

EMPATHY

COGNITIVE

Put self in their shoes; not need to agree with them or excuse their missteps; just understand their perspective and experience, allow their experience

EMOTIONAL

Touch that place in you that knows their feeling (20%)

SELF-CARE

Take care of yourself so you can stay in connection with person's humanity (discernment, self-compassion, "What do I need right now?", accept that bad things happen in life, no need to fix them, accept your heart is closed now)

AFFECTION

Feel respect for this person in the midst of their pain. Accept them. See their strengths. Open your heart. Feel warmth and affection.

RESPOND

Validate their experience: "Awe, I feel you" "That sucks" "I'm sorry you had to go through that in life" "I see how hard this has been" "You are not alone" "I'm here with you"