

INVALIDATING & VALIDATING RESPONSES

Review the following comments and invalidating responses. Construct validating responses that would be more effective in an advising relationship. Remember, you are not trying to offer advice or 'fix' the problem, you are simply validating the emotions.

Example Comment: I'm worried about taking that class. All my friends have said it is so hard.

Invalidating Response	Validating Response
"Don't be! You'll do great. I know it."	<i>"I don't blame you. This can be a challenging class for some students."</i>

Comment: This cold is so annoying! I am having such a hard time breathing that I can't sleep. I am so tired that I think I failed my history test!

Invalidating Response	Validating Response
"That's too bad, but you'll get over it. It could be worse—I had an advisee that caught the flu last year and was bedridden for almost a month!"	

Comment: I can't go back to that class! I'm so embarrassed! I totally froze during our group presentation and I ruined the whole thing. I let my whole group down and everyone in the class must think I'm an idiot.

Invalidating Response	Validating Response
"You don't need to be embarrassed. Everyone's messed up during a presentation before."	

Comment: I failed the entrance exam for the education program. All I have ever wanted to be is a teacher. I'm such a failure.

Invalidating Response	Validating Response
"Don't worry! There are plenty of programs that don't require entrance exams. I'm sure we'll find another career path for you."	