

Words & Phrases that...

SIGNAL EMPATHY



I'm sorry.
I'm sad for you.
How are you holding up?
I don't know why it happened. What can I do to help?
I'm here and I want to listen.
How did that make you feel?
This must be hard for you.
What's the hardest part for you?
You must really be hurting (or angry).
I'm sensing a lot of hurt right now.
It isn't fair, is it?
Take all the time you need.
Thank you for sharing your feelings.

"Phrases Framed in 'I-Statements':"

- It seems to me like...
- What I am seeing (noticing)...
- I sense that...
- Please correct me if I'm wrong, but I am assuming that your reaction...
- What I heard you say was... Did I hear you correctly? Or am I wrongly misinterpreting or projecting into what you just said?"
- As someone raised in "X" cultural context", when I hear "X," it means "Y." But it seems like in your context it means..."

DO NOT SIGNAL EMPATHY



"Well At Least..."
"Yeah Buts"
"I Don't See or Feel That"
"I Know Someone Who..."
"Can't You Just..."
"You should..."
PLE's: "There is a Perfectly Logical Explanation for that..."
I understand how you feel.
You'll feel worse before you feel better.
Something good will come out of this.
It's time to put it behind you now.
Be strong. I know you're tough.