

EMPATHY KILLERS

MOST COMMON MISTAKES

avoid at all costs

PROVIDING
ADVICE

TAKING IT
PERSONALLY

"DON'T WORRY
ABOUT..." (DWA)

"I COMPLETELY
UNDERSTAND..."

"THAT HAPPENED
TO ME, TOO"

VALIDATION

HOW TO SHOW YOU TRULY GET IT...

1	2	3
Articulate to the other person that their experience is REAL! (i.e., they're not crazy)	Stay focused on understanding the other person's experience , without comparing it to how you or others might react.	Make it clear that what they're experiencing, thinking, and/or feeling is normal, valid, and fair.

- "You have every right to feel..."
- "It makes (perfect) sense that..."
- "Of course you feel _____, given that..."
- "It's reasonable for you to think..."
- "It is (certainly) understandable for you to feel _____, considering that..."
- "You're entitled to feel..."
- "It is (completely) normal for you to think _____ since..."
- "It's natural for you to experience..."

**VALIDATION
POWER PHRASES**