

written by Pokarlla Kiara, BA, MCouns

- 1. Listen to understand and not to respond.
- 2. Avoid trying to minimise, distract or fix.
- 3. Allow all emotions and feelings.
- 4. Validate and reflect the emotions and thoughts shared.
- 5. Create a safe space, a container for all of their thoughts, feelings and emotions.
- 6. Try to be fully present and mindful.
- 7. Encourage them to take care of their own needs and show trust and faith that they can do that.
- 8. Support their knowledge and wisdom.
- 9. Practice unconditional acceptance.
- 10. Be aware of your own stuff (your defense mechanisms, you story and your response). Make sure you're not projecting your own stuff on to the other person.

