



Transforming Connections:

Building Emotional Resilience

Remember: These statements can be validating IF they *accurately* reflect what the person is feeling.

- Less is more!
- What you are addressing is the emotion NOT the situation.
- It's not about you.
- Must be WILLING to validate.
- WAIT - why am I talking
- Listen without problem solving

Examples of Validating Statements to help you get started

It's hard to enjoy doing something that makes you feel anxious.

I can understand why you are so frustrated...*[articulate what the frustration is]* ...given that you've been trying so hard.

So upsetting when we *[insert what's upsetting]*...

I noticed how hard you were working.

It's so difficult to... *[articulate what is difficult]*...

I know how much you like ...

It's so sad when...

It's beyond frustrating to ...

I can see how important it is to you.

It makes sense you would be upset about.... *[articulate what the frustration is]*.

It sounds like you feel that it's really unfair!

That must be so disappointing!

I can see how scary *[articulate what is scary]* is for you.

I bet you feel really disappointed.

What a horrible feeling that must be.

I can see you don't want to talk about it right now. Can I sit here beside you?



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It's hard when your friends don't include you, you feel left out. I would be sad too. You sound really worried.

I can see how much you love ... *[then articulate what they love]* ... that you don't want to stop/give it up/etc.

I can't even imagine feeling like that. Must be so very hard.

I can see how upset you are right now AND it's not ok to use that language/swear at me...

Wow you must be feeling really horrible right now.

It's hard to feel like no one likes you (or everyone hates you).

I can see you need some time right now. I'll come back in 5 minutes to check on you.

I know how hard it is getting back into a routine after being away for a few days. I have a hard time too when I've had a long break.

Must be overwhelming organizing your stuff. Sometimes we just don't know where to start!

I can see how much pain you are in right now.

I can see you are really angry at me right now AND it's not ok to throw things.

Sometimes it's really hard to even know where to start.

It's so hard, I can see how much you miss *[articulate what they are missing]*

I can see how much you really want to move on with your life.

I know you are feeling stupid right now and I want you to know, I know how smart you really are.

It's completely understandable you are *[articulate the emotion]* ...because of the time *[then articulate the person's previous experience in a similar situation]*.

I'm guessing you are really upset about something that happened recently. It makes you so upset that you are having a hard time talking about it.

Of course, you don't have to talk about it right now. I'm worried about you, I'd like to check in on you in 15 min.

I see how hurt you are. I didn't realize how important this was to you.

Examples of Validating Statements Co-workers/friends ...to help you get started



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It's so frustrating you work so hard at preparing for the meeting and then it gets canceled!

I can understand why you are so frustrated with *[insert person's name]* given that *[articulate what is frustrating]*.

You put in so much effort into managing around all the COVID requirements. Feels like it's impossible to get it right.

You obviously put a lot of time into this. How disappointing!

It's so hard to juggle your needs and that of your family and organizational requirements.

It makes sense that you are exhausted, juggling *[then articulate what they are juggling]*...wow that's a lot!

It is crazy making. I've heard how you are so clear in your instructions and they still don't seem to listen.

I know how difficult it is to get *[then articulate what is difficult]*. That must feel impossible!

I know how organized you are. It's got to be so frustrating to have everything constantly changing.

Must be so overwhelming to feel like you have absolutely no control.

It's so difficult to put in all this effort and not know whether you will be able to use it.

It's so deflating, you worked so hard and it didn't seem to pay off.

What I hear you saying is that it's hard for you and you really struggled with it.

Sounds like you had a rough day. Want to talk about it? *[then listen without problem solving]*

Wow, that must have been hard to hear her say that to you. Wonder why they would say that?

It's such a scary time. So much uncertainty.

It's so hard not being able to connect with people face to face. I'm struggling with that too!



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Examples of Validating Statements for PARENTS ...to help you get started

So frustrating. I know how much time you are spending with him every night.

It is crazy hard balancing everything and fitting in speaking with us almost daily.

It's exhausting trying to balance everything ... home, work.

ARGH, technology can be so frustrating.

It's so upsetting to be working so hard and not see the progress you are hoping for. It is really hard.

It's so scary to see your child/client struggling and feel powerless to help.

It makes sense you would be upset about *[then articulate what is upsetting]*.

It sounds like you feel this is unfair. You are trying so hard and it feels like your partner/child isn't.

It must be so discouraging to *[then articulate what is discouraging]*.

I would be *[scared, nervous, upset, etc.]* if *[then articulate what the situation is]*.

Of course, me too! I would feel the same!

I can see you are really upset right now. Makes sense. AND I could *[hear/help/etc.]* you more if you could lower your voice.

It's so hard to hear your child use that language toward you and it's still not ok.

I can see why you are worried about *[articulate what they are worried about]*. It's definitely a concern.

Of course you are sad to hear your child is not shifting. You tried so hard to make it work.

It is really upsetting to talk about it. It's really tough. I recognize this is hard. It would be hard for anyone.

I can see you are really upset with her. She's your child. You love her so much.

When that happens, it really hurts and it makes us feel angry. It's an awful feeling.

Sometimes it feels like we are all alone in this. I am here for you.