



# Transforming Connections:

Building Emotional Resilience

## Remember:

- These statements can be validating IF they accurately reflect what the person is feeling.
- Less is more!
- What you are addressing is the emotion NOT the situation.
- It's not about you.

## Examples of Validating Statements for Patients ...to help you get started

I can understand why you are so frustrated...*[then articulate what the frustration is]* ...given that you've been trying so hard.

So upsetting when we hear we need more physio.

I noticed how hard you were working.

It's so difficult to... *[then articulate what is difficult]*.... I know how much you like ...

It's so sad when... our family doesn't understand we need our independence.

It's beyond frustrating to have to wait for such an important program.

I can see how important it is to you.

It makes sense you would be upset about.... *[then articulate what the frustration is]*.

It sounds like you feel that it's really unfair that this happened to you!

It must be so disappointing to have to go to rehab instead of going home!

I can see how scary this is for you.

I bet you feel really disappointed.

What a horrible feeling that must be.

It's hard when you are working so hard and you still can't do the stairs.

You sound really worried that you won't be able to live in your house again.

I can see how much you love ... *[then articulate what they love]* ... that you don't want to stop/give it up/etc.



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I can see you don't want to talk about it right now. Can I sit here beside you? I can't even imagine feeling like that. Must be so very hard.

I can see how upset you are right now AND it's not ok to use that language/swear at me...

Wow you must be feeling really horrible right now.

It's hard to feel like no one is supporting you.

I can see you need some time right now. I'll come back in 5 minutes to check on you.

I know how hard it is creating new habits like using your walker. I have a hard time changing my habits as well.

Must be overwhelming organizing your stuff. Sometimes we just don't know where to start!

I can see how much pain you are in right now.

I can see you are really angry at me right now AND it's not ok to use that language.

Yes, sometimes it's really hard to even know where to start.

It's so hard, I can see how much you miss your family.

I can see how much you really want to move on with your life.

I know you are feeling stupid right now that you can't get your legs to work the way you want and I want you to know, I know you will be able to.

It's completely understandable you are [then articulate the emotion] ...because of the time [then articulate the patient's previous experience in a similar situation].

I'm guessing you are really upset about something that happened recently. It makes you so upset that you are having a hard time talking about it.

Of course, you don't have to talk about it right now. Is it ok if I check in on you in 15 min?

I see how hurt you are. I didn't realize how important this was to you.



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## Examples of Validating Statements Co-workers ...to help you get started

It's so frustrating you work so hard at preparing for the meeting and then they don't show up!

I can understand why you are so frustrated with this patient given that [articulate what is frustrating].

You put in so much effort into managing around all the COVID requirements. Feels like it's impossible to get it right.

You obviously put a lot of time into this. How disappointing!

It's so hard to juggle the needs of the patient, family and organizational requirements.

It makes sense that you are exhausted, juggling [then articulate what they are juggling]...wow that's a lot!

It is crazy making. I've heard how you are so clear in your instructions and they still don't seem to listen.

I know how difficult it is to get [then articulate what is difficult]. That must feel impossible!

I know how organized you are. It's got to be so frustrating to have everything constantly changing.

Must be so overwhelming to feel like you have absolutely no control.

It's so difficult to put in all this effort and not know whether you will be able to use it.

It's so deflating, you worked so hard and it didn't seem to pay off.

What I hear you saying is that it's hard for you and you really struggled with it.

Sounds like you had a rough day. Want to talk about it?

Wow, that must have been hard to hear her say that to you. Wonder why they would say that?

It's such a scary time. So much uncertainty.

It's so hard not being able to connect with people face to face. I'm struggling with that too!



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## Examples of Validating Statements for FAMILY MEMBERS/CHILDREN ...to help you get started

So frustrating. I know how much time you are spending with him every night.

It is crazy hard balancing everything and fitting in speaking with us almost daily.

It's exhausting trying to balance your parent's needs, home and your own work. ARGH, technology can be so frustrating.

It's so upsetting to be working so hard and not see the progress you are hoping for. It is really hard.

It's so scary to see your child/parent struggling and feel powerless to help.

It makes sense you would be upset about [then articulate what is upsetting].

It sounds like you feel this is unfair. You are trying so hard and it feels like your dad isn't.

It must be so discouraging [then articulate what is discouraging].

I would be [scared, nervous, upset, etc.] if [then articulate what the situation is].

Of course, me too! I would feel the same!

I can see you are really upset right now. Makes sense. AND I could [hear/help/etc.] you more if you could lower your voice.

It's so hard to hear your mom/child use that language toward you and it's still not ok.

I can see why you are worried about that. It's definitely a concern.

Of course you are sad to hear your dad/child is not shifting. You tried so hard to make it work.

It is really upsetting to talk about it. It's really tough. I recognize this is hard. It would be hard for anyone.

I can see you are really upset with her. She's your child/parent. You love her so much.

When that happens, it really hurts and it makes us feel angry. It's an awful feeling.

It's so frustrating to see cutbacks in services. We need them more now than ever!

Sometimes it feels like we are all alone in this. I am here for you.