Dialectical Behaviour Therapy Communication Skills

**GIVE skills** are for keeping and maintaining healthy relationships

- How do I want others to feel about me?
- Learning to maintain respect and liking from people I care about and people who have authority in my life (e.g. teacher, manager)

**Gentle**

**Interested**

**Validate**

**Easy manner**
**GIVE skills** are for keeping and maintaining healthy relationships

**Gentle:**
- Be nice and respectful
- Don’t attack, use threats or judgments
- Accept a “no” when you ask for something

**Interested:**
- LISTEN (mindfully) and act interested in what the other person is saying
- Listen to the other’s point of view, opinion, reason for saying “no” or asking you to do something
- Don’t interrupt or talk over them
- Don’t make faces
- Make good eye contact
- Practice **WHAT & HOW** skills

**Validate:**
- Show that you understand the other person’s opinion or feelings
- Be non-judgmental out loud
- “I can understand how you feel” “I realise this is hard for you” “I see you are busy”
- Use reflective listening

**Easy manner:**
- SMILE, use humour and laughter, be light hearted
- Use non-threatening body language
- Leave your attitude at the door
**DEAR MAN skills** are for expressing what I want and getting the best from a situation

- What do I want? What do I need?
- Asking for something, resolving problems & ensuring I am listened to

**Describe** | **Mindful**
---|---
**Express** | **Appear confident**
**Assert** | **Negotiate**
**Reinforce**
**DEAR MAN skills** are for expressing what I want and getting the best from a situation

**Describe:**
- Describe the situation & stick to the facts

**Express:**
- Express your feelings using I statements (“I would like…” “I feel…”)
- Do not assume the other person knows what you feel
- Stay away from “you should…”

**Assert:**
- Ask for what you want or say “no” clearly
- Remember the other person can’t read your mind

**Reinforce:**
- Reward (reinforce) the person ahead of time by explaining the positive effects of getting what you want
- Also reward the person afterwards

**Mindful:**
- Keep your focus on what you want avoiding distractions
- Come back to your assertion over and over
- Ignore attacks & keep making your point

**Appear confident:**
- Make (and maintain) eye contact
- Use a confident tone & don’t whisper, mumble or say “whatever”

**Negotiate:**
- Be willing to GIVE TO GET
- Ask for the other person’s input
- Offer alternative solutions to the problem
- Know when to agree to disagree and walk away

Excerpt from Dialectical Behaviour Therapy skills group booklet developed in conjunction with the Prince of Wales Hospital – Adolescent Service
**FAST skills** are for keeping your self-respect in relationships

- How do I want to feel about myself after an interaction
- Using my values and beliefs to guide actions that will make me feel good about myself

**Fair**

**Apologies**

**Stick to values**

**Truthful**
**FAST skills** are for keeping your self-respect in relationships

**(be) Fair:**

- Be fair to yourself and to the other person
- Keep your sense of balance and clarity

**(no) Apologies:**

- Don’t over (or under) apologise
- Don’t apologise for making a request, having an opinion, disagreeing, or being alive

**Stick to your VALUES:**

- Stick to your own values and opinions
- Don’t sell out your values or integrity
- Be clear on what you believe is a moral or valued way of thinking or acting and stand your ground
- Take our time to figure out your position if you need to, don’t rush

**(be) Truthful:**

- Don’t lie
- Don’t act helpless when you are not
- Don’t make up excuses, assertive honesty will serve you best

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