



## SUMMARIZING, VALIDATING AND EMPATHIZING

### Specific Phrases

#### Summarizing

*In summary, you are saying....*

*Is that a good summary?*

#### Validating

*I've listened carefully. Your perspective is important to me, and you make sense,*

#### Empathizing

*I can see you are feeling... (if feelings are stated)*

*Is that what you are feeling?*

## SWITCH ROLES