

Three Phrases We Can Say

1 I hear you

When someone is sharing their concerns or stress, our primary objective is to help them feel heard. The more attuned we can be to their emotion, the more emotionally responsive we become.

We focus on the emotion, not the content. We avoid taking sides or deciding who is right and wrong in the story. We avoid coming up with solutions. Granted, this can be difficult, especially when the person appears to be upset or angry.

As we aim to make the person feel heard, our goal is to align and create safety so that they know that we understand them. For example, we can say:

I hear you; this is very difficult.

2 I can see how much you care

The next step is to reassure that we understand how important this is for them. We focus on being with them so they do not feel alone.

We validate their worries, fears or concerns, and recognize that their worry or concern comes from a place of care. This will help them to feel that we understand their care and that their worry is important to us. For example, we can say:

I can see how much you care. I can see how much this matters to you.

3 Your feelings are important

We reaffirm on how strong they are to talk about this and how difficult it must be for them to share.

We remind them that their relationship is important and that their worries and feelings are important to us. For example, we can say:

Thank you for sharing. Your feelings are important.



where thriving cultures are shaped