

# A Communication Tool for Healing Relationships

## Mirroring

*If I am hearing you correctly, you said...*

**OR**

*I heard you say...*

Repeating the message in your own words and checking for accuracy.

## Validating

*I can see how you would see it that way...*

**OR**

*I can understand how that makes sense to you...*

Acknowledging the other person's perspective

## Empathising

*That must make you feel...*

**OR**

*If I were you, I'd probably feel...*

Imagining the other person's experience

**ABACUS** Counselling Training & Supervision Ltd **NZQA reg** | **Phone** 09 360 6957

**Email** [office@acts.co.nz](mailto:office@acts.co.nz) **Web** [www.acts.co.nz](http://www.acts.co.nz) | **Mail** PO Box 90710 Victoria Street West, Auckland 1142