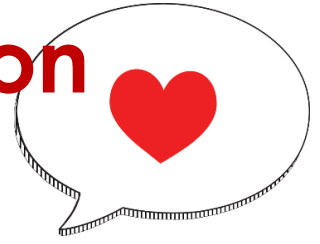


The Heart of Communication

Using Validation to Strengthen Advising Relationships



WHY IS VALIDATION IMPORTANT & WORTH YOUR TIME?

- ...CALM (& sometimes even eliminate) concerns, fears & uncertainties
- ...add a BOOST to others' excitement and happiness
- ...provide SUPPORT & ENCOURAGEMENT to others, even when an immediate 'fix' to a problem is not known
- ...more easily show UNDERSTANDING & COMPASSION
- ...help others feel SAFE & COMFORTABLE confiding in you
- ...avoid or quickly RESOLVE DISAGREEMENTS
- ...GIVE ADVICE & GUIDANCE that sticks

ELEMENTS OF VALIDATION

- Acknowledges a specific emotion
- Offers justification for feeling that emotion
- Validation must be nonjudgmental

VALIDATION MISCONCEPTIONS

- Validating is only for negative emotions.
- You can't validate if you don't agree.
- Validation is simply repeating what the other person says.

FOUR-STEP VALIDATION METHOD

#1 – Listen Empathetically

- Give your full attention.
- Invite them to open up.
- Be observant.
- Match their energy.
- Offer micro validation.
- Don't try to fix it.

NOTES:
