

WHEN A FRIEND IS HURTING, AVOID CLICHÉS AND QUICK FIX STATEMENTS.
INSTEAD, OFFER THESE COMPASSIONATE WORDS TO
LISTEN WELL AND SHOW YOU CARE.

WHAT NOT TO SAY	WHAT TO SAY
INSTEAD OF:	SAY:
<i>“Everything will be just fine.”</i>	<i>“It must be unsettling not to know.”</i>
<i>“I understand.”</i>	<i>“I can’t imagine how much you must hurt.”</i>
<i>“What a blessing that she’s out of her misery and is now with the Lord.”</i>	<i>“How lonely you must feel with Jane gone.”</i>
<i>“Call me if you need anything.”</i>	Make your offer specific: <i>“I have Mondays from 3 to 5 open. I can run errands or help clean the house. Which is better for you?”</i>
<i>“You need to do this and this.”</i> (giving advice)	<i>“What do you see as your options in this situation?”</i>
<i>“Sometimes we just have to make the most of a bad situation. Maybe God is trying to teach you something.”</i>	<i>“How upsetting. I can see that you are in a great deal of pain.”</i>
<i>“When the going gets tough, the tough get going.”</i>	<i>“This is really difficult for you, isn’t it?”</i>
<i>“You are a strong person.”</i>	<i>“I’m here for you.”</i>

AND WHEN YOU JUST DON’T KNOW WHAT TO SAY,
FOLLOW BRENÉ BROWN’S SUGGESTION AND SAY:

“I don’t know what to say. I am just so glad you told me.”