

DEAR MAN planner

Write the four sentences before the conversation, not during it.

Order matters. Facts first, because nobody can dispute them. Feeling second, so it reads as a response rather than an attack. The ask third. The benefit last — stated earlier it sounds like a bargain.

D — DESCRIBE THE SITUATION, IN FACTS ONLY

No adjectives with a verdict in them. Not "you always"; what actually happened, and when.

E — EXPRESS HOW YOU FEEL ABOUT IT

An I-statement. Your feeling, owned as yours, not a claim about their intentions.

A — ASSERT THE ACTUAL ASK

Say the thing. This is the step almost everyone leaves out.

R — REINFORCE: WHAT IS GOOD ABOUT IT FOR THEM

M — MINDFUL: THE ONE SENTENCE YOU WILL REPEAT IF IT GOES SIDEWAYS

A — APPEAR CONFIDENT: WHAT YOU WILL DO WITH YOUR VOICE AND YOUR FACE

N — NEGOTIATE: WHAT YOU WOULD ACCEPT INSTEAD

BEFORE YOU START — HOW HARD ARE YOU WILLING TO PUSH, AND WHAT IF THE ANSWER IS NO?
