

Six Levels of Validation

VALIDATING OTHERS POINT OF VIEW

LEVEL 1

Showing Interest

Show that you are paying attention to the other person through verbal and nonverbal responses

LEVEL 2

Accurate Reflection

Summarize what the other person has said and remain non-judgemental

LEVEL 3

The Unarticulated

Try to figure out what else the other person is feeling and check for accuracy

LEVEL 4

Using Past History

Validate the other persons feelings in terms of causes such as past events

LEVEL 5

Normalizing

Communicate that what the other person feels is human and normal.

LEVEL 6

Radical Genuineness

Respond genuinely to the person and do so treating them as an equal. Do not patronize or coddle.