



## ENCOURAGE EXERCISE #5

### Asking Others to Change Give-Get-Merge-Go Technique

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The “Give-Get-Merge-Go” communication technique can be effectively used to influence other people in an involvement oriented manner. Identify a family member, friend or colleague at work and practice expressing each of the four steps below to practice this assertiveness technique.

**Give** your point-of-view, suggestion, recommendations or thoughts.

- Be concrete, specific, and objective.
- Be succinct!
- Own the statement by using “I,” instead of “We.”

**Get** their point-of-view, suggestion or thoughts.

- Directly ask others what they think about what you just said.
- Ask sincerely, or don’t ask at all!
- Try a statement like, “What are your thoughts about that?”

**Merge** your points-of-view by actively clarifying what you have heard the other person saying.

- Use paraphrasing or reflection to test for understanding.
- Don’t repeat back what you heard verbatim—nobody likes a parrot!
- Use a phrase such as, “So, you seem to be saying...”

**Go** ahead and summarize the areas of agreement and areas of disagreement.

- Briefly state the areas of agreement you both have expressed.
- Briefly state the areas of disagreement you both have expressed.
- If necessary, agree to disagree!
- Watch for indicators of defensiveness on your and the other person’s part
- Put some closure to your discussion