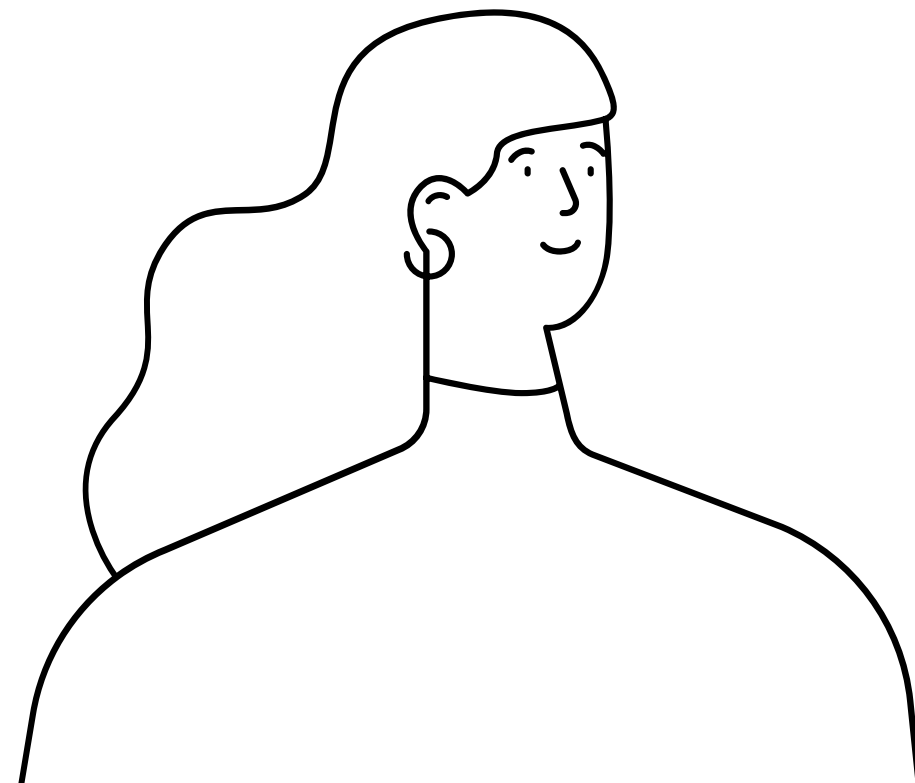
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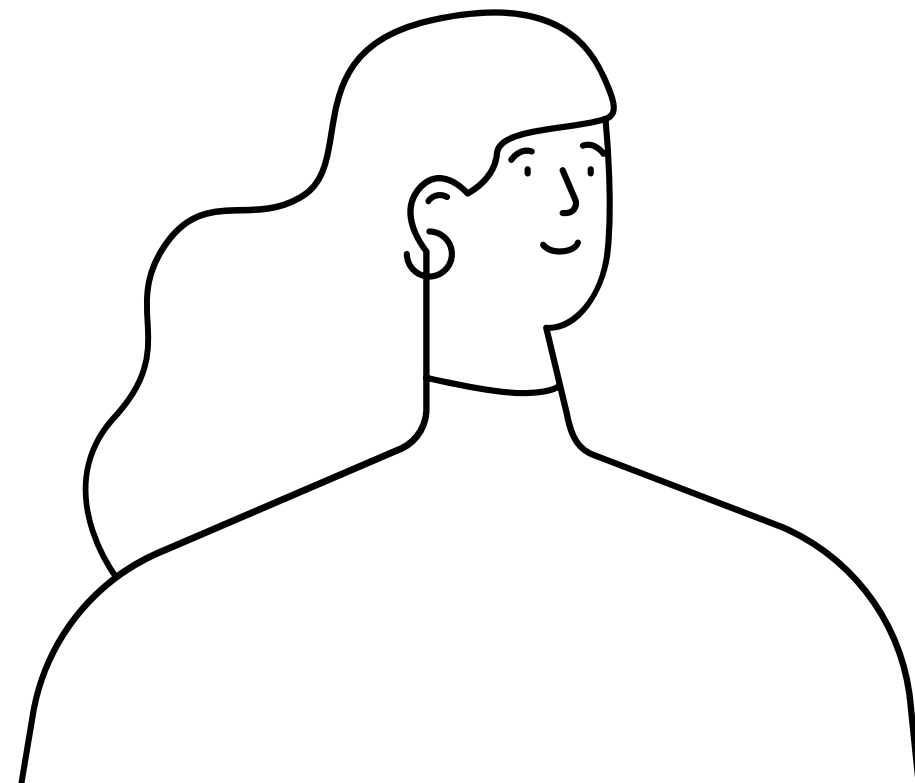




DEAR:

**Asking a colleague to
keep you in the loop.**

(Resolving conflict)



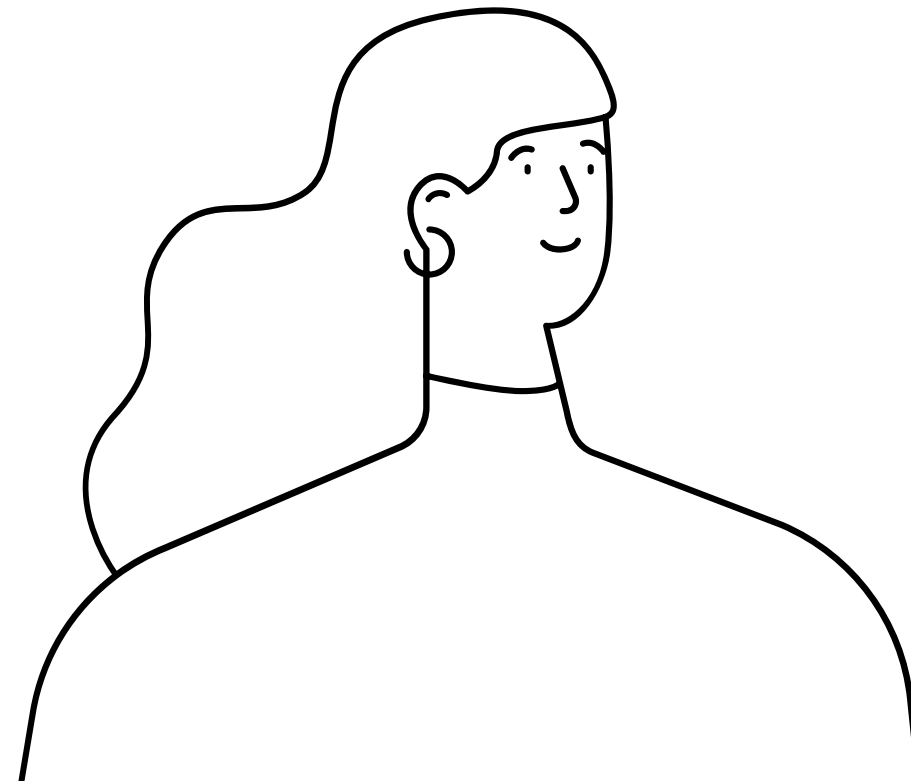


DESCRIBE

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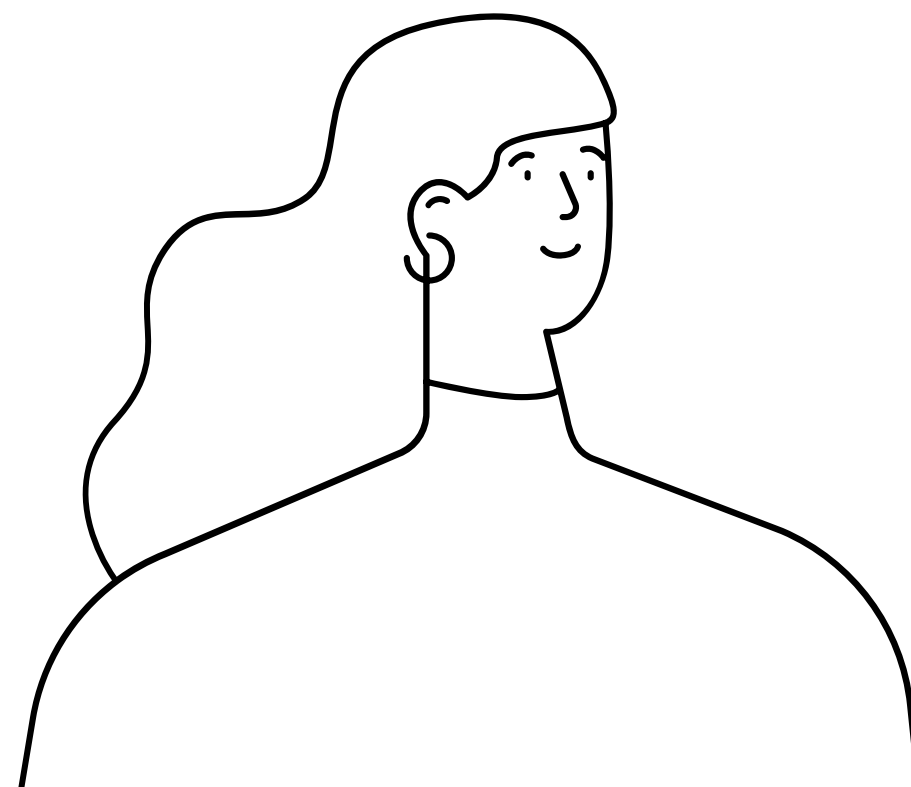
DESCRIBE

You didn't CC me in an important client email

DEAR:

Asking a colleague to keep you in the loop.

(Resolving conflict)





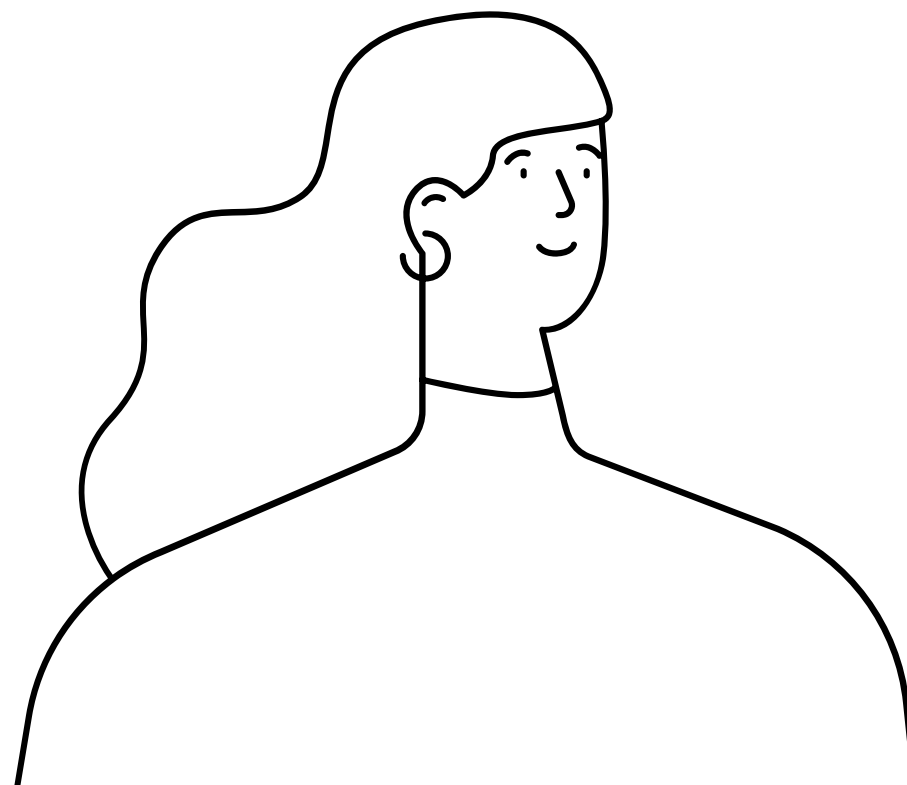
EXPRESS

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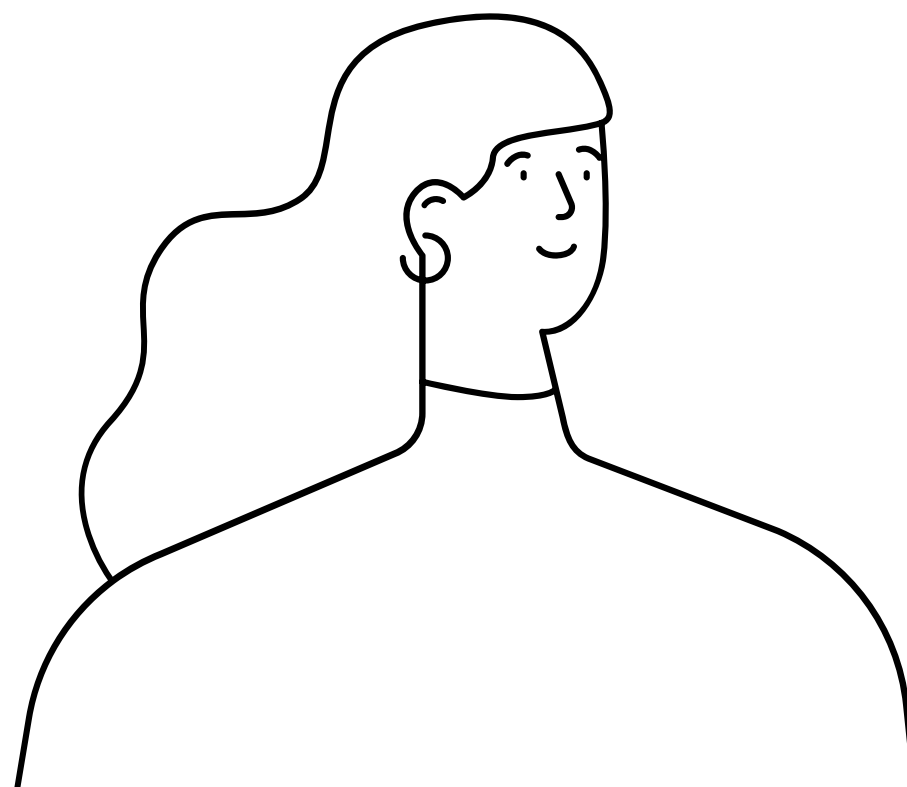
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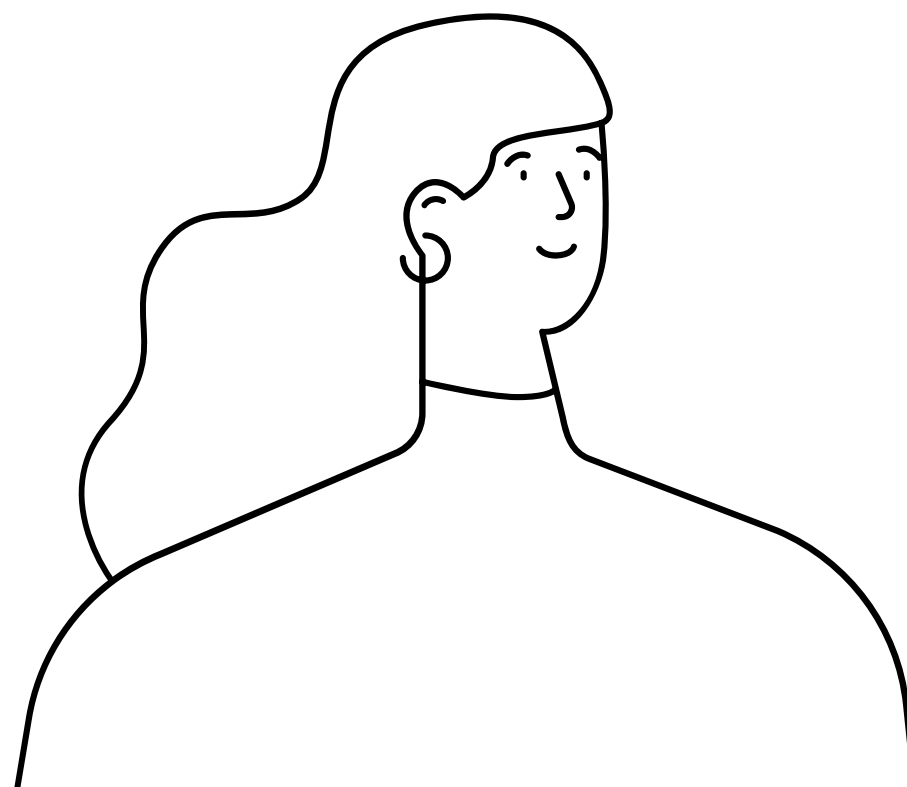
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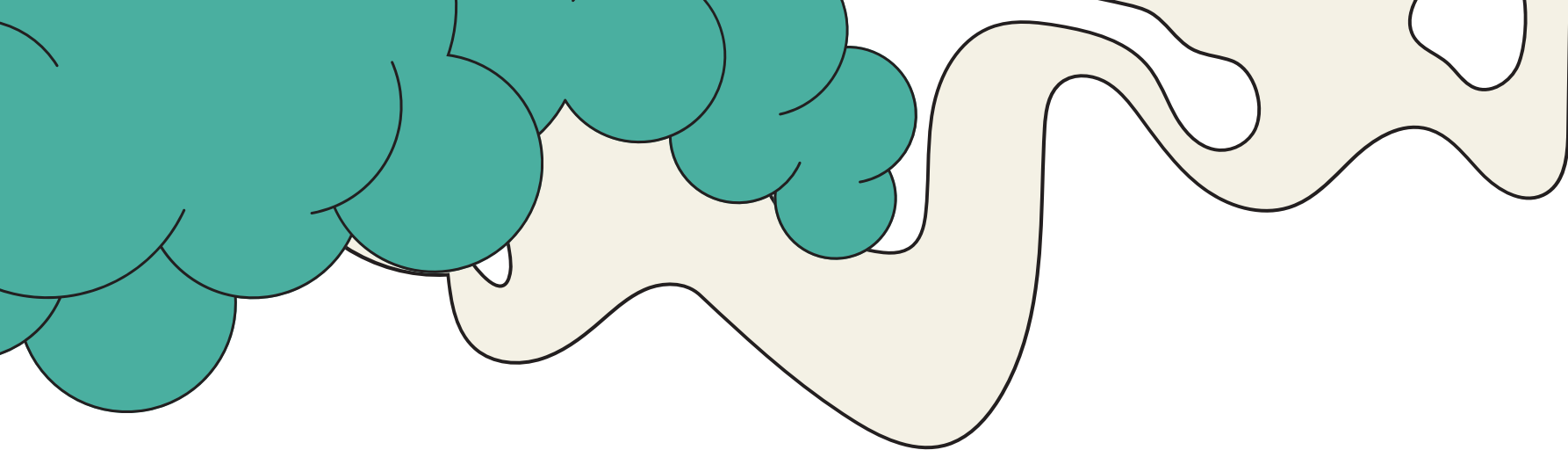
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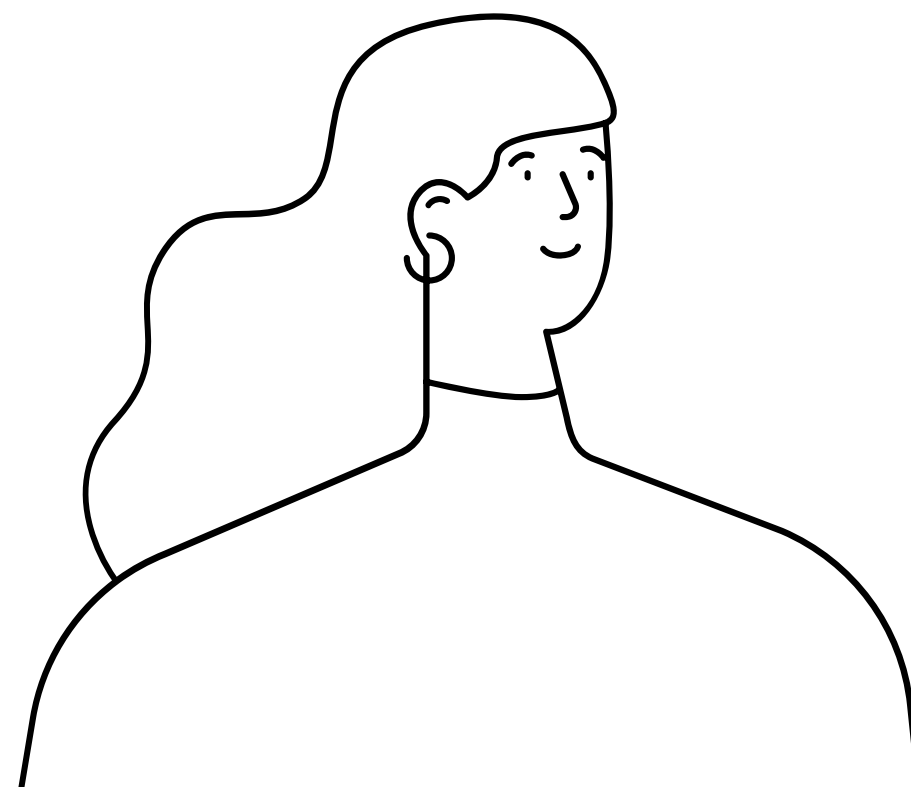
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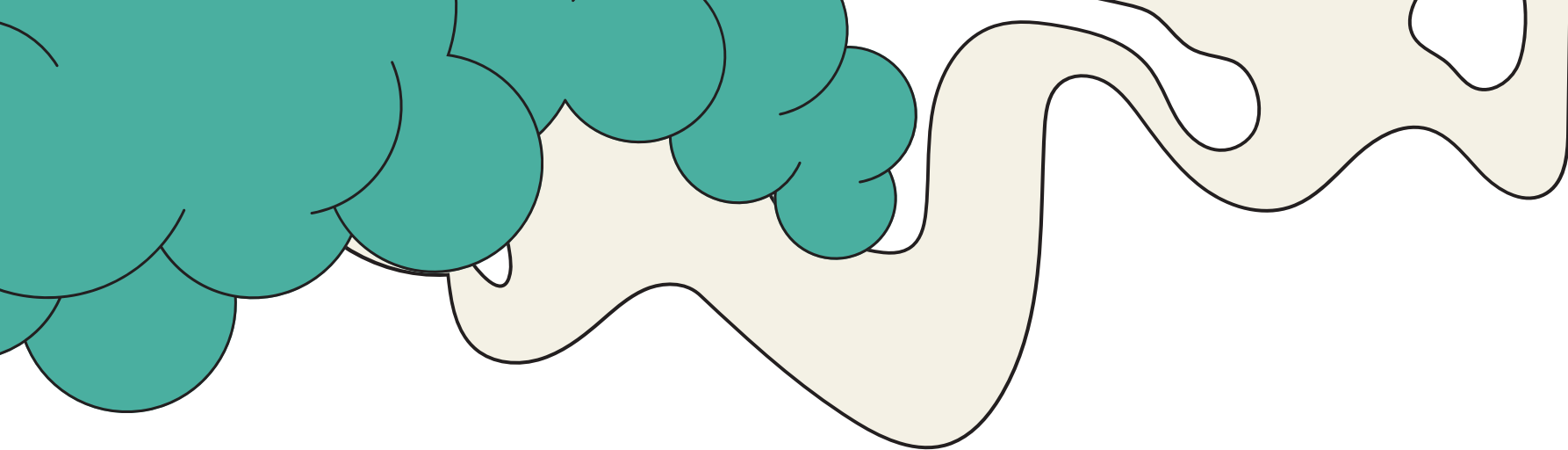
would like you to CC me in on all client emails.

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(Resolving conflict)





REINFORCE

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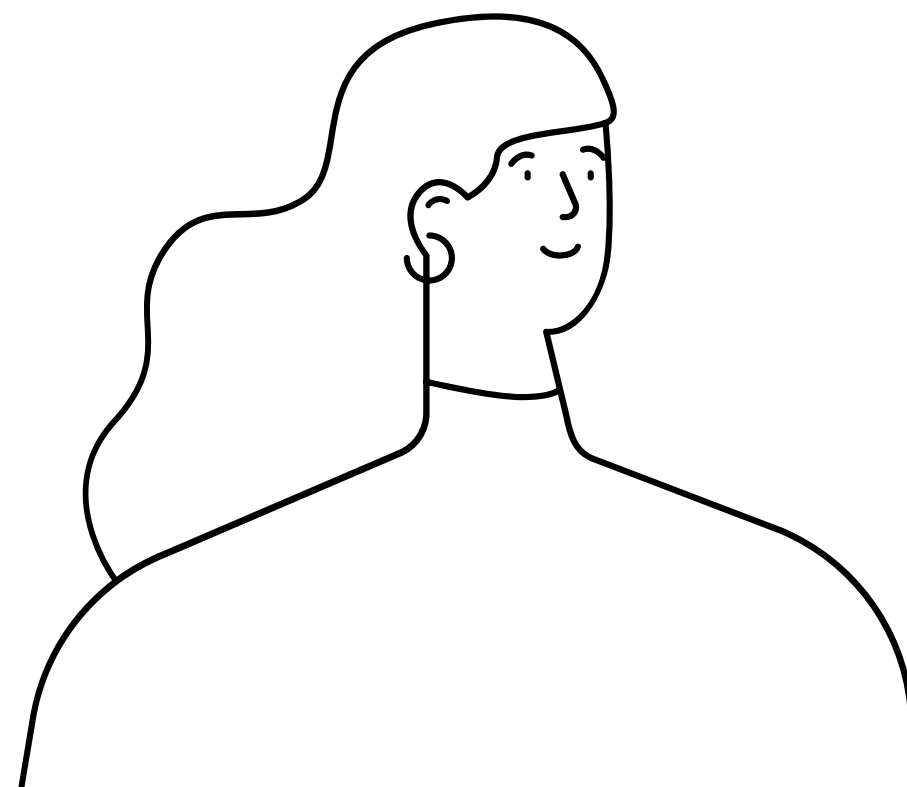
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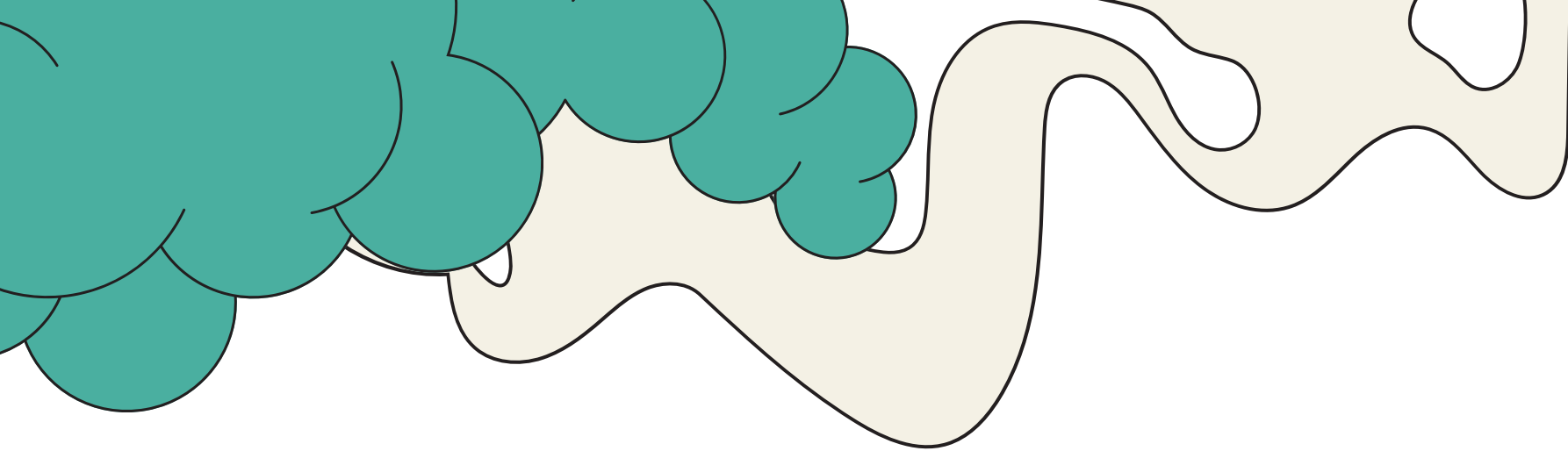
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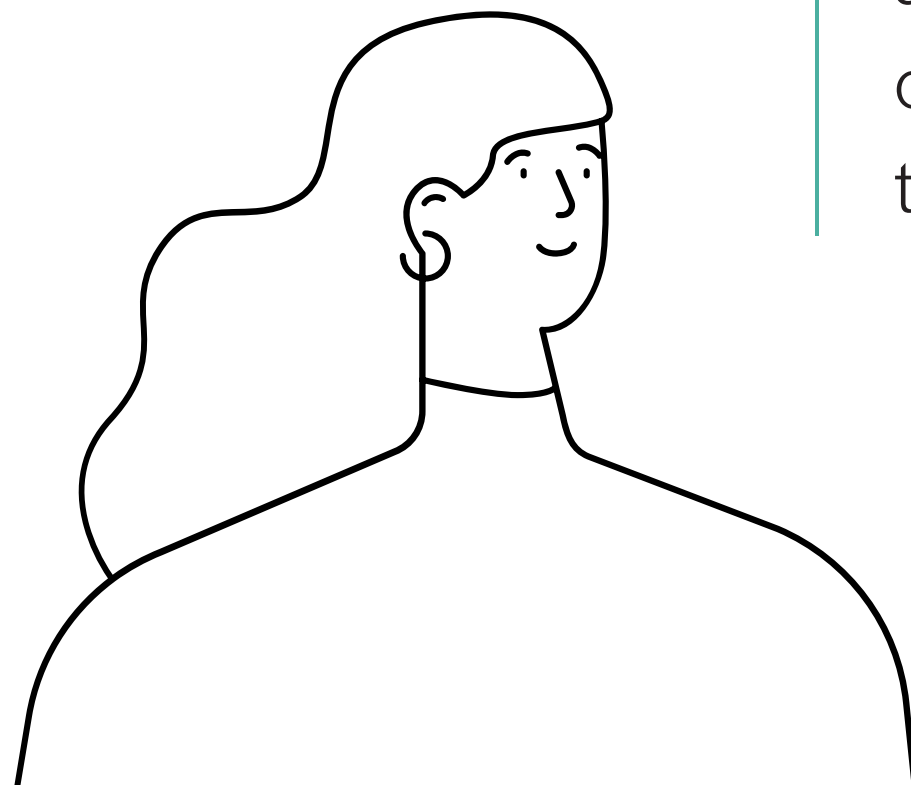




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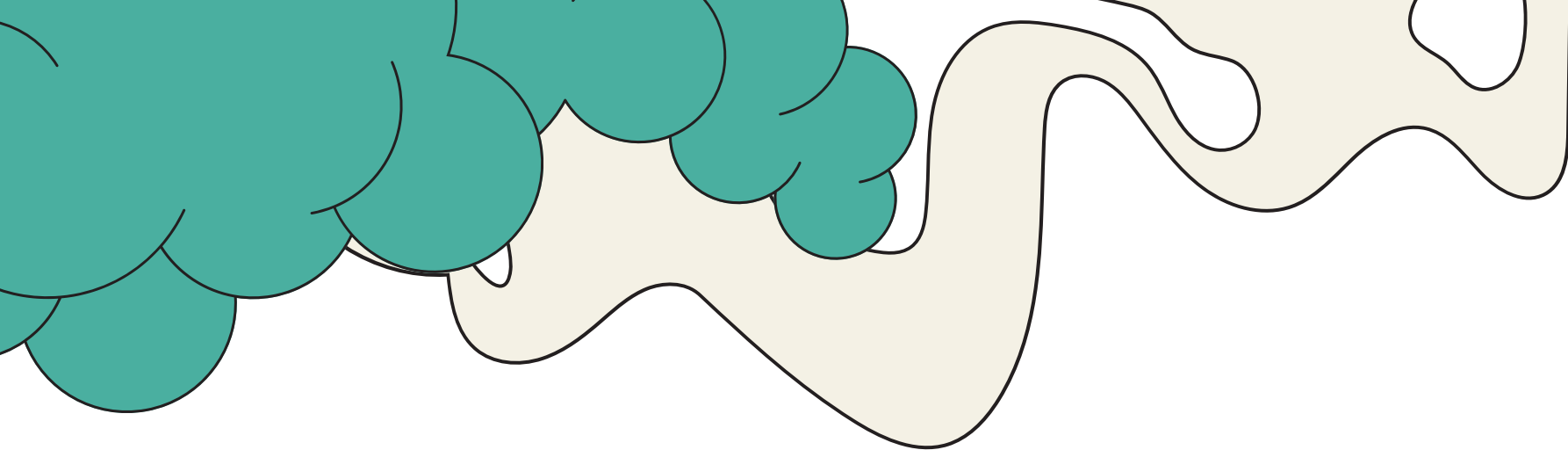
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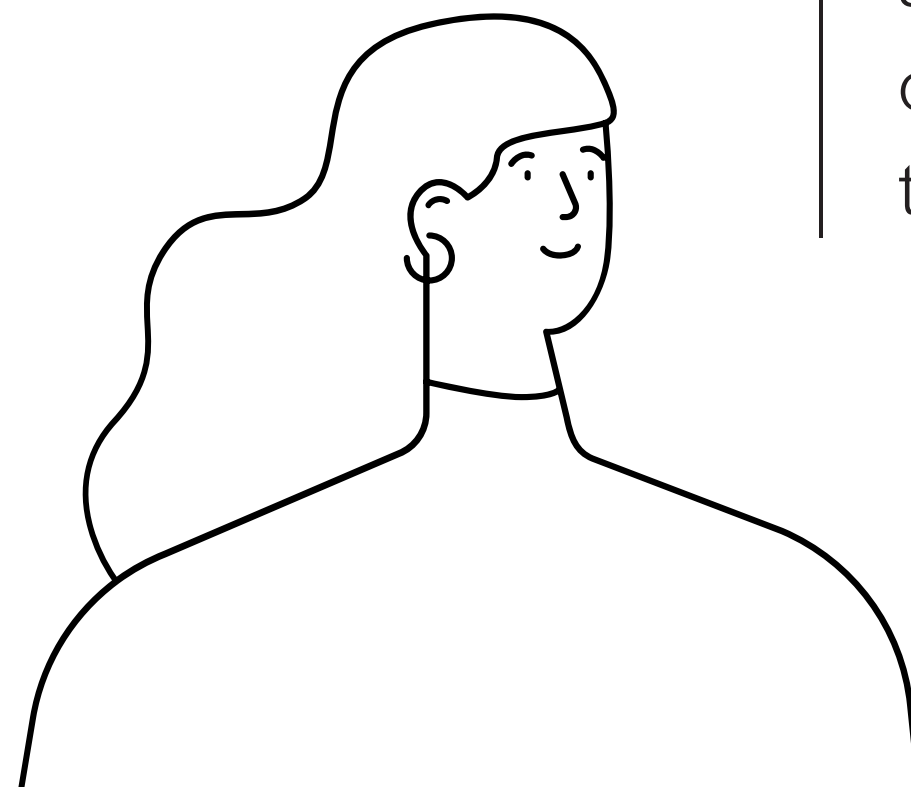
I think this will really help our working relationship as I will be less stressed, and more understanding of your current workload. I'll also be more likely to help you out if I know what's going on.



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**Best case scenario, you
get what you want.**



**And you DEAR MAN is
done.**



**However, were you to
encounter an uncooperative
response...**



**MAN advises us the best
manner to continue
advocating for ourselves.**

DEAR MAN: A SIMPLE COMMUNICATION TOOL FOR WORKPLACE SUCCESS



D E S C R I B E

E X P R E S S

A S S E R T

R E I N F O R C E

M I N D F U L L Y

A P P E A R C O N F I D E N T

N E G O T I A T E



DEAR MAN: A SIMPLE COMMUNICATION TOOL FOR WORKPLACE SUCCESS



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E XPRESS

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R EINFORCE

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N EGOTIATE

5



D E S C R I B E

E X P R E S S

A S S E R T

R E I N F O R C E

M I N D F U L L Y

A P P E A R C O N F I D E N T

N E G O T I A T E

5

Be mindful of your goal & the other person's feelings.

During conversations, it's easy to get distracted or veer off course.

Be a broken record if you feel the person isn't listening to you.

Ignore attacks if the other person becomes hostile.

DEAR MAN: A SIMPLE COMMUNICATION TOOL FOR WORKPLACE SUCCESS



D ESCRIBE

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6



D E S C R I B E

E X P R E S S

A S S E R T

R E I N F O R C E

M I N D F U L L Y

A P P E A R C O N F I D E N T

N E G O T I A T E

6

Appear effective and competent.

Maintain eye contact, use a calm and composed tone and speak your truth without filler words (umm, like, etc.).

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DEAR MAN: A SIMPLE COMMUNICATION TOOL FOR WORKPLACE SUCCESS



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A P P E A R C O N F I D E N T

N E G O T I A T E



Negotiate when necessary.

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.

Or **turn the tables**.

DEAR MAN: A SIMPLE COMMUNICATION TOOL FOR WORKPLACE SUCCESS



D E S C R I B E

E X P R E S S

A S S E R T

R E I N F O R C E

M I N D F U L L Y

A P P E A R C O N F I D E N T

N E G O T I A T E



Turn the tables:

Turn the problem to the other person to ask for solutions.

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Turn the tables:

Turn the problem to the other person to ask for solutions.

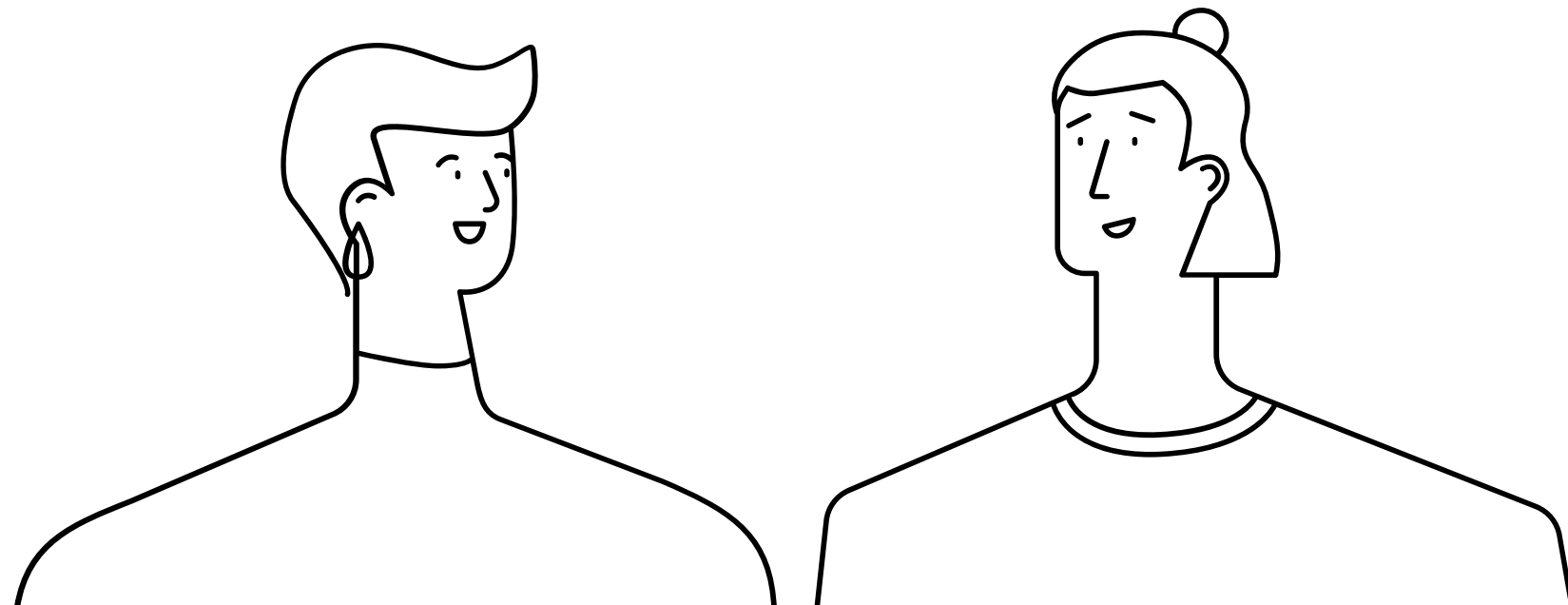
LET'S GO BACK TO OUR EXAMPLES

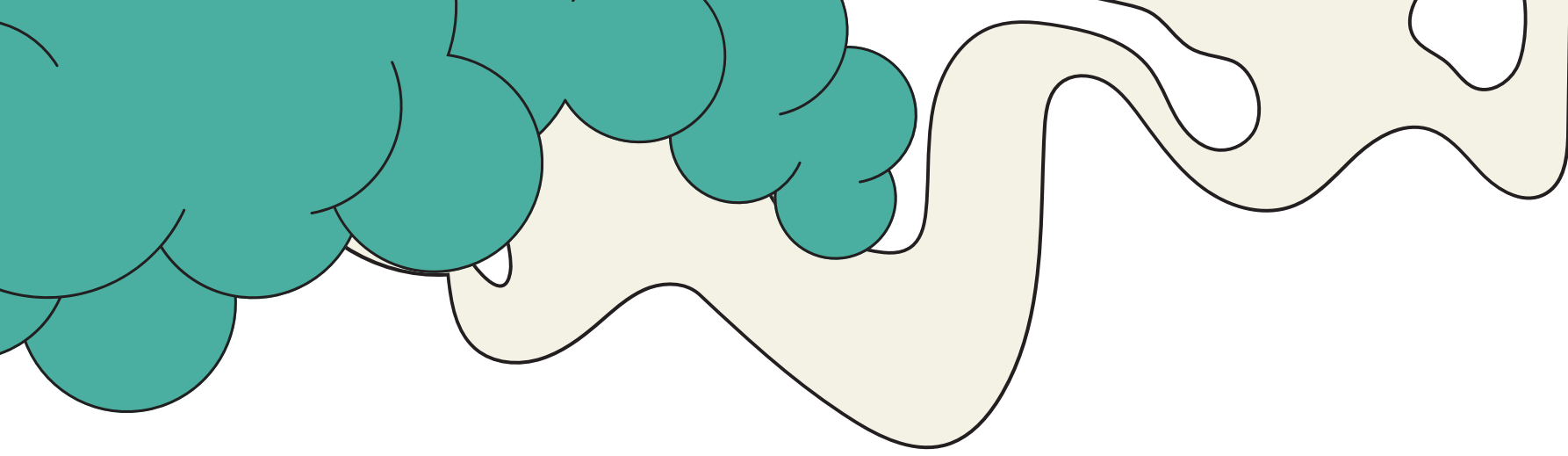


DEAR MAN:

**Negotiating start
dates for a new job.**

(Making a request)

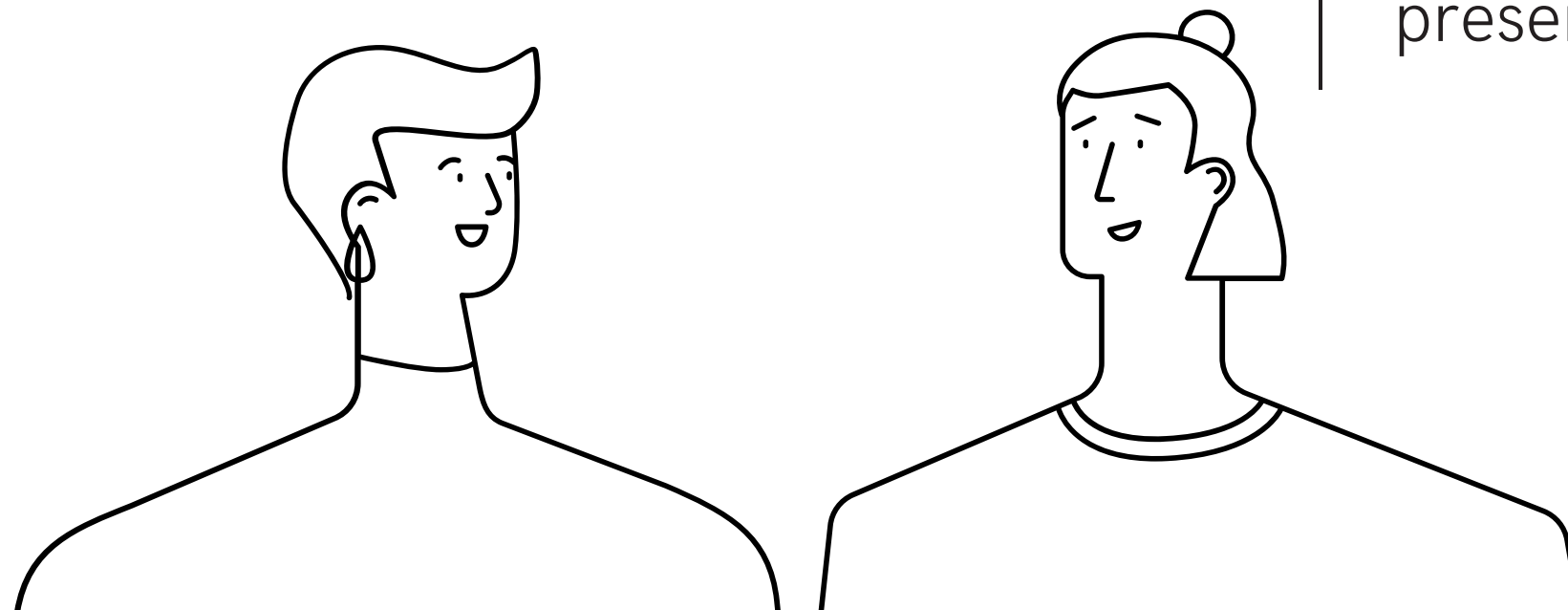




DEAR MAN:

Negotiating start dates for a new job.

(Making a request)



I have a prior commitment that coincides with the time frame of the proposed start date.

It is important to me to start this position promptly whilst honouring my engagements.

I would like to discuss whether my start date could be postponed by a week.

This slight adjustment would ensure a smooth transition into role and my ability to be fully present from the get-go.

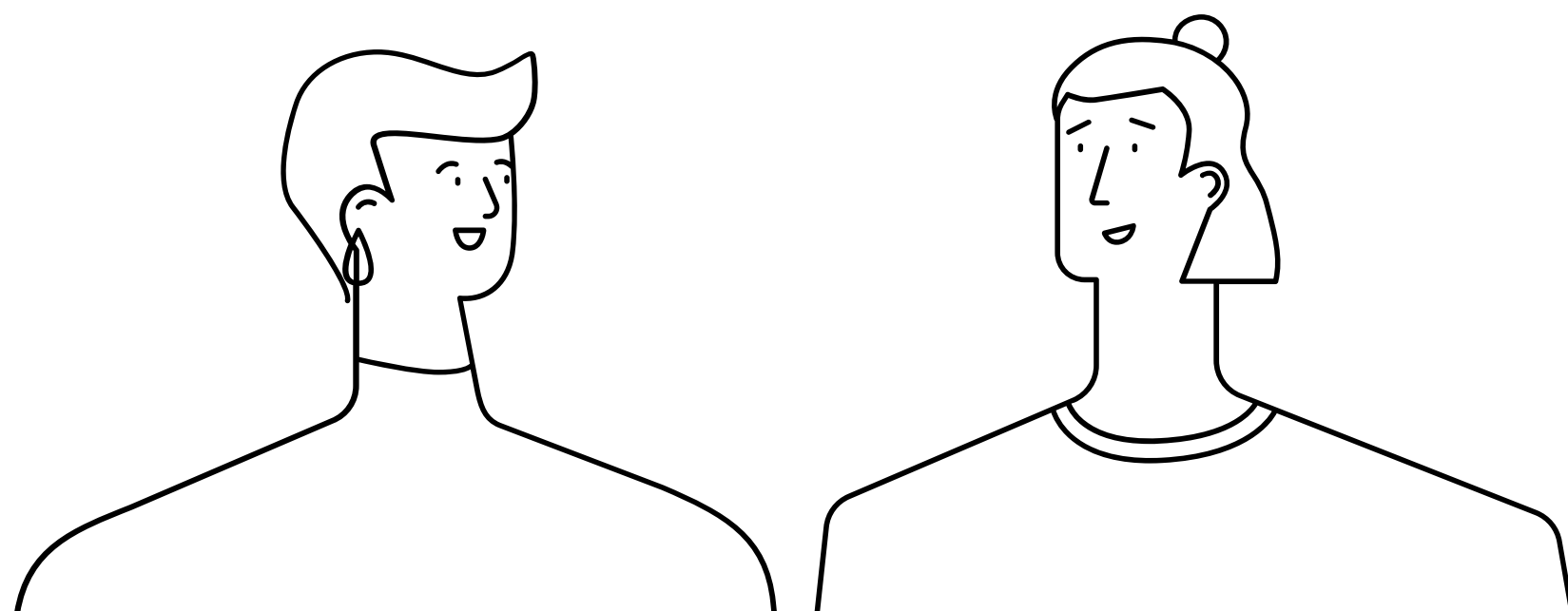


We've already scheduled orientations and training sessions for that week, and it would be difficult to reschedule them.

DEAR MAN:

Negotiating start dates for a new job.

(Making a request)





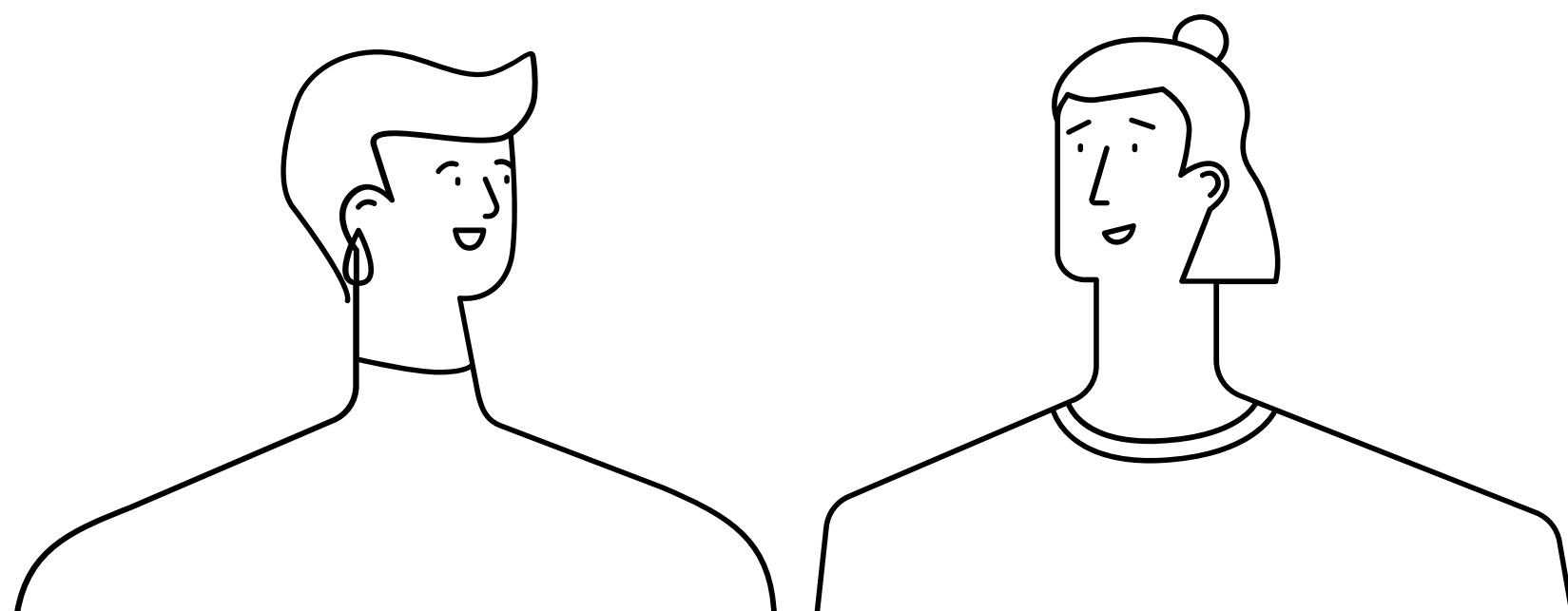
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I understand that rescheduling the training sessions can be inconvenient. I am open to exploring alternative solutions.





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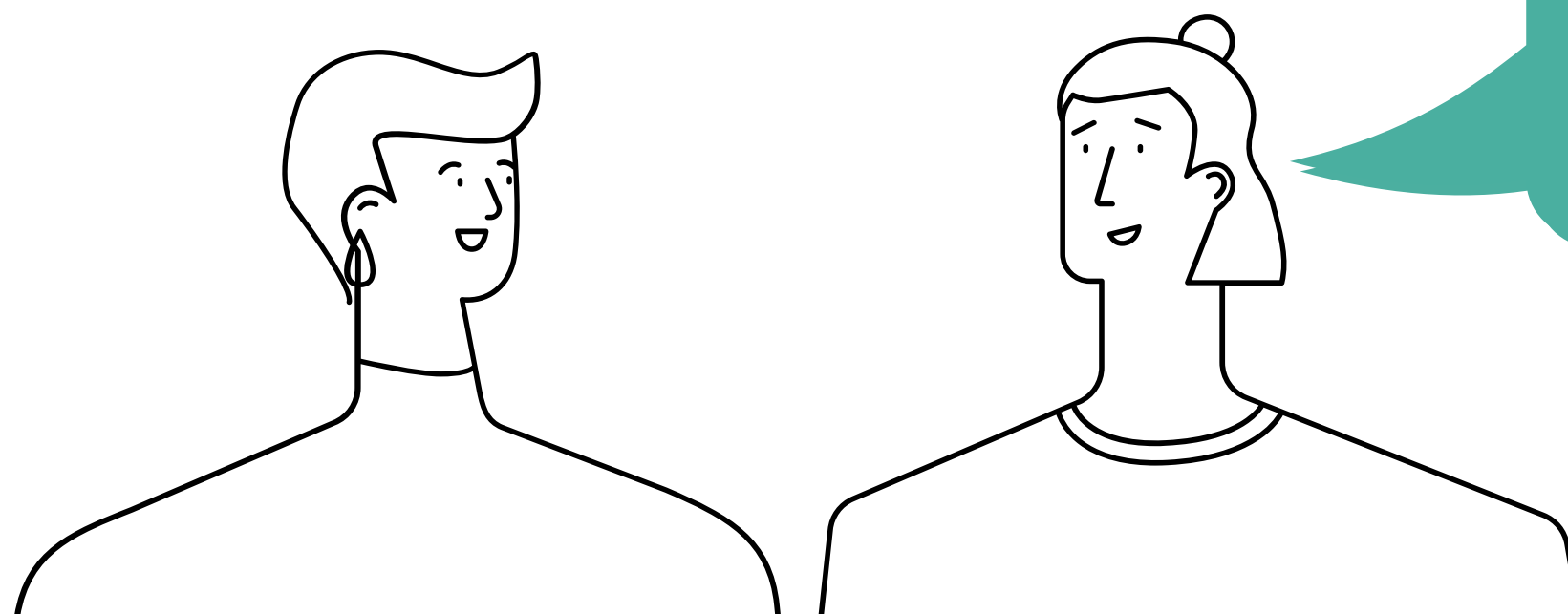
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I understand that rescheduling the training sessions can be inconvenient. I am open to exploring alternative solutions.

For example, I could attend some of the training sessions remotely or work closely with the team to find a suitable time that minimizes any negative impact. I want to ensure I receive the necessary training to contribute fully to the team's success.





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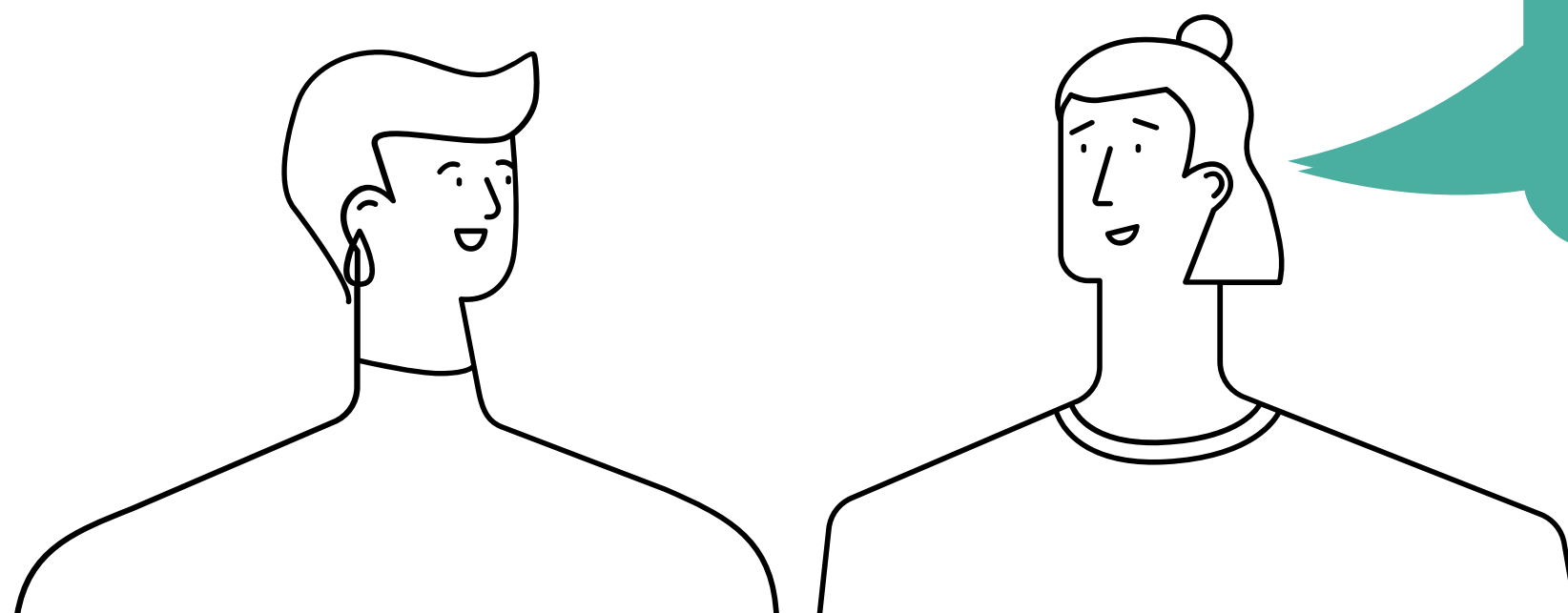
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For example, I could attend some of the training sessions remotely or work closely with the team to find a suitable time that minimizes any negative impact. I want to ensure I receive the necessary training to contribute fully to the team's success.

Let me see what I can do and I'll get back to you.

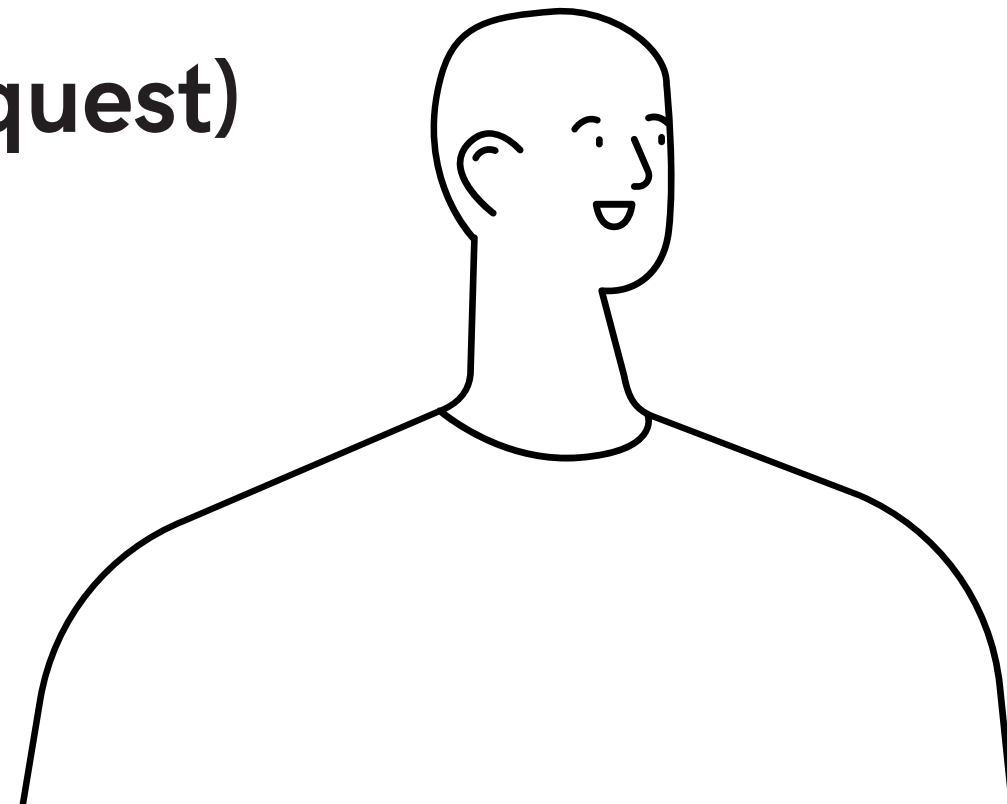




DEAR MAN:

Saying no to working overtime.

(Declining a request)

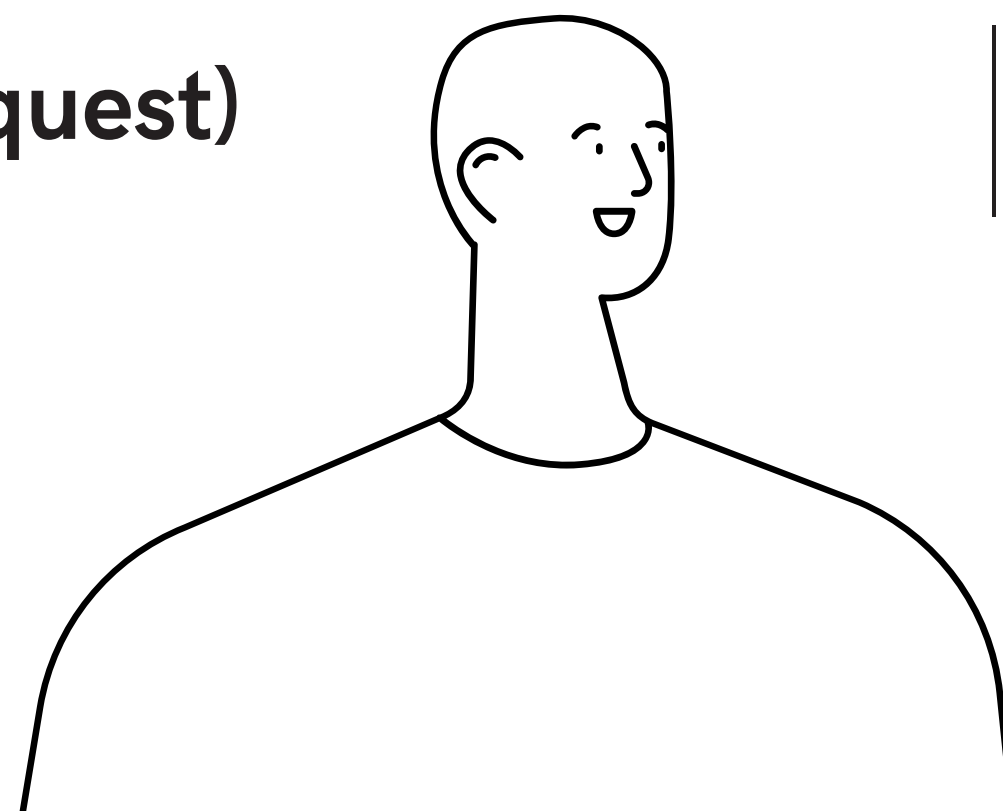




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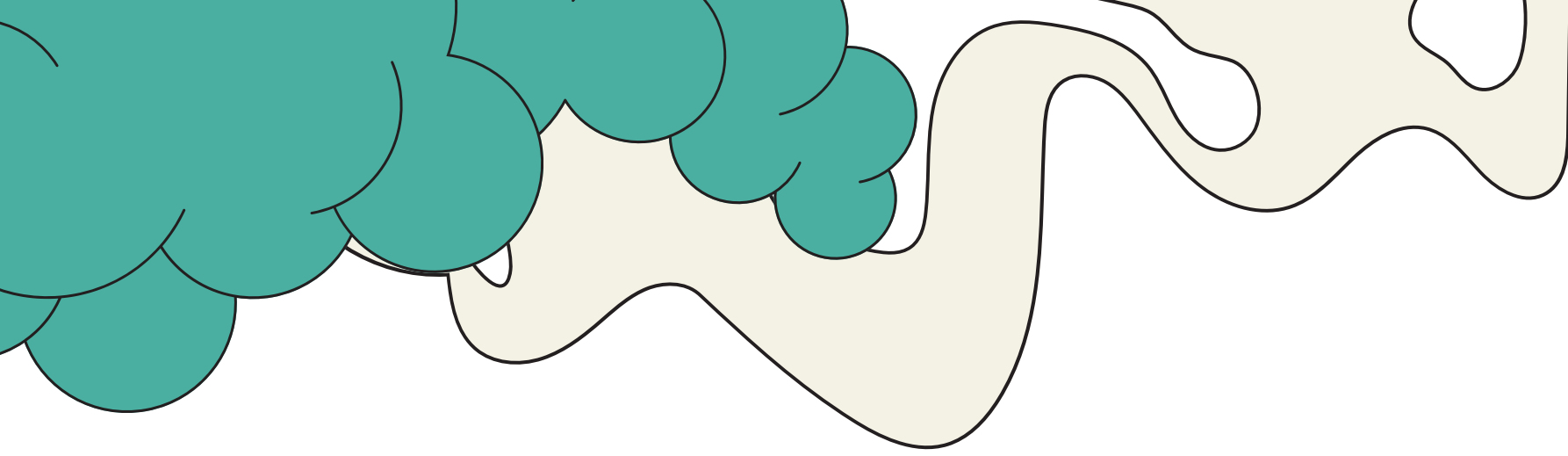


I have had to work an extra 15 hours on top of my work week to complete the extra projects you gave me.

I am starting to feel overwhelmed.

Therefore, I am unable to take on any other extra tasks and work overtime.

This will enable me to continue providing a high-quality service to our clients and avoid burnout.

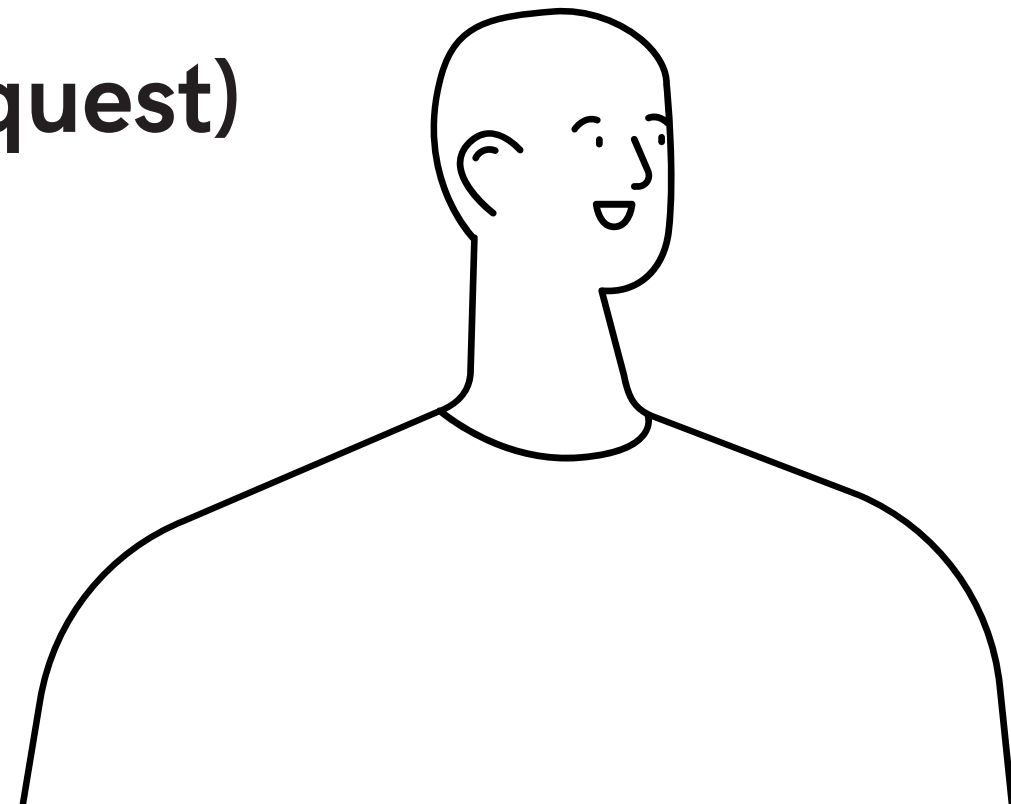


We're in a critical phase, and your involvement is essential for meeting deadlines.

DEAR MAN:

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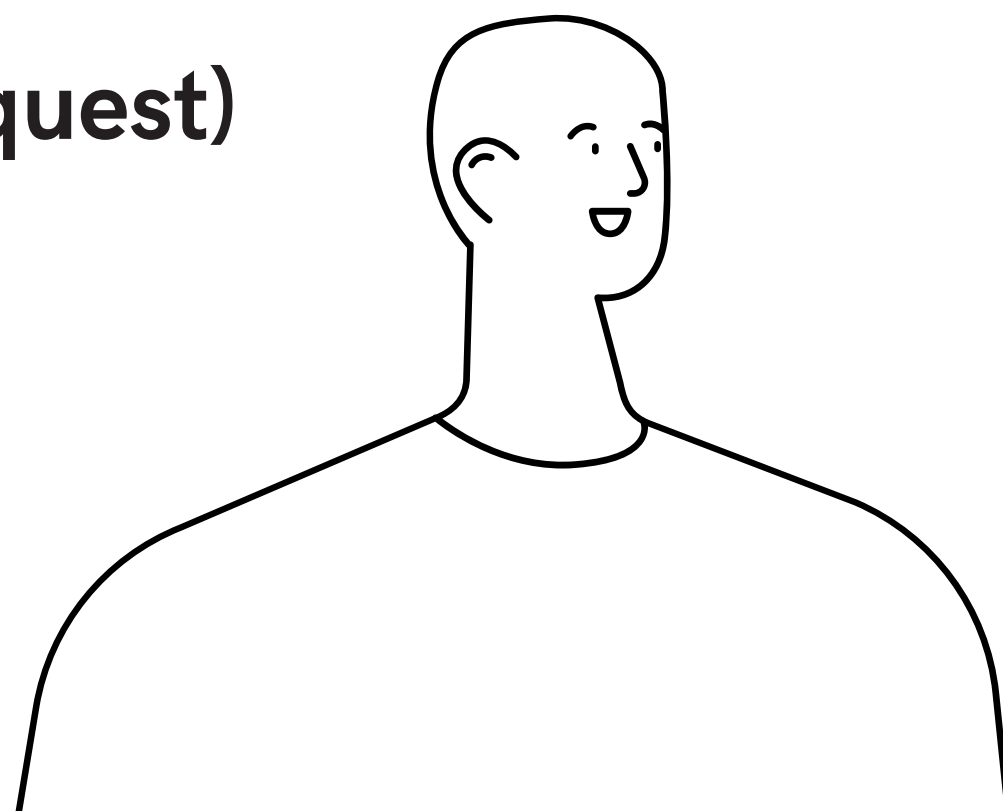


We're in a critical phase, and your involvement is essential for meeting deadlines.

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I understand the urgency, but I believe that by ensuring an appropriate workload, I can deliver the quality results we strive for. Let's review priorities and consider delegating or adjusting deadlines to focus on critical tasks without risking burnout.

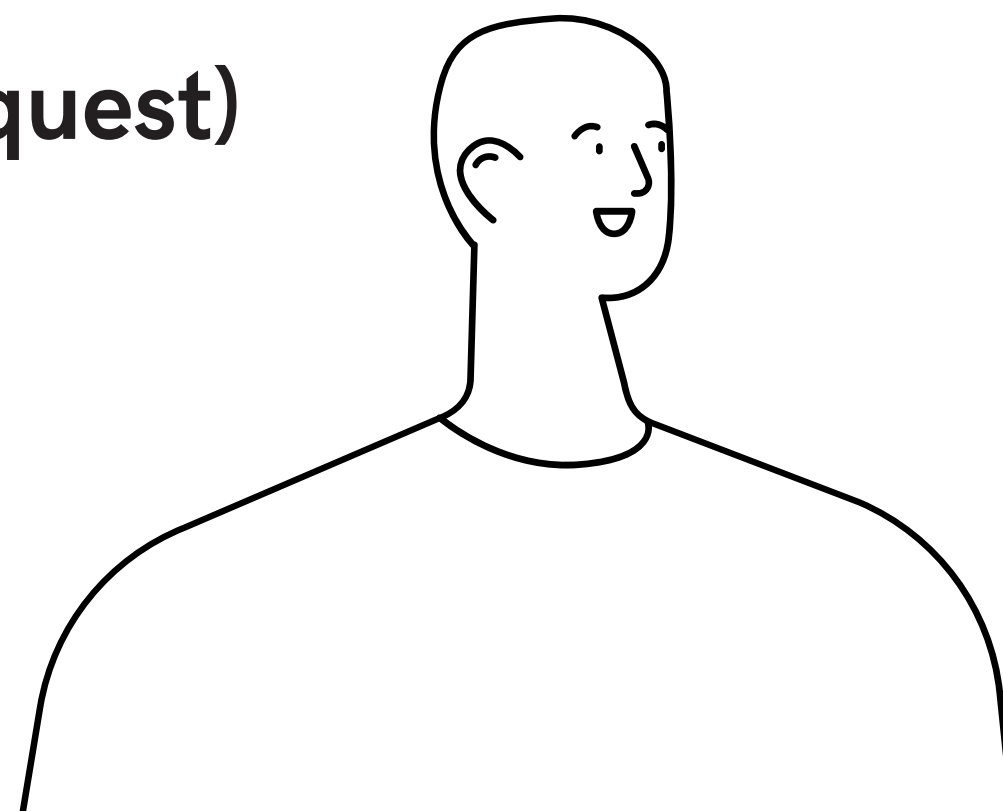


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I don't think that will work.

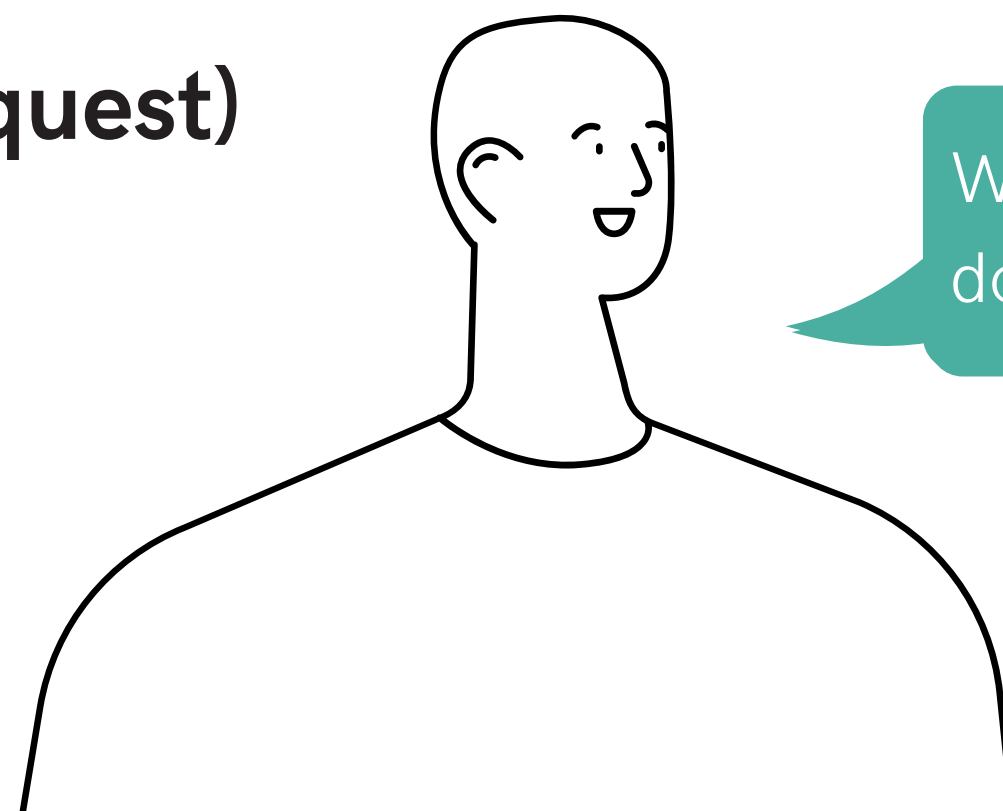


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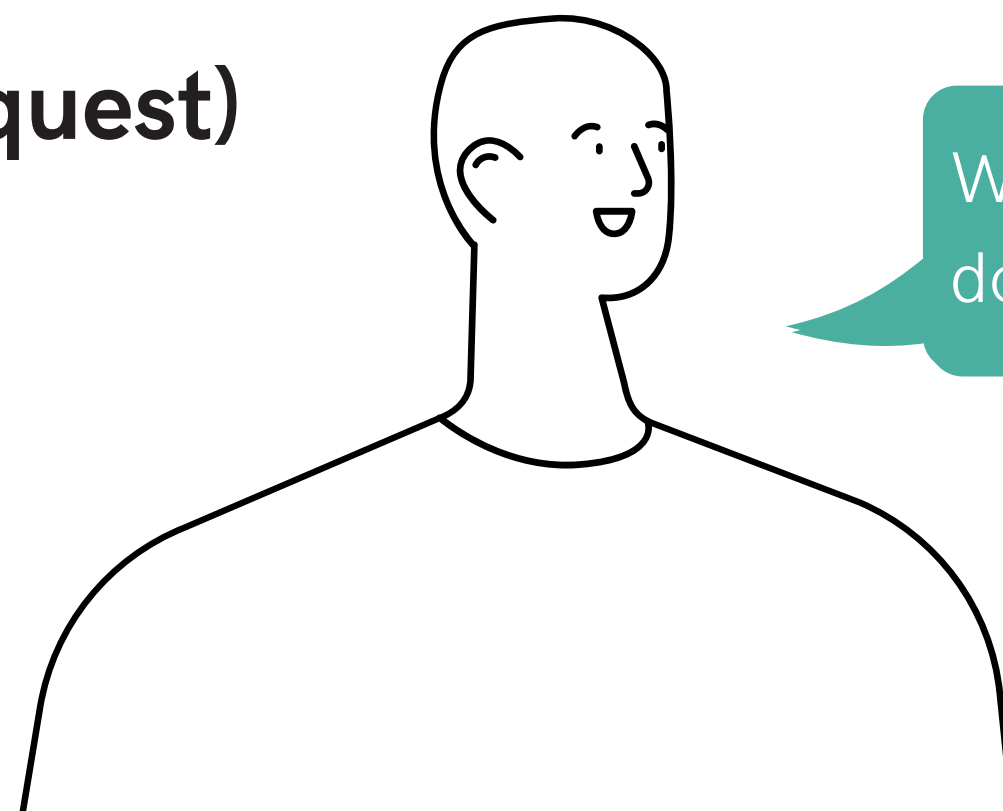
What do you suggest we do?



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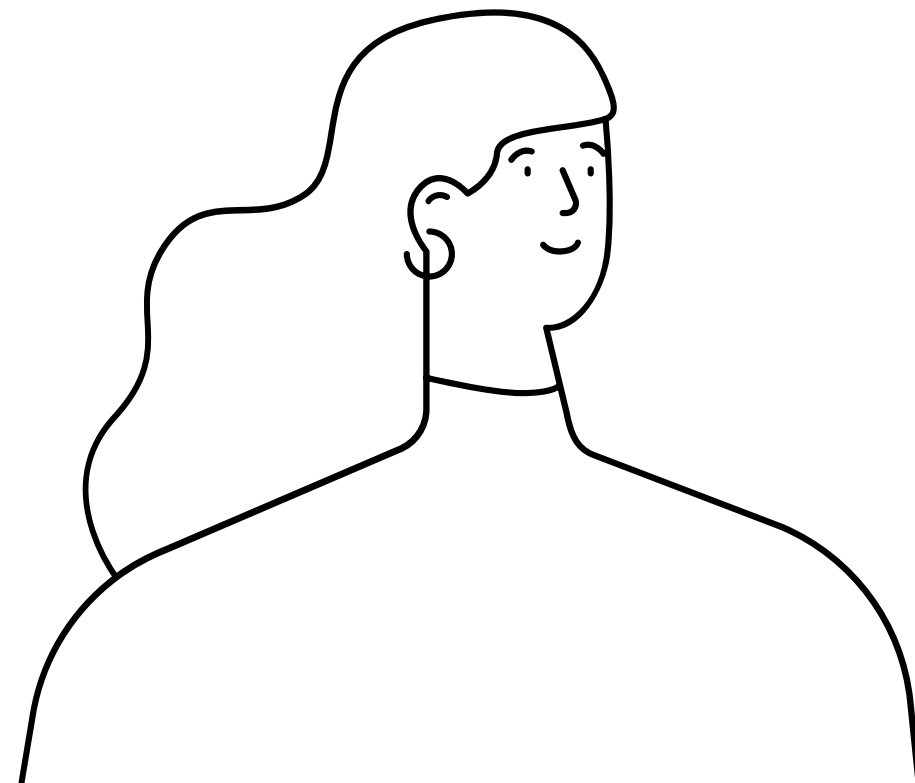
Perhaps we could give extra time off after our deadline is met to compensate for working overtime now?

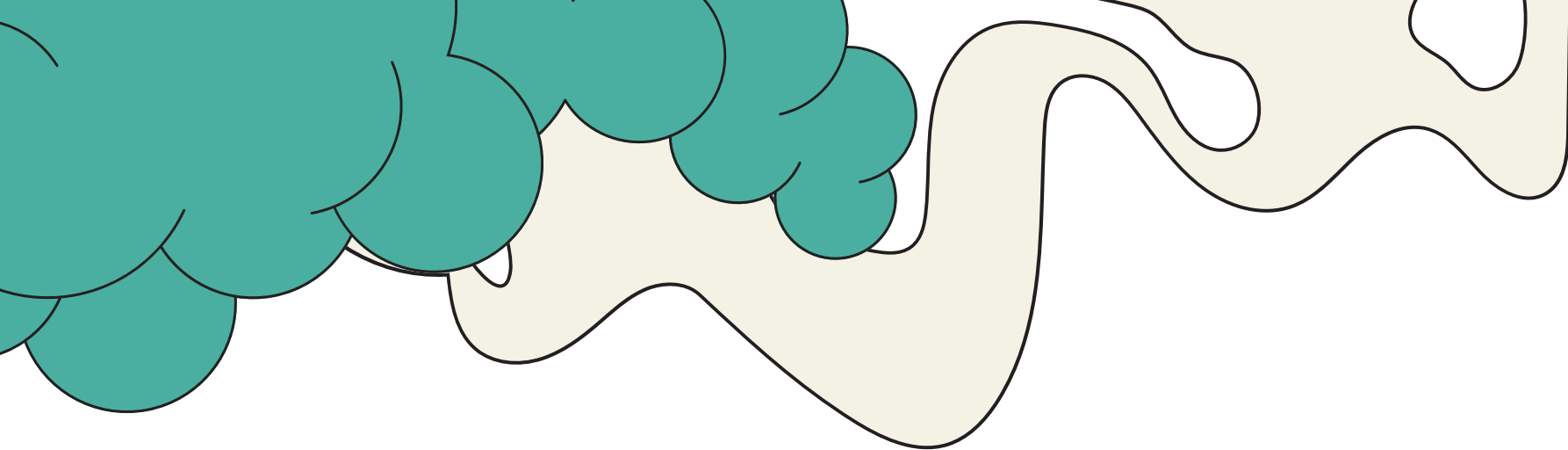


DEAR MAN:

**Asking a colleague to
keep you in the loop.**

(Resolving conflict)

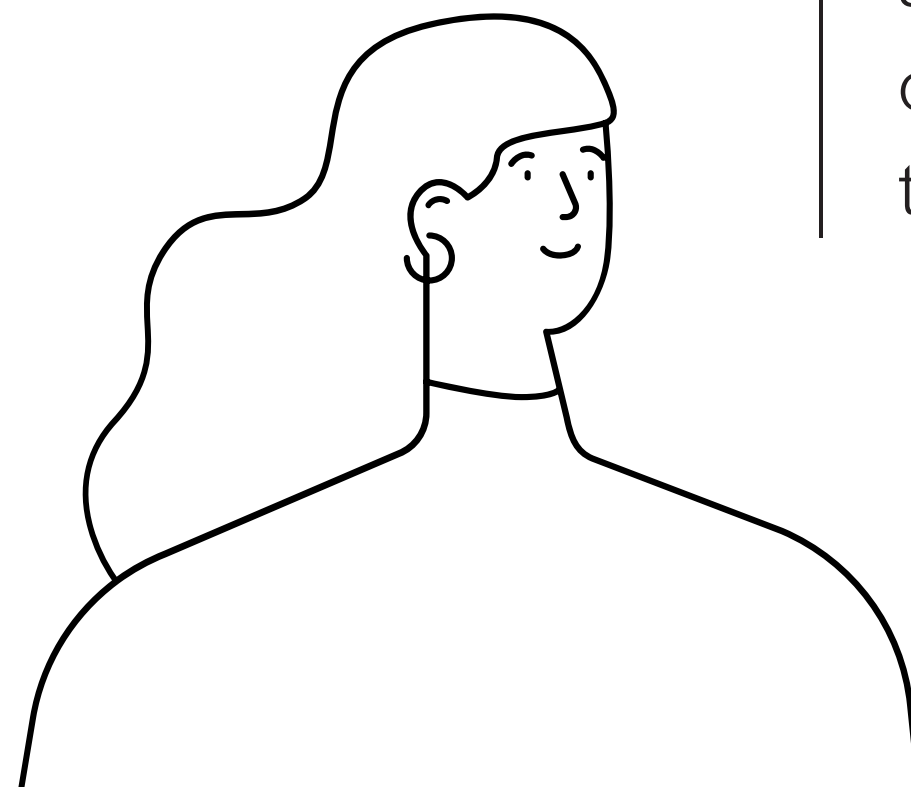




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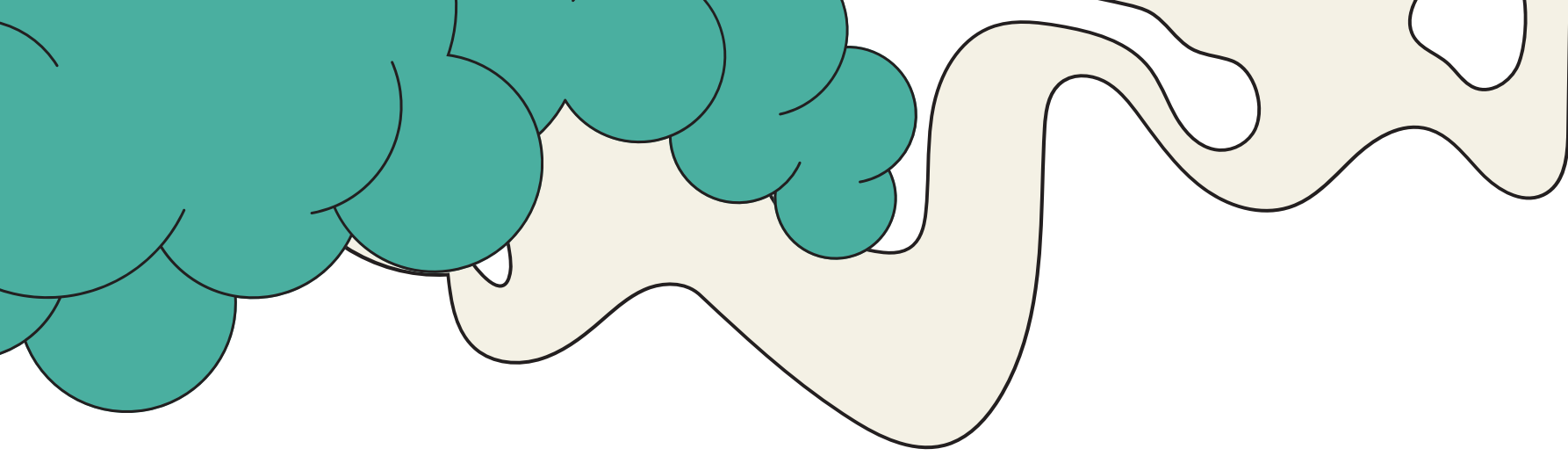


You didn't CC me in an important client email

It made me feel out of the loop and worried about other things I may not be aware of.

would like you to CC me in on all client emails

I think this will really help our working relationship as I will be less stressed, and more understanding of your current workload. I'll also be more likely to help you out if I know what's going on

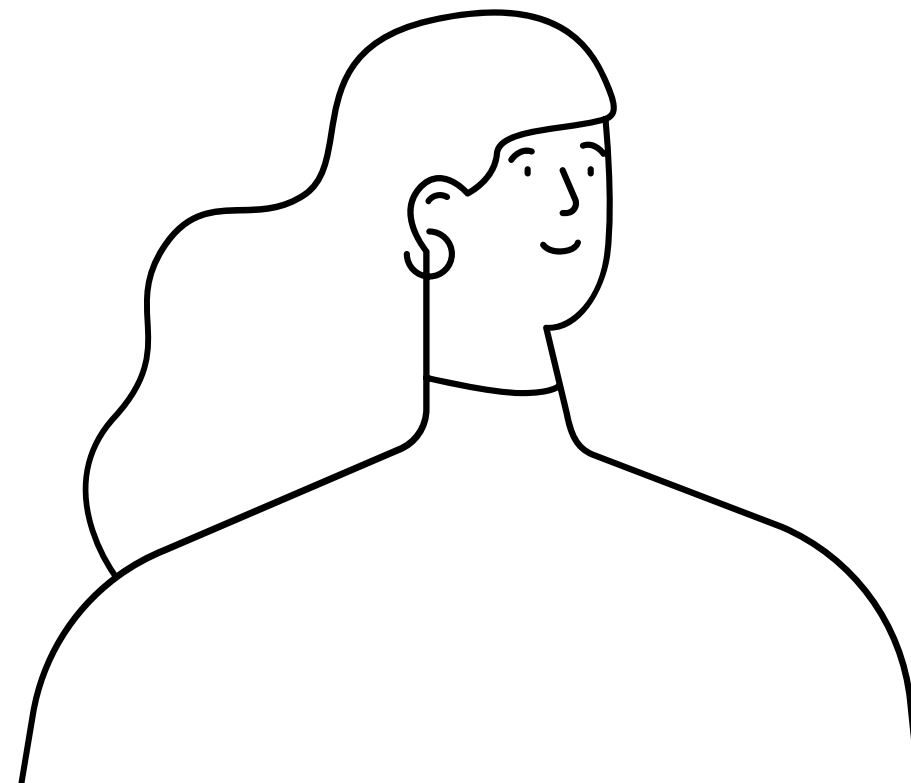


You CC me in too many emails! I get so many emails from you I can't handle it!

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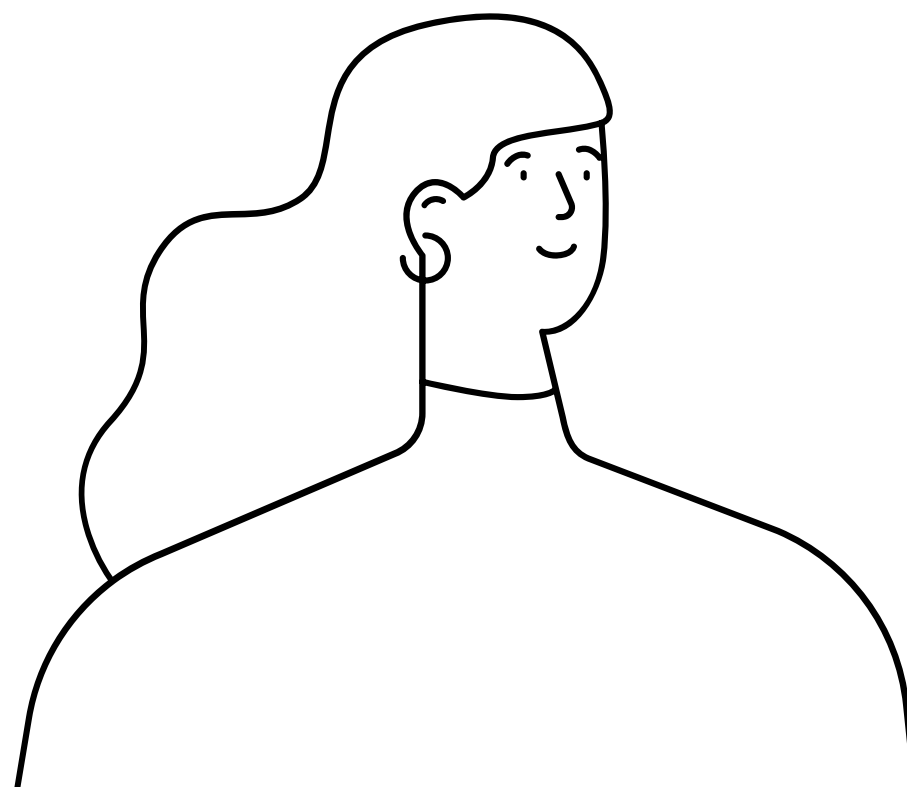


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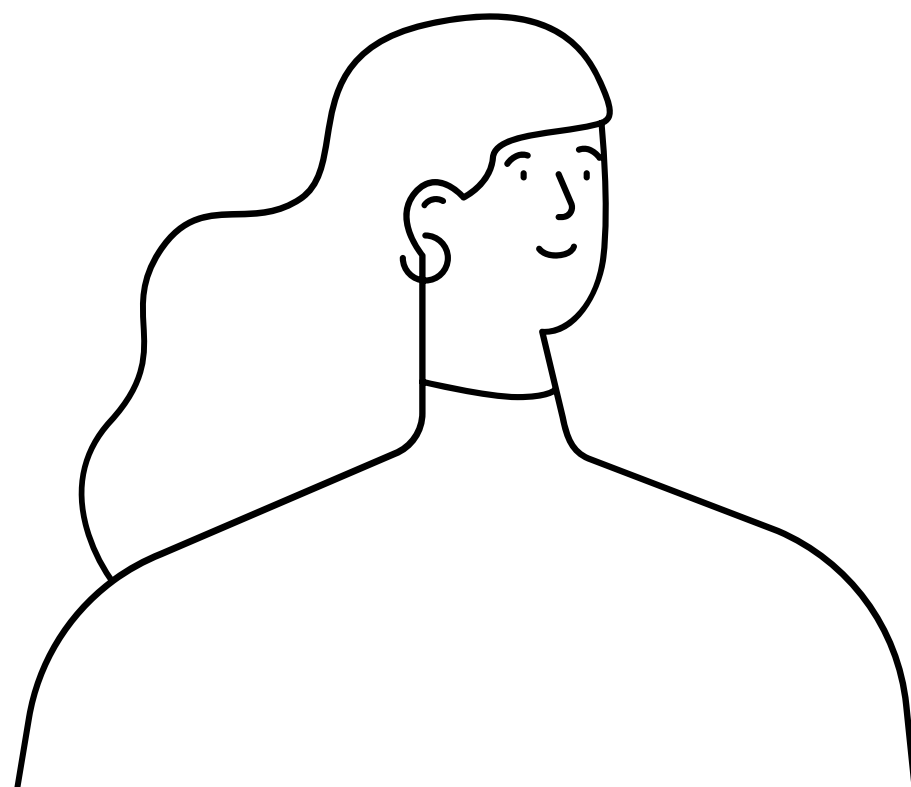


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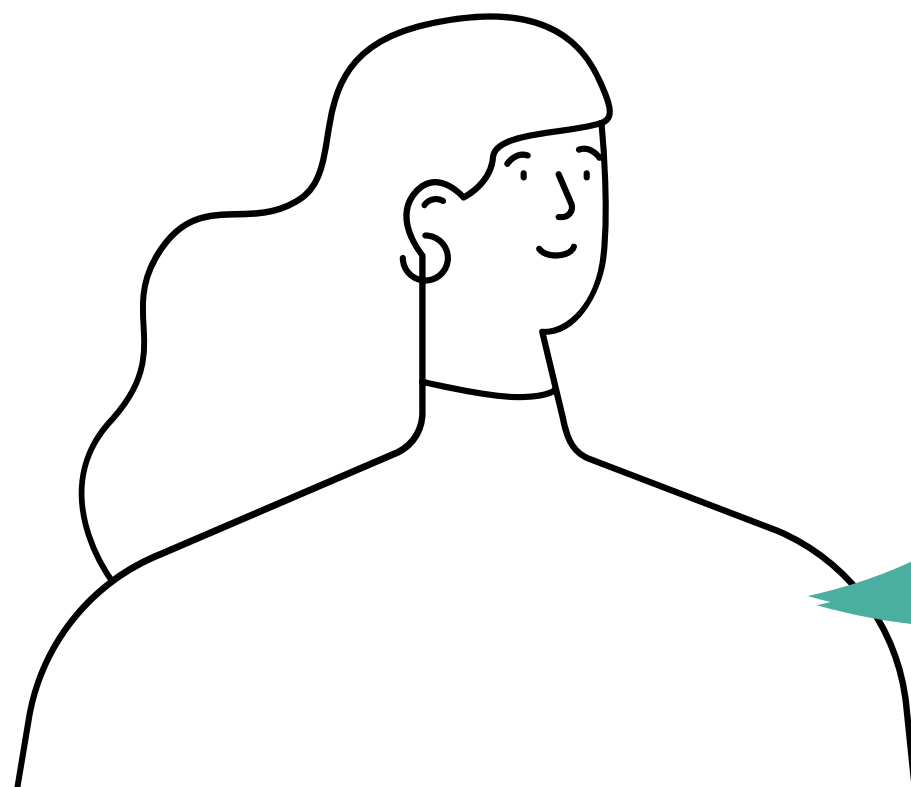
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I'm sorry I don't have the time. It's not important enough. Can't you see I'm busy?

This is important to me and we're going to have this discussion. I'd like you to listen to my reasons before you dismiss them completely.



DEAR MAN: A SIMPLE COMMUNICATION TOOL FOR WORKPLACE SUCCESS



D ESCRIBE

E XPRESS

A SSERT

R EINFORCE

M INDFULLY

A PPEAR CONFIDENT

N EGOTIATE

A



B



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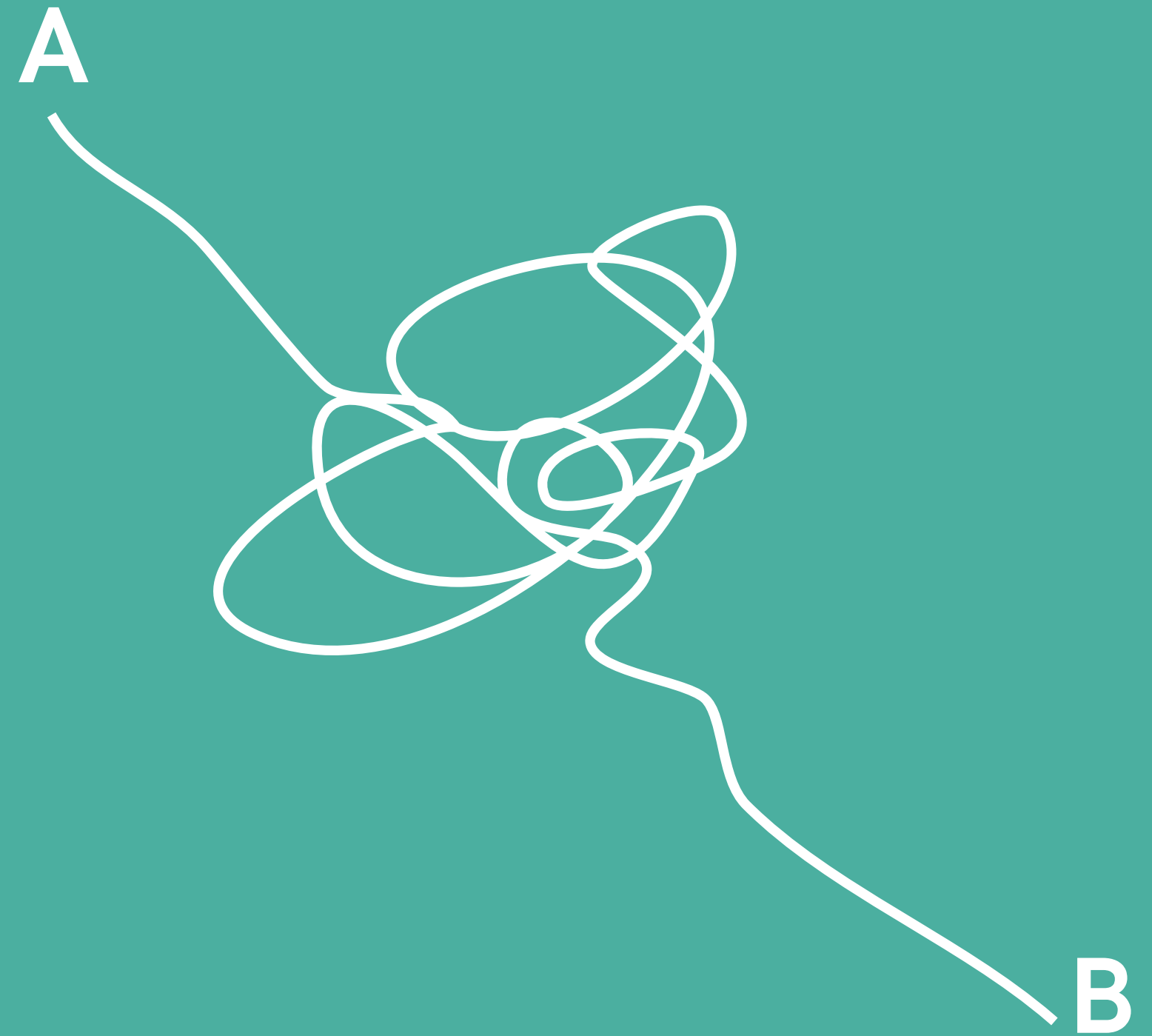
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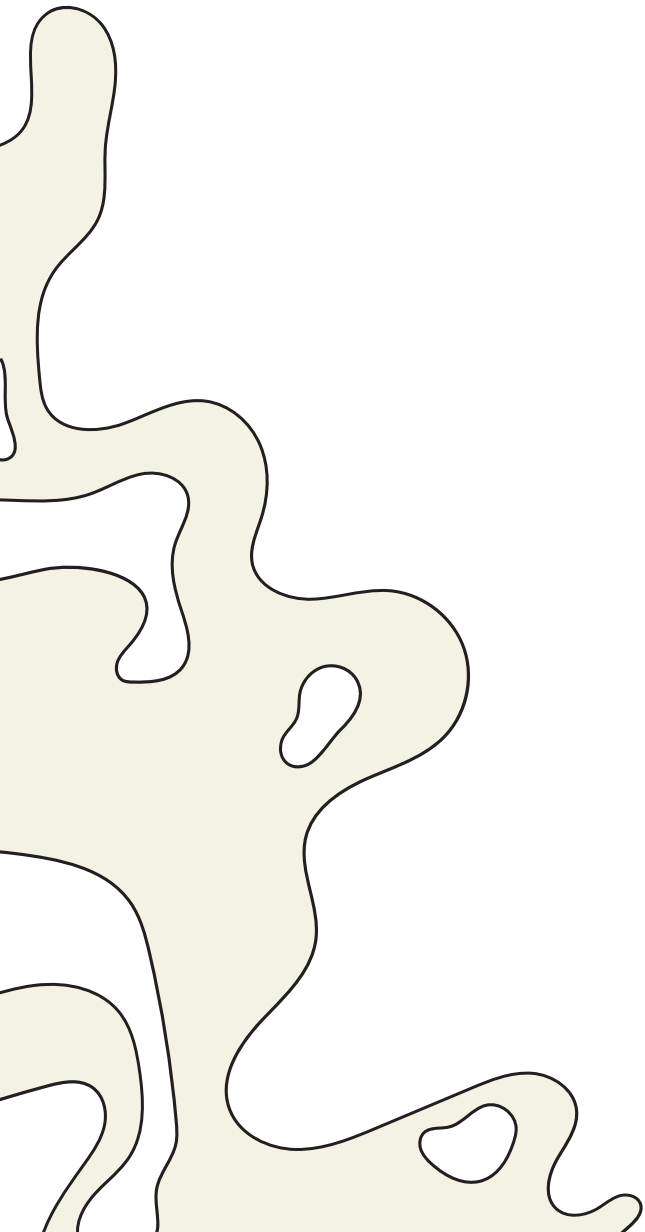
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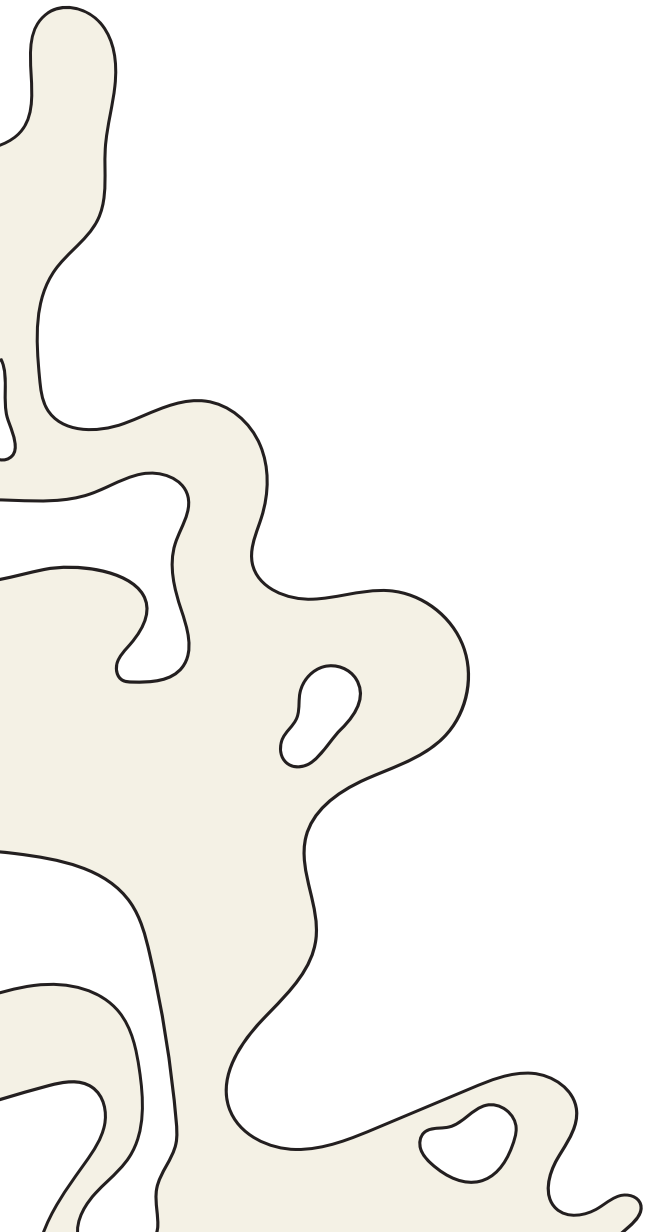




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DEAR MAN belongs to a constellation of other skills that increase interpersonal effectiveness; both in the workplace and beyond.





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IF YOU'RE INTERESTED IN LEARNING MORE...





Additional Resources



More DBT Interpersonal Skills:



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Acronyms: FAST, GIVE & DIME GAME



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To get in touch with me, download these slides, or learn more about DBT:



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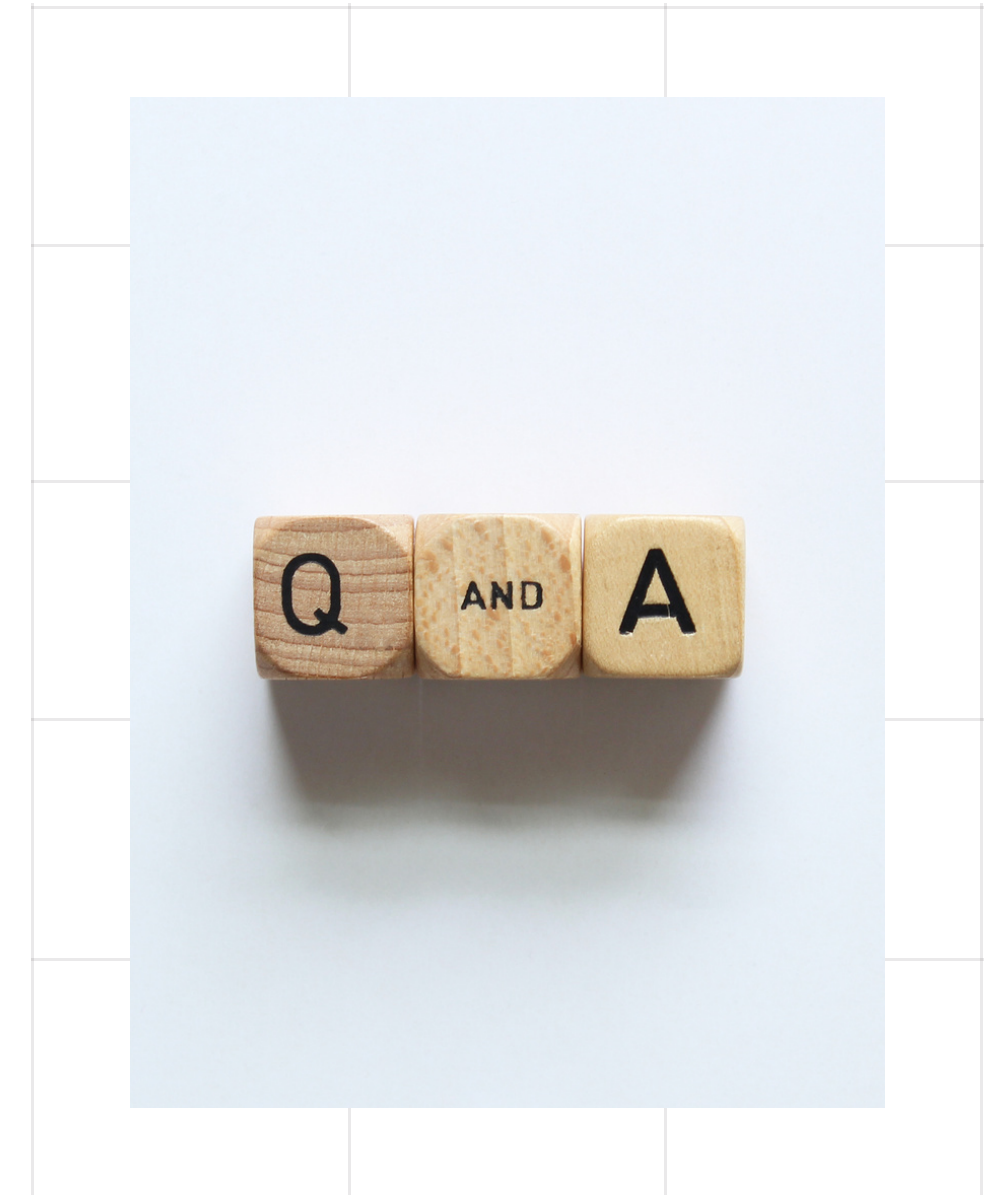
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**Thank you for
joining me today!**