

**Step 1:** With a calm tone of voice, say an EAR Statement:

- ✓ Empathy
- ✓ Attention
- ✓ Respect

**Step 2:** If they're still upset, use another EAR Statement (and you can follow it up with a question to get them thinking, which prevents defensiveness).

**A few EAR Statement examples** (feel free to write a few on your own list):

<ul style="list-style-type: none"> <li>▪ What I'm hearing is....</li> <li>▪ It sounds like....</li> <li>▪ That must be frustrating for you.</li> <li>▪ As Dr. Frasier Crane would say "I'm listening".</li> <li>▪ I understand what you're saying.</li> <li>▪ I can see why you would feel that way.</li> <li>▪ What you're going through is really difficult.</li> <li>▪ I hear what you're saying.</li> <li>▪ I understand.</li> <li>▪ Totally, I get it / I get you.</li> <li>▪ Tell me about that.</li> <li>▪ I hear you.</li> <li>▪ I've been there.</li> <li>▪ I know what you mean.</li> <li>▪ I know where you're coming from.</li> <li>▪ I hear (ya) you.</li> <li>▪ Let's see what's happening here.</li> <li>▪ I respect what you're saying.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Tell me more.</li> <li>▪ That definitely sounds difficult/sad/hard.</li> <li>▪ I can relate to what you're saying.</li> <li>▪ I understand how you feel.</li> <li>▪ I'm on your side.</li> <li>▪ I support your position here.</li> <li>▪ I get it.</li> <li>▪ I hear you.</li> <li>▪ Okay. What else?</li> <li>▪ How would you like to deal w/ this?</li> <li>▪ What works for you?</li> <li>▪ I'm here to listen and to help.</li> <li>▪ We can talk more about it if you are comfortable with that.</li> <li>▪ I know a bit about that. Maybe I can help a little.</li> <li>▪ I understand you are frustrated; we can talk about it later when you are ready</li> <li>▪ I would feel the same if I were you</li> <li>▪ That's ok, sometimes we all need a break.</li> </ul>
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EAR Statements calm the defensive brain  
and de-escalate an upset person.