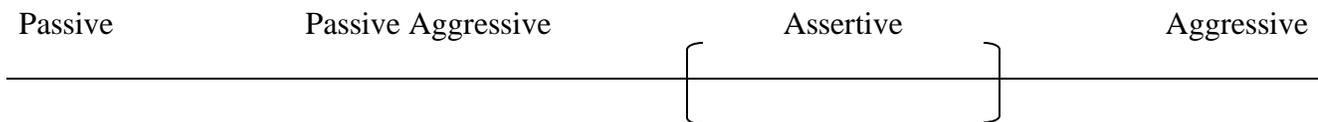


## DEESC Script

**Define DEESC script:** an assertiveness tool used to request a change in behavior or reinforce a behavior you would like to see continued

### **Review Continuum of Communication**



### **Ideas to keep in mind when being assertive:**

1. I have the right to let others know that their behavior bothers me. I also have the right to ask them to modify their behavior (Review Personal Bill of Rights Handout in Assertiveness Packet, can be done at the beginning as mindfulness)
2. When I do not exercise this right, I deny the importance of myself as well as the relationship.
3. Remember to demonstrate assertive body language:
  - A. Maintain direct eye contact.
  - B. Maintain an erect body posture.
  - C. Speak clearly and audibly.
  - D. Do not whine.
  - E. Make use of gestures and facial expression for Emphasis.
4. Giving other people direct messages about how their behavior affects you is a skill that can be learned.

### DEESC METHOD OF NEGOTIATING CONFLICT

#### 1. **DESCRIBE**

- A. Describe the other person's behavior objectively.
- B. Use concrete terms.
- C. Describe a specified time, place and frequency of the action.
- D. Describe the action, not the "motive".
- E. Describe the behavior I see and/ or hear in the other person. It is important that I use descriptive rather than labeling word, e.g., "you have been leaving your dirty laundry all over the room" rather than "You are an Inconsiderable Slob!"

DESCRIBE WHEN YOU.....

## 2. EXPRESS

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- A. Express your feelings.
- B. Express them calmly.
- C. State feelings in a positive manner related to goal.
- D. Direct yourself to the specific offending behavior, not to the whole person.
- E. Express the feelings you experience as a result of the other person's behavior, e.g., "I feel angry and resentful when you leave your dirty laundry all over the room".

EXPRESS I FEEL....

## 3. EMPATHIZE

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- A. If possible, show some understanding of the other's position.
- B. Be honest, not sarcastic.

EMPATHIZE I REALIZE....

## 4. SPECIFY

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- A. Ask explicitly for change in behavior.
- B. Request a small change.
- C. Request only one or two changes at one time.
- D. Specify the concrete actions you want to see stopped, and those you want to see performed.
- E. Take account of whether your person can meet your request without suffering large losses.
- F. Specify (if appropriate) what behavior you are will to change to make the agreement.
- G. Ask for a specific change in behavior, e.g., "I would like you to keep your dirty laundry in the closet. Are you willing to do this?"

SPECIFY I WANT....

I NEED.....

## 5. CONSEQUENCES

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- A. Make the consequences explicit.
- B. Give a positive reward for change in the desired direction.
- C. Select something that is desirable and reinforcing for the other person.
- D. Select a reward that is big enough to maintain the behavior change.
- E. Select a punishment of a magnitude that "fits the crime" of refusing to change behavior.
- F. Select a punishment that you are actually willing to carry out.

G. Consequences: It may be necessary to spell these out, e.g.,  
Positive – “I would enjoy living with you more”.  
Negative – “I will sweep your clothes under the bed”.

CONSEQUENCES **IF.... THEN.....**

\*If you have extra time you can also review an example of a positive DEESC script