

Important Social Skills

How to Disagree Appropriately

1. Make eye contact with the person.
2. Use a pleasant voice.
3. Say, *"I understand how you feel."*
4. Tell why you feel differently using "I statements." Resist the urge to put the other person or their ideas down.
5. Listen respectfully to the other person.

How to accept Criticism

1. Make eye contact with the person.
2. Say, *"Okay."*
3. Clarify what they are saying if you don't understand. Say, *"What I hear you saying is..."*
4. Don't argue or try to justify your actions.
5. Thank the person for their courage to talk with you about the issue.

How to give Complements

1. Smile and make eye contact with the person.
2. Speak with a clear, authentic, and enthusiastic voice.
3. Tell him or her what exactly you like.
4. Use words such as *"That's great," "Good job on...",* or *"That was awesome!"*
5. Keep it simple and don't go on and on about the issue.
6. Give the other person time to respond to your compliment.

How to Accept Compliments

1. Look at the person who is complimenting you.

2. Smile and use a pleasant tone of voice.
3. Thank the person sincerely for the compliment. Say, *"Thanks for noticing,"* or *"I appreciate that."*
4. Do not look away, mumble, deny, or downplay the compliment (ie. *"Oh, I bought this at Target"*).

How to ask for Help

1. Get the person's attention without interrupting. Wait to be acknowledged.
2. Make eye contact with the person.
3. Use a pleasant tone of voice.
4. Ask for help using words such as *"please," "would you be able to," "would you mind,"* or *"May I..."*
5. Listen to the person's answer.
6. Restate what you heard the person say.
7. Thank the person for his or her time and help.

How to express feelings appropriately

1. Take a deep breath, check in with yourself to acknowledge what you are feeling and why. Remain calm and relaxed.
2. Step away from the situation and come back if you do not feel in control of your emotions.
3. Make eye contact with the person you are talking to.
4. Describe the feelings you are experiencing.
5. Avoid using profanity or statements of blame.

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6. Take responsibility for the feelings you are having. Use "I statements" rather than "you statements". Say, *"I am feeling..."*
7. Listen respectfully to what the other person has to say.
8. Thank the person for listening to you.
2. Express empathy by saying, *"I understand..."* or *"that must be really hard for you"*
3. Don't try to give advice or fix the problem. Just listen.
4. Reflect back the other person's words by saying, *"It seems like you are saying..."*
5. Offer to help in practical ways.

How to follow Instructions

1. Make eye contact with the person.
2. Watch closely if they are demonstrating how to do something.
3. Ask questions to clarify if you do not understand.
4. Restate the instructions in your own words.
5. Clarify if there is a specific time for the task to be completed.
6. Say, *"Okay, I understand."*
7. Do the task immediately.
8. Check back and ask if it is okay or if there is more that needs done to finish the task.

How to Accept "No"

1. Make eye contact with the person.
2. Say, *"Okay."* Don't keep pushing or pressuring the person.
3. Calmly ask for a reason if you really don't understand.
4. If you disagree, bring it up later.

How to Express Empathy and Understanding of Others

1. Listen closely to the other person's words. Try to understand what he or she is feeling.

How to Apologize

1. Make eye contact with the person.
2. Use a serious, sincere tone of voice. Don't pout.
3. Begin by saying, *"I wanted to apologize for,"* or *"I'm sorry for..."*
4. Do not make excuses. Own your behavior.
5. Listen to what the other person has to say.
6. Offer to pay for or fix any damage done.

How to accept an Apology

1. Make eye contact with the person who is apologizing.
2. Listen to what he or she is saying.
3. Remain calm. Refrain from any sarcastic statements.
4. Thank the person for the apology. Say, *"Thanks for saying you're sorry,"* or *"I accept your apology."*