



## The Art of Validation: Role Play

### EXAMPLE OF INVALIDATION

**SON:** Mom, I think I'm going to quit my job.

**MOM:** Why would you do something like that?

**SON:** My boss Pat is a jerk. Pat is always telling other employees to tell me that I'm doing something wrong. Pat won't tell me to my face.

**MOM:** Bobby, you just need to suck it up. Bad bosses are everywhere.

**SON:** You don't understand. You never worked retail. You've always had a job you loved.

**MOM:** We're not talking about me, we're talking about you, and you need to work.

**SON:** (In a growling way...) I don't even know why I said anything to you. I'm going to do what I want to do. I'm out of here.

### EXAMPLE OF VALIDATION

**SON:** Mom, I think I'm going to quit my job.

**MOM:** What's going on?

**SON:** My boss Pat is a jerk. Pat is always telling other employees to tell me when I'm doing something wrong. Pat won't tell me to my face.

**MOM:** I appreciate you sharing this with me. That doesn't make a lot of sense. I understand why that would upset you.

**SON:** I work hard and do my best at that job, and it makes me mad that Pat does that.

**MOM:** I'm really sorry. It sounds like you feel disrespected.

**SON:** Yes! Today, Pat made up a new rule about not being able to sit in chairs. This was a new rule that had not been told to anyone. Pat came in the store and saw me sitting in a chair. Everyone sits in chairs when we don't have customers and we don't have anything to do. Pat then left the store and texted Jack and told Jack to tell me to get out of the chair – that from now on – no one sits in chairs. I can't stand Pat! (Angrily and with a lot of emotion)

**MOM:** That must really hurt to feel singled out like that.

**SON:** It sure does. I just hate that job.

**MOM:** I am so sorry you are in this position. And I know how important it is for you to make money so you can make your car payment. It seems like you have a tough decision to make.

**BOBBY:** Yeah, I guess I do.