

Tools for Responding with Interest and Respect

After you have listened and really heard, respond by conveying your interest and respect.

Tool	Practical Application
Empathize	<ul style="list-style-type: none">● Put yourself in the other person's shoes and try to understand
Validate	<ul style="list-style-type: none">● Acknowledge that the other person's feelings are valid● This is a powerful tool because you are recognizing the person's right to feel that way, regardless of whether you would feel the same way
Restate what the other person has said	<ul style="list-style-type: none">● Doing so ensures you understand the other person's feelings and shows you are listening● Point out the good things the person has done or tried to do
Clarify	<ul style="list-style-type: none">● Ask questions to get more information about the problem
Summarize	<ul style="list-style-type: none">● Paraphrase the main points you have heard so that you can make sure you understand all the issues