

## Goals of Interpersonal Effectiveness

### OBJECTIVES EFFECTIVENESS:

#### Getting Your Objectives or Goals in a Situation

- Obtaining your legitimate rights
- Getting another to do something
- Refusing an unwanted or unreasonable request
- Resolving an interpersonal conflict
- Getting your opinion or point of view taken seriously

#### QUESTIONS

1. *What specific results or changes do I want from this interaction?*
2. *What do I have to do to get the results? What will work?*

### RELATIONSHIP EFFECTIVENESS:

#### Getting or Keeping a Good Relationship

- Acting in such a way that the other person keeps liking and respecting you
- Balancing immediate goals with the good of the long-term relationship

#### QUESTIONS

1. *How do I want the other person to feel about me after the interaction is over?*
2. *What do I have to do to get (or keep) this relationship?*

### SELF-RESPECT EFFECTIVENESS:

#### Keeping or Improving Self-Respect and Liking for Yourself

- Respecting your own values and beliefs; acting in a way that feels moral to you
- Acting in a way that makes you feel capable and effective

#### QUESTIONS

1. *How do I want to feel about myself after the interaction is over?*
2. *What do I have to do to feel that way about myself? What will work?*