**DEAR MAN**

**D- DESCRIBE**

* Facts only
* Lays the ground work
* “I noticed that…”
* No evaluations or interpretations
* If you were a fly on the wall having watched in interaction, the fly would agree with what you are saying

**E – EXPRESS**

* Express emotions
* Can choose from many different emotions you may be experiencing
* Don’t express opinions or judgments, interpretations
* “I feel \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_...”
* Don’t follow “feel” with “like” or “that”

**A – ASSERT**

* Express your needs or say no
* “I would like/would appreciate/need…”
* Intensity of asking or saying no depends on many factors (whether you have the authority, how many times you’ve asked, the urgency of the situation, etc)

**R – REINFORCE**

* What’s in it for the other person?
* “If you can \_\_\_\_\_\_\_\_\_\_\_ (honor request), then \_\_\_\_\_\_\_\_\_\_\_\_\_\_(payoff to them)…”