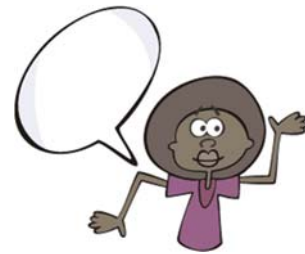


Name _____ **DEARMAN**



DEARMAN

DEAM MAN is an acronym that stands for the components of successful communication. The DEAR MAN steps are a blueprint for clearly expressing what you want and need in a calm and respectful way.

The DEAR part of the technique is to help you be absolutely clear about the issue. Focus on the facts, express your feelings about the facts, and state what you want or need clearly and calmly.

D	Describe the situation as objectively as you can.	
E	Express your emotions using "I" statements.	
A	Assert you wants and needs calmly and clearly.	
R	Reward the other person when they respond well to you.	

The MAN part of the technique is to help you deal with emotional reactions: your own and those of whoever you are speaking with.

M	Keep your goal in mind, and do not get distracted by other issues.	
A	Project confidence with your body language.	
N	Be willing to compromise within your clearly defined limits.	