

Name _____ **DEARMAN**

DEARMAN



D	Describe.	Describe the situation as objectively as you can.
E	Express.	Express your emotions using "I" statements.
A	Assert.	Assert you wants and needs calmly and clearly.
R	Reinforce.	Reward the other person for responding well.
M	Mindfulness.	Focus. Don't get distracted by other issues.
A	Appear confident.	Project confidence with your body language.
N	Negotiate.	Compromise within your clearly defined limits.