

## Thoughts and statements about conveying empathy and compassion

When talking with someone who is struggling and in distress, it is important to make a quick connection with them. Your tone of voice can make a difference so it is important to use a warm and genuine tone. It is important to respond in a non-judgmental, accepting and respectful way. One technique in showing empathy is to reflect back any feeling you are hearing. Use your own words and style rather than referring strictly to a script. Here are examples of some statements to use when talking with someone who may be anxious, afraid, frustrated, angry or sad (some of the more common feelings we are hearing right now).

- **I'm glad you are reaching out to someone to get your questions answered (*if this is a reason for their call*). I can hear how scary all of this is to you right now.**
- **I'm glad you're reaching out and telling me what you are going through/how you are feeling/how alone you feel.**
- **You sound angry and frustrated about what is going on right now. I would like to understand more about what happened.**
- **You sound anxious and afraid about everything that you have been hearing. I hope I can answer some of your questions or get you to someone who can help you today.**
- **I know you are struggling with things right now. This is a difficult time.**
- **This is a difficult time and I would like to be able to help you in some way.**
- **You have been getting some confusing information and it can be hard to know what to do about all of this.**
- **With the confusing information people have given you it can be really hard to know how to stay safe.**
- **It is understandable that you would be devastated/worried/concerned by this. I am sorry you have to deal with everything going on in addition to the virus.**
- **What I hear is that you are feeling really alone.**
- **This is a rough time we are going through. I can hear how hard this has been on you.**
- **We are going through some scary times. I'm glad you told me what's going on in your life right now.**
- **You are courageous in how you have dealt with everything.**