

CARING BEHAVIORS DIALOGUE

SENDER

Ask for appointment
Make eye contact
Take a few deep breaths in sync

RECEIVER

Grant appointment
Make eye contact
Take a few deep breaths in sync

MIRROR

- *“One thing that makes me feel loved and cared about is...”*
- *“When that happens, I feel...”*
- *“That reminds me of when I was little and...”*

- *“Let me see if I got you. If I did, you said...”*
- *“Did I get it?” (add or correct)*
- *“Is there more about that?”*

- **Summarize** *“To summarize what I heard you say...”*

VALIDATE

- *“You make sense, and what makes sense is...”*
- *“Is that the validation you need?”*

EMPATHIZE

- *“I can imagine your feel...”*
- *“Did I empathize with you?”*

“Yes.”

“Yes.”

END WITH ONE-MINUTE FULL BODY HUG