# FOUR BASIC SOCIAL SKILLS

Listening to Others

Making Requests

**Expressing Positive Feelings** 

Expressing Unpleasant Feelings

### **Listening to Others**

- **Step 1.** Look at the person.
- **Step 2.** Let the person know that you are listening by either nodding your head OR saying something like "Uh-huh" or "OK" or "I see."
- **Step 3.** Repeat back what you heard the person saying.

# Making Requests

- **Step 1.** Look at the person.
- **Step 2.** Say exactly what you would like the person to do.
- **Step 3.** Tell the person how it would make you feel.

#### In making your request, use phrases like:

"I would like you to\_\_\_\_\_"

"I would really appreciate it if you would do\_\_\_\_\_"

"It's very important to me that you help me with

# **Expressing Positive Feelings**

- **Step 1.** Look at the person.
- **Step 2.** Tell the person exactly what it was that pleased you.
- **Step 3.** Tell the person how it made you feel.

### **Expressing Unpleasant Feelings**

- **Step 1.** Look at the person. Speak calmly and firmly.
- **Step 2.** Say exactly what the other person did that upset you.
- **Step 3.** Tell the person how it made you feel.
- **Step 4.** Suggest how the person might prevent this from happening in the future.