

VALIDATION: STEP-BY-STEP

An approach that can help people feel heard and understood, validation is especially useful when navigating emotionally charged situations. Validating someone shows you understand their feelings and point of view, even when you disagree. It establishes trust, helping the other person feel supported and open to discussing solutions. Here is a step-by-step guide to validation.

1

Treat the other person as an equal.

2

Reflect on what is valid about their point of view

3

Consider how the person's experience makes sense.
Find some truth in their point of view.

4

Pay attention to their body, facial expression and nonverbal language.

5

Reflect on what you heard them say.
Paraphrase your understanding without judgment or blame

6

Give eye contact.
Position your body towards the other person.
Show interest.