C.A.R.E.S^2 MODEL©

C	A	R	E	S^2	
Care and concern	Attentive	Reframe	Engage	Start where they are	Show emotional support
Ask how they feel? Acknowledge their feelings. If they express an emotion, ask about it. If they don't, sense what they might be feeling and ask.	Pay attention. How can you remove your barriers to being attentive to others? How limit your distractions? (put down the device)	Give them the benefit of the doubt. Assume best intent. Preserve dignity, avoid humiliation. It's easy to paint a negative story of what someone did, try painting a positive one.	Have a conversation. Listen to understand – not to respond. Rephrase what you've heard. Ask open, clarifying questions to understand, reflect back their thoughts. Step into their shoes to see and feel from their perspective (Empathy Map).	Don't run ahead in the conversation or change the topic. Match their depth of sharing, pace, tone and vibe.	Say you support them. Ask if you can help (if you intend to). Give them your trust and affirmation.

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