



**Genuineness:**

*Be authentically open, curious, truthful, and transparent.*

**Self-disclosure:**

*Sharing a personal experience that will give another person help in solving a problem.*

**Warmth:**

*Over half of the message is communicated through tone of voice, eye-contact, smile or frown and body movement; in short, nonverbals.*

**Empathy:**

*Accurately perceive another's feelings and why he/she feels that way.*

**Enmeshment:**

*Becoming lost in another person's thoughts and feelings. When they hurt, I hurt. When they're in pain, I'm in pain.*

**Sympathy:**

*Feeling another person's feelings.*

**Respect:**

*Treat others as equals to ourselves.*

**Problem Ownership:**

*Recognition of who is responsible for dealing with a particular issue.*

**"I" Statements:**

*A person identifies their thoughts and feelings; states their thoughts and feelings in the first person.*

**"You" Statements:**

*Recognizing another person's thoughts and feelings.*

**Bearing Burdens:**

*A weight too great for any one person to carry alone.*

**Carrying Loads:**

*A responsibility that a person can carry on their own.*