Welcome

Toolbox: Webisode Sixteen

Interpersonal Effectiveness: Evaluating Options for Saying No or Asking for Things

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WHAT WE DO

Youth Eastside Services (YES) is the leading behavioral health service provider for children and youth, ages birth to 22, and their families in East King County.

MISSION

Youth Eastside Services (YES) is a lifeline for kids and families coping with challenges such as emotional distress, substance abuse and violence. Through intervention, outreach and prevention, YES builds confidence and personal responsibility, strengthens family relationships, and advocates for a safer community that cares for its youth.

SERVICES

YOUTH & FAMILY
MENTAL HEALTH COUNSELING

SUBSTANCE USE & CO-OCCURRING
DISORDER COUNSELING

COMMUNITY EDUCATION &
PREVENTION PROGRAMS

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REACH OUT TO SOMEONE ELSE

KING COUNTY CRISIS LINE (24/7)

1-866-427-4747 or 206-461-3222

TEEN LINK (6-10pm nightly)

1-866-TEENLINK or 1-866-833-6546 or teenlink.org

CRISIS TEXT LINE (24/7)

Text HOME to 741741

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DELANEY KNOTTNERUS

School Based Behavioral
Health Coordinator
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CAILYN GRIFFITH

Behavioral Health Support
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LMHCA, SUDPT, MHP

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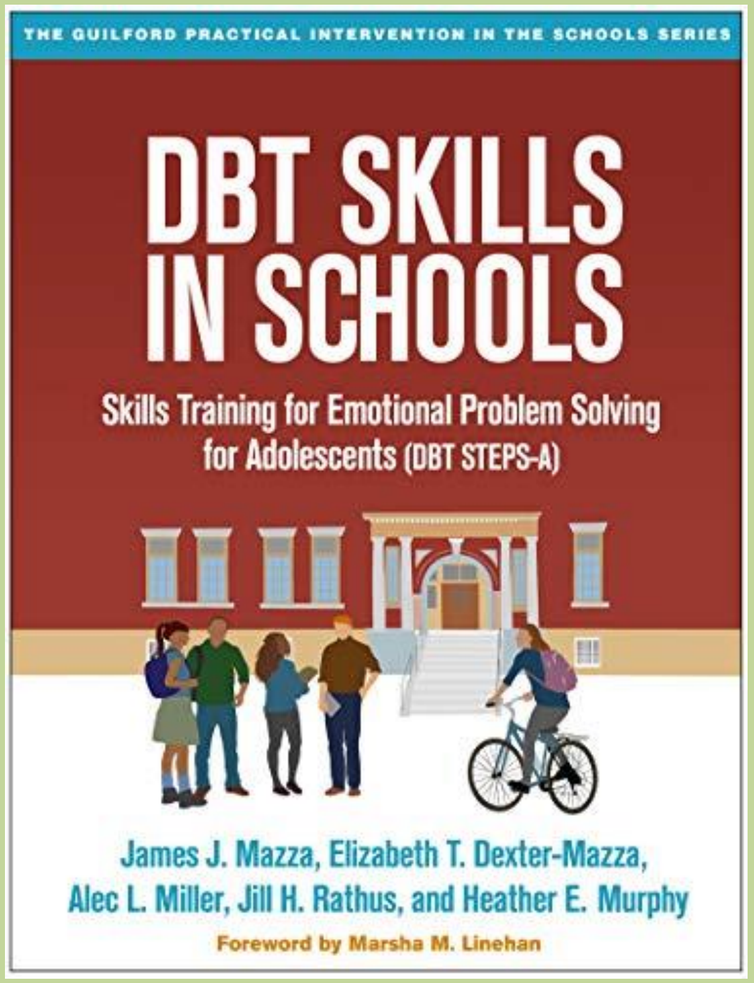
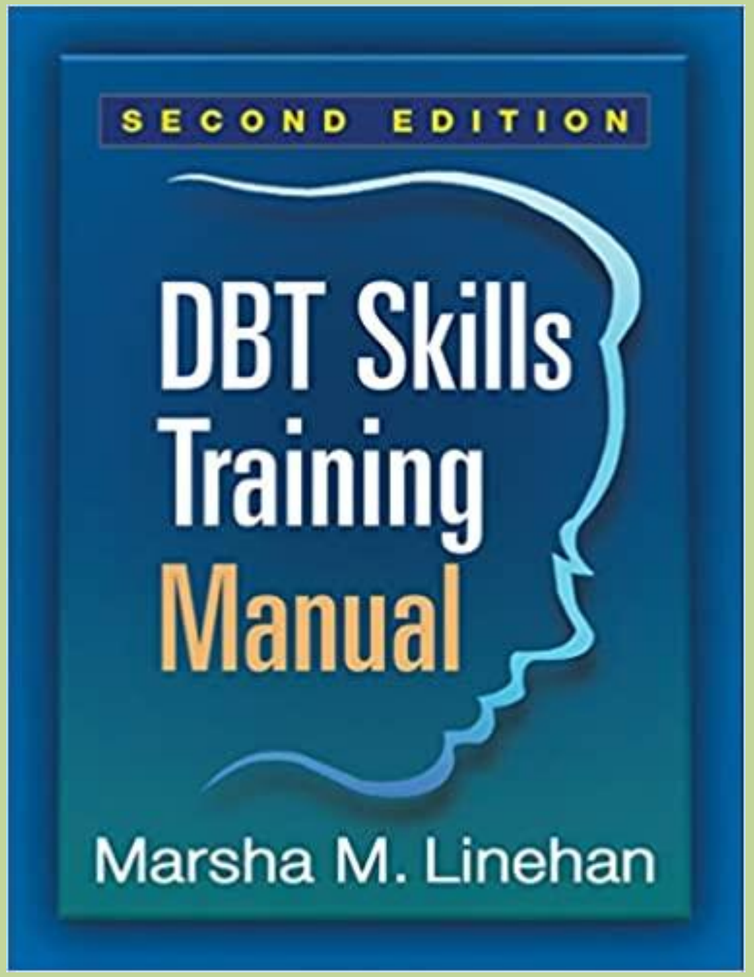
The Materials





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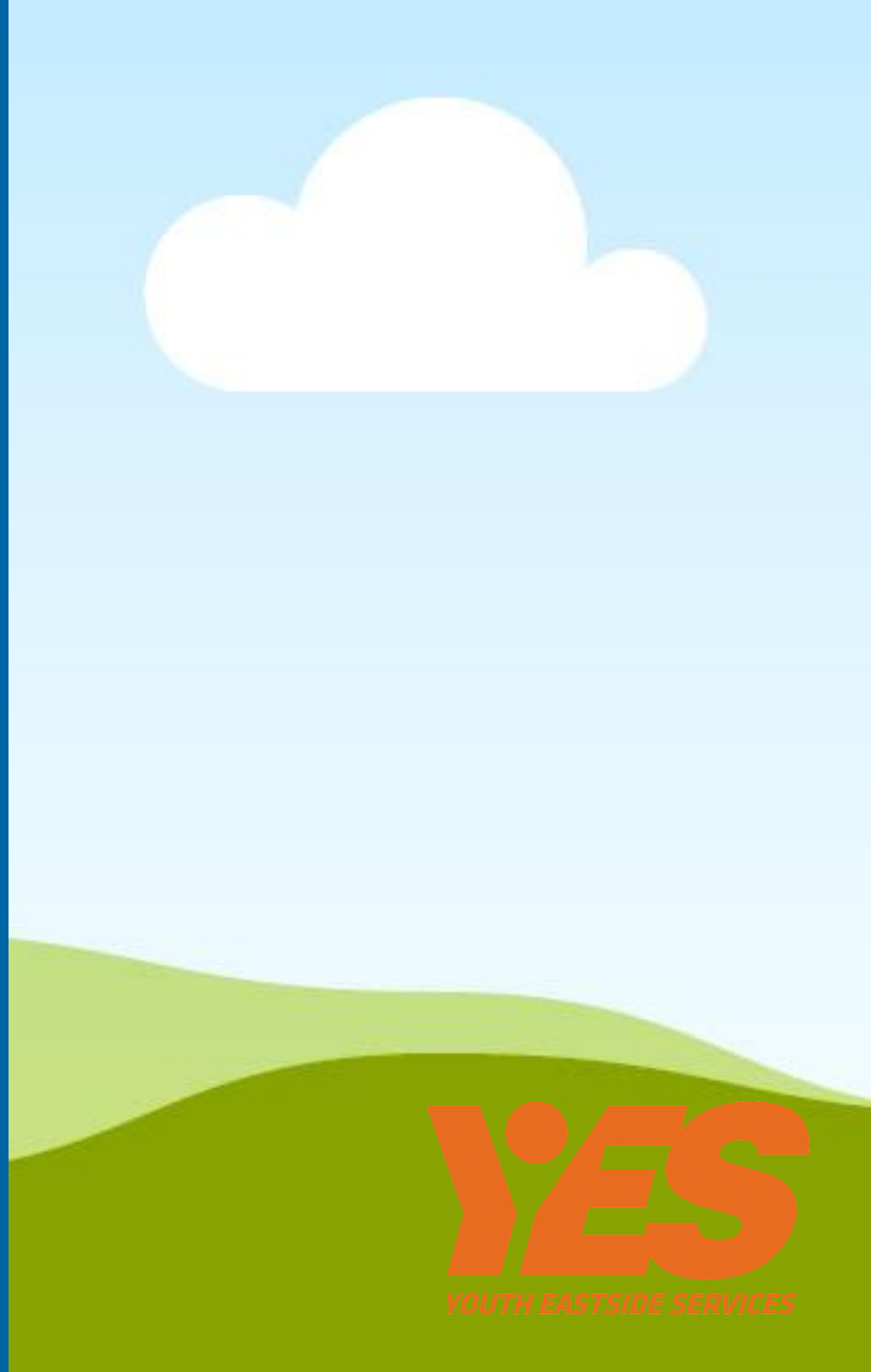
Today's Agenda

- Mindfulness
- Interpersonal Effectiveness Goals
- Evaluating Options for Saying No
- Asking for Things
- At Home Practice
- Q&A

Week 16 of 16 Week Series
July 29nd 2021



Your Toolbox:

Mindfulness

- Thinking Dialectically
- Wise Mind
- Observe
- Describe
- Participate
- Nonjudgmentally
- One-Mindfully
- Effectively

Distress Tolerance

- ACCEPTS
- TIPP
- Self-Soothe
- IMPROVE
- Pros & Cons
- Radical Acceptance

Emotion Regulation

- Functions of Emotions
- Describing Emotions
- Check the Facts
- Opposite Action
- ABC PLEASE
- The Wave Skill

Interpersonal Effectiveness

- GIVE
- FAST
- DEAR MAN
- ★ Evaluating Options for Saying No or Asking for Things

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Mindfulness

Let's Practice

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Interpersonal Effectiveness Goals

1) Meeting your Objectives

2) Maintaining and Improving your Relationships

3) Maintaining and Increasing your Self-Respect

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Have you ever...

- *Had a situation where you wanted something REALLY BADLY, but you asked for it too lightly, or quickly took no for an answer when you really, really wanted it and thought you deserved it?*

- *Asked for something so strongly that the other person couldn't say no to you because you wouldn't accept no for an answer?*

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Evaluating Options for Either Saying No or Asking for Something

1. Decide whether it is appropriate to ask for something or say no to something right now
2. Determine HOW INTENSELY we should ask for something or say no to something
3. Use GIVE, FAST, DEAR MAN as appropriate

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Behavioral "Intensity" Characteristics

"Low Intensity"

- Avoiding eye contact
- Low voice tone
- Hinting without being direct
- Giving in quickly

"High Intensity"

- Refusing to negotiate
- Louder voice tone
- Being firm
- Not hearing the other person's ideas

Take a moment to think about where you tend to fall on this spectrum

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OPTIONS

Low intensity (let go, give in)

Asking	Intensity Level	Saying no
Don't ask; don't hint.	1	Do what the other person wants without being asked.
Hint indirectly; take no.	2	Don't complain; do it cheerfully.
Hint openly; take no.	3	Do it even if you're not cheerful about it.
Ask tentatively; take no.	4	Do it, but show that you'd rather not.
Ask gracefully, but take no.	5	Say you'd rather not, but do it gracefully.
Ask confidently; take no.	6	Say no confidently, but reconsider.
Ask confidently; resist no.	7	Say no confidently; resist saying yes.
Ask firmly; resist no.	8	Say no firmly; resist saying yes.
Ask firmly; insist; negotiate; keep trying.	9	Say no firmly; resist; negotiate; keep trying.
Ask and don't take no for an answer.	**10**	**Don't do it.**

High intensity (stay firm)

Intensity depends on the situation, and it's important to keep in mind that what works in one situation may not work as well in another.

For Example:

- *Saying no to a younger sibling versus saying no to your parents*

- *Asking your partner for something versus asking your boss*

- *Asking your parent for something when they're having a good day, versus when they're having a bad day*

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10 Factors to Consider

1. *The other person's or your own capability*
2. *Your priorities in the exchange*
3. *The effect of your actions on your self-respect*
4. *You and the other person's moral and legal rights*
5. *Your authority over the other person (or vice versa)*
6. *The type of relationship you have with this person*
7. *The effect of your action on long- and short-term goals*
8. *The degree of give and take in your Relationship*
9. *If you've done your homework to prepare*
10. *The timing of your request or refusal*

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Deciding How Strongly to Ask Something

Capability	Is this person able to Give or Do what I want?	
Priorities	Is getting my objective more important than my relationship with this person?	
Self Respect	Will asking for help make me feel competent and self-respecting?	
Rights	Is the person required by law or moral code to do or give me what I want?	
Authority	Am I responsible for telling this person what to do?	

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Deciding How Strongly to Ask Something

Relationship	Is what I want appropriate for this relationship?	
Goals	Is asking important to a long-term goal?	
Give and Take	Do I give as much as I get with this person?	
Homework	Do I know what I want and have the facts I need to support my request?	
Timing	Is this a good time to ask? (Is the person in the right mood?)	

Total Value of Asking: Number of "Yes"s (Adjusted +/- for Wise Mind)	_____

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For Example: I want to ask my parents for a cat.

Capability		Relationship	No
Priorities	No	Goals	No
Self-Respect	No	Give and Take	No
Rights	No	Homework	
Authority	No	Timing	
		Total	3/10

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For Example: I want my Teacher to review a test with me

Capability		Relationship	
Priorities	?	Goals	
Self-Respect		Give and Take	?
Rights		Homework	
Authority	No	Timing	
		Total	7-9/10

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Using your Score to Determine Intensity

1	Don't Ask; Don't Hint
2	Hint indirectly; take no
3	Hint openly; take no
4	Ask Tentatively; take no
5	Ask gracefully, but take no
6	Ask confidently; take no
7	Ask confidetnly; resist no
8	Ask firmly; resist no
9	Ask firmly; insist; negotiate; keep trying
10	Ask and don't take no for an Answer

Cat Example
Score : 3

Reviewing a Test Example
Score : 7-9

Don't Forget you can always decide to adjust the score using your WISE MIND

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Deciding How Strongly to Say No

Capability	Can I give the person what is wanted?	
Priorities	Is my relationship more important than saying No?	
Self Respect	Will saying no make me feel badly about myself?	
Rights	Am I required (ex/ by law) to give or do what is wanted, or does saying no violate this person's rights?	
Authority	Is the other person responsible for telling me what to do?	

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Deciding How Strongly to Say No

Relationship	Is what the other person is requesting of me appropriate to my relationship with them?	
Goals	In the long term, will I regret saying no?	
Give and Take	Do I owe this person a favor? (does this person do a lot for me?)	
Homework	Do I know what I am saying no to? (Is the other person clear about what is being asked for?)	
Timing	Should I wait a while before saying no?	

Total Value of Declining: Number of "No"s (Adjusted +/- for Wise Mind)	_____

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For Example: Saying no when your parents ask you to babysit your sibling during their date night

Capability	Yes	Relationship	Yes
Priorities	Yes	Goals	
Self-Respect		Give and Take	Yes
Rights	?	Homework	Yes
Authority	Yes	Timing	N/A
		Total	2-3/10

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For Example: Declining to give someone your number

Capability	Yes	Relationship	
Priorities		Goals	
Self-Respect		Give and Take	
Rights		Homework	Yes
Authority		Timing	
		Total	**8/10**

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Using your Score to Determine Intensity

1	Do it without being asked
2	Don't complain; do it cheerfully
3	Do it, even if you're not cheerful about it
4	Do it, but show that you'd rather not
5	Say you'd rather not, but do it gracefully
6	Say no firmly; but reconsider
7	Say no confidently; resist saying yes
8	Say no firmly; resist saying yes
9	Say no firmly; resist; negotiate; keep trying
10	Don't do it

Babysitting Example
Score : 2-3

Phone Number Example
Score : 8

Don't Forget you can always decide to adjust the score using your WISE MIND

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At Home Practice:

Choose a situation during the week that required more than one interpersonal effectiveness skill

1. Describe the Situation

2. What were your priorities in the Situation?

3. Identify GIVE, FAST, DEARMAN skills or components used

4. Describe the outcome

Questions?
Comments?

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thank you

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