Validation Flower

**Validation:** “To confirm or strengthen what is relevant, true, or effective about a response, be it a thought, emotion, physical sensation, or action. Validation requires empathy... but validation also includes the communication that the person’s response makes sense” (Hall, 2011).

1. **Listening & Observing**
   - Deep listening
   - Non-verbals & body language
     - Eye contact
     - Verbal cues
     - Verbal prompts
     - Simple reflections

2. **Accurate Reflection**
   - Thoughtful reflections
   - Complex reflections
   - An “of course” attitude
   - Mirror tone and energy
     - Attunement

3. **Therapeutic Mindreading**
   - Deep reflections
   - Educated guesses at deeper meaning
   - Implicit thoughts, feelings, wishes

4. **Understandable Causes**
   - Noting that behavior makes sense in context
   - Demonstrating how history, situation, environment and experiences shape behaviors

5. **Normal for Anyone**
   - Showing that behavior is reasonable and normal
   - Demonstrating actions make sense and is effective
   - Focusing on feelings and thoughts

6. **Radical Genuineness**
   - Dropping roles & pretence
   - Human to human approach
     - Genuineness
     - Compassion and respect

**Skills to Convey Empathy**
- Open ended questions
- Affirmations
- Reflections
- Summaries

Citation