

**Social Skills  
Training Group  
Handouts**

# Social Skills

## 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  
\_\_\_\_\_”

# Social Skills

## Refusing Requests

- Step 1.** Look at the person. Speak firmly and calmly.
- Step 2.** Tell the person you cannot do what the person. Use a phrase such as “I’m sorry but I cannot\_\_\_\_\_.”
- Step 3.** Give a reason if it seems necessary.

# Social Skills

## Making Complaints

**Step 1.** Look at the person. Speak firmly and calmly.

**Step 2.** State your complaint. Be specific about what the situation is.

**Step 3.** Tell the person how the problem might be solved.

# Social Skills

## Responding to Complaints

- Step 1.** Look at the person and remain calm.
- Step 2.** Listen to the complaint, keeping an open mind.
- Step 3.** Repeat back what the person said.
- Step 4.** Accept responsibility and apologize, if necessary.

# Social Skills

## 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.

# Social Skills

## Expressing Angry Feelings

- Step 1.** Look at the person. Speak firmly and calmly.
- Step 2.** Tell the person specifically what they did that made you angry. Be brief.
- Step 3.** Tell the person about your angry feelings. Be brief.
- Step 4.** Suggest how the person might prevent the situation from happening in the future.

# Social Skills

## Asking for Information

- Step 1.** Use a calm and clear voice.
- Step 2.** Ask the person for the information you need. Be specific.
- Step 3.** Listen carefully to what the person says.
- Step 4.** Repeat back what the person says so that you understand what has been said.



# Social Skills

## Letting Someone Know That You Feel Unsafe

- Step 1.** Choose a person you trust to speak to.
- Step 2.** Tell that person what is making you feel unsafe. Try to be *specific* about your fears.
- Step 3.** Ask the person for advice.

# Social Skills

## Asking for Help

- Step 1.** Choose a person whom you feel you can trust.
- Step 2.** Use a calm and clear voice.
- Step 3.** Tell the person what you need help with. Be specific.
- Step 4.** Listen carefully to what the person suggests.
- Step 5.** Thank the person for their help.

# Social Skills

## Responding to Unwanted Advice

- Step 1.** Politely acknowledge the advice given.
- Step 2.** Express appreciation for the person's concern.
- Step 3.** Tell the person that you will think about it, and then change the subject.
- Step 4.** If the person persists, let the person know that you are not interested in the advice.