

## Relationships

### #6: How To Use Empathy To Change Lives

1. \_\_\_\_\_

**James 1:19** *Understand this, my dear brothers and sisters: You must all be quick to listen, slow to speak, and slow to get angry.*

- Shut out \_\_\_\_\_
- Maintain good eye contact
- Shut off \_\_\_\_\_
- Listen with the goal of understanding not replying

**Mark 4:24** *Pay close attention to what you hear. The closer you listen, the more understanding you will be given...*

2. Try to \_\_\_\_\_ before trying to \_\_\_\_\_

**Philippians 2:4** *Don't look out only for your own interests, but take an interest in others, too.*

Key: Practice \_\_\_\_\_

Tool: Rephrase the sentence in your own words and ask if you understand correctly: "So what I heard you say is..."

**Proverbs 19:14** *House and riches are handed down from fathers, but an understanding wife is from the Lord.*

3. \_\_\_\_\_

- Don't \_\_\_\_\_ their emotions
- Don't try to fix their emotions
- Don't \_\_\_\_\_ their emotions
- Don't try to \_\_\_\_\_

**Proverbs 25:20** *Singing light songs to the heavyhearted is like pouring salt in their wounds.*

**I Samuel 25:24-25** *I accept all blame in this matter, my lord. Please listen to what I have to say. I know Nabal is a wicked and ill-tempered man; please don't pay any attention to him. He is a fool, just as his name suggests. But I never even saw the young men you sent.*

## Validation

That must have hurt like crazy. I'm so sorry.

That's a lot to deal with. It must feel a little overwhelming

That sounds so discouraging

That sounds like it would really hurt/ that must have really hurt

You have the right to feel that way

This must be difficult from you

I'm sorry you have to go through this

## Invalidation

Don't be mad about that

Get over it

Don't be so sensitive

It can't be that bad

You shouldn't let it bother you

That's nothing to be upset about

You should feel lucky

At least...

It's really not that bad. Stop whining.

It doesn't bother me so why should it bother you?

### When you make a validating statement you should not:

- Make it about you. "I hated it when that happened to me."
- Try to one-up the person. "Oh, you think you have it bad..."
- Tell them how they should feel. "You should feel blessed..."
- Try to give them advice. "What you really should do is..."
- Try to solve their problem. "I'm going to call that girl's parents and..."
- Cheerlead (there is a time for this, but not now). "I know you can do it..."
- Make "life" statements. "Well, life's not fair..."
- Make judgmental statements. "What you did was wrong..."
- Make "revisionist" statements. "If you had only..."
- Make it about your feelings. "How do you think that makes me feel?"
- Make "character" statements. "You're too sensitive..."
- Rationalize another person's behavior. "I bet they were just..."
- Call names. "You're such a baby."
- Use reason or the "facts." "That's not what happened..."
- Use "always"/ "never" statements. "You always get into these situations"
- Compare the person to someone else. "Why can't you be like your sister?"
- Label the person. "You're nuts."
- Advising to cut ties or ignore the situation. "Just ignore him."