



## **ENTERING IN**

- Hear and understand what someone is experiencing
- Common mistake to think, "What would it be like for ME if I was this person?"
- Doing this leads to misunderstanding the person, missing their experience. Your world eclipses their world
- Entering in means to invite another person to tell you what it is like for them to be them. It is not you imagining that you are them

## CONNECTING

- It means you tell someone what you have heard **and** demonstrate you have heard it (**Summary & reflection phrased as a question**)
- Fear "As I see your face and hear your voice, I can see how scary this is for you. It seems you're afraid that your family is falling apart? I'd be afraid too."
- Ashamed "I'm hearing that you feel ashamed and that you really want to hide right now?
   Thank you for not hiding from me. I care. I'm here."
- Numb "It sounds like you're really struggling. I get the sense you don't feel anything right now? I get that. This is overwhelming. I wonder if there may be too much happening for you to even know what you're feeling right now?"

## **CONNECTING MISTAKES**

- Moving into a fixing mode invalidate what a hurting person just shared
- We communicate that their emotions need to be adjusted in some way or that things are not as bad as they think
- We offer biblical truths or "trite phrases" that might be helpful at another time but don't meet needs of the moment

## **CARING**

- In order to genuinely care, you must allow other people's experiences to impact you.
- "I'm sorry this is so hard for you. It makes me sad to see and hear you hurt so badly. I care about you. I'm here for you."
- "This is a deep, deep betrayal. I've never been betrayed this way, but I can see and sense how painful this is, and I am so sorry".
- "I hate that you feel you need to hide. I am not judging you, and I am not ashamed of you. I
  am glad to be your friend. I am glad and thankful that you are sharing your heart with me."