VALIDATION PROCESS, p. 58-59

Develop more desirable behavior using the process of validation

Validation is the process by which you move an individual from a weak inner self to a strong inner self.

It is very difficult to change a behavior. To change a behavior, change the motivation for the behavior.

Here is what happens in the motivation of good behavior: When people experience something that taps an inner hurt, they are able to realize that this behavior or comment reflects more on the other person than on themselves. The brain is regulated and integrated, and a strong inner self is tapped.

People in this position either do not respond, or they respond calmly and without anger. This allows them to see the situation with compassion and to use validation if possible. In future interactions with the individual who triggered the inner hurt, they are able to identify appropriate boundaries, consequences, or support.

What is the protocol for validation?

Validation

- Calm the individual.
- Help identify the deep hurt.
- Help identify the ways in which the deep hurt is not true.
- Visit the thinking of the other person involved.
- Identify the deep value/strengths the individual has.
- Identify the consequences for the behavior.
- Examine other choices for the future.

Excerpted from *Navigating Emotional Realities with Adults: Emotional Poverty at Work* (Payne & Ott). © 2023 by aha! Process, Inc.