

Empowered Coaching Steps

Acknowledge

- Acknowledging lets the other person know you heard what they said and confirms that you heard it right.
- It gives them a chance to let you know if you are misunderstanding them or details about the situation.
- There is no judgment language, opinion sharing, idea giving, solution work, fixing, or helping at this time. Avoid the temptation to do this!
- You are simply saying back what the person has said, and asking them if you got it right.
- This is the most important step in effective coaching—don't underestimate or skip it! This is where most people hinder or permanently damage their ability to develop effective communicate skills.

Words for Acknowledging:

I'm hearing you say...

So, what you're saying is...

So, when you _____, _____ happens?

Let me see if I get this...

What you're telling me is that...

Let me give that back to you to make sure I got it...

In other words...

Let me share what I heard and you can tell me where I'm wrong...

Empowered Coaching Steps

Identify the Value

Next, identify one or more values the person holds that is either being crossed or left unfulfilled because of the situation at hand.

- This step is done silently within yourself. It is both quick and silent. Once you build your skill around it, it only takes a few seconds or a minute if you want to jot them down.
- To identify the value, quietly think about the person you are talking with and the current discussion.
- This is not a time to think about your values, or what you would do or want. What value of THEIRS is showing up in this situation? Remember, you are looking to identify a value that is being crossed or unfulfilled because of the circumstances at hand.
- Use the list of common values on the next page as a place to start. See if you can look at the situation and identify 2 or 3 key values that relate to what is happening. Even if you can only identify one value, that is enough.
- In general, the more values that are being crossed or unfulfilled, the more emotionally charged or difficult the situation may be. That is why identifying these will help you as you brainstorm options and come to new agreements.



Empowered Coaching Steps

Validate

- After you acknowledge the person and silently identify the values being crossed, it's equally important to validate their feelings.
- Validation of feelings does not mean you agree with their feelings, or that you would have the same feelings in a similar situation. It does not mean you condone their feelings or actions.
- At the same time, it does not place any judgment on feelings or actions. It simply lets the person know that the way they felt or acted is understandable given their values or the situation as it occurred.
- This is very important. We hold a fundamental need to feel normal, regardless of what we are experiencing in life. When people are validated, they share more. They feel more connected. They remain open and emotionally alive.
- With children, maintaining this feeling of connection helps ensure that maturation does not have to be a deadening process. When you validate someone, you become approachable.
- With a spouse, this deepens connection because you can remain vulnerable and authentic. By doing this with children, you are teaching them that they are safe to learn and grow with you as their guide.

Words for Validating:

It is understandable that you feel that way...

No one could blame you for feeling...

I can see that you feel _____ and given this situation, that makes sense...

That's perfectly normal. It can be very upsetting when something like that happens.

Based on your values (or beliefs, or the way you saw that), it's no wonder that you feel that way.

It's ok to feel that way. Just feel it and don't judge yourself.

Acknowledge and Validate Hacker Sheet

1. Acknowledge

I'm hearing you say...

So, what you're saying is...

So, when you _____, _____ happens?

Let me see if I get this...

What you're telling me is that...

Let me give that back to you to make sure I got it...

In other words...

Let me share what I heard and you can tell me where I'm wrong...

2. Identify the Value

3. Validate

It is understandable that you feel that way...

No one could blame you for feeling...

I can see that you feel _____ and given this situation, that makes sense...

That's perfectly normal. It can be very upsetting when something like that happens.

Based on your values (or beliefs, or the way you saw that), it's no wonder that you feel that way.

It's ok to feel that way. Just feel it and don't judge yourself.

Cara Day