

Care-frontation

1. I trust you are...

Affirm their character or intentions. Assume that they have the highest motive, even if it is only by faith.

2. Sometimes I feel...

List two or three emotions.

3. When I experience...

Mention observable behaviors such as their tone of voice, non-verbal cues, or specific words/actions.

4. It leaves me believing...

Communicate your internal thoughts about yourself or them.

5. What would be helpful is...

Describe what your need would look or sound like.

Reflective Listening

1. So what I'm hearing you say is...

Paraphrase what you heard them say to you.

2. Did I miss anything?

Communicate that you want to understand them fully and accurately.

3. Is there anything else you'd like to share?

Leave the door open that there may be more they'd like to speak with you about.

4. In order for you to share this with me, it took a lot of...

Affirm the character qualities you see in them.

5. When I think of how you've experienced me...

Offer validation for their pain.

6. My heart feels _____ for you.

Extend words of compassion and comfort.