

Interpersonal Effectiveness: *Interpersonal Goals*

How do you want your relationship to be after this interaction? Your interpersonal goal is focused on how you carry yourself to in hopes to maintain (or strengthen) your relationship with the other person. The acronym F.A.S.T. is focused on how you deliver information and respond to the other person. Keep in mind, the FAST strategy is a playbook – do not worry about going in specific order. Instead, use this to guide your approach.

Gentle

Set the tone for the conversation by being gentle. Your issue isn't with the other person, it is with the behavior/need not being met. As best you can, avoid personal attacks, judgements on the person or making threats. Respect when someone says "no."

Interested

Allow the other person to speak and show interest in what they are saying. You don't need to let them dominate the conversation. Instead, given them some space to speak, use some simple reflections to let them know you hear you and keep redirecting the conversation back to the need.

Validate

Be explicitly validating of the other person's thoughts and feelings. Acknowledge how they feel, recognize their opinions and let them know that you still care about them as a person (even if you are asking them to change a behavior)

Easy going

Maintain an easy attitude through body language. Do a few quick body scans to make sure you are carrying yourself in a way that is low stress, easy going and not intimidating. Your goal is to come off as lighthearted (but serious) – smile, soften your posture and look relaxed

