

Listen Observe Validate Empathize (LOVE)



Listen

Pay close attention to what the other person is saying, both verbally and non-verbally. Avoid interrupting and allow them to express themselves fully.



Observe

Look for cues and clues in the person's body language, tone of voice, and facial expressions to gain a deeper understanding of their feelings and thoughts.



Validate

Acknowledge the person's feelings and perspectives by showing that you understand and respect them. This helps build trust and encourages the person to continue communicating with you.



Empathize

Try to put yourself in the other person's shoes and imagine how you would feel if you were in their situation. Show empathy by expressing understanding and support for their feelings. This helps create a sense of connection and can improve the relationship.