

Let's make a comparison: We consider and accept their feelings and perceptions as we express “**Empathy**”. We demonstrate how it's logical that they behaved the way they did as “**Validation**”.

Let us see how to say this with an 'Example'!

Member: I am worried about the exam results. I am not sure how they will be graded.

Empathy: requires us to consider and accept the member's feelings, which are worry about the results, and not being sure about the grading.

Validation: requires us to demonstrate the member's logic, which is that if the grading is uncertain, then that means the results might be bad.

Listener Response: You are not sure how the exam will be graded, so it makes sense that you're worried about the results.

Additional notes: It is good to talk about what the member wants to talk about, and not so good to talk about yourself. For example, don't say things like, "I am sure..." or "I understand..."

It is good say clearly what you mean, by using the words the member used, and not so good to use vague words like "this" and "that". For example, don't say things like, "That makes sense." Instead, say clearly what makes sense, like, "it makes sense that you're worried about the results."

Empathy

When it got dark you felt scared...

You were terribly angry after she left...

At last you suddenly felt calm...

You had never felt so happy...

Anxiety made you unable to speak...

You just didn't care any more.

Validation

...and that was natural because you were alone in the house.

...because the things she said were so unfair.

...which was to be expected after the drama and shouting had ended.

...and it was well deserved after your careful preparation.

...in case you were criticised again like the previous time.

There was no point in caring after he ghosted you.