

COVID-19

ROCHESTER
REGIONAL HEALTH

Listen Actively and Demonstrate Empathy

A practical reference for what to say and how to respond to individuals in crisis

TRY THIS...

Maintain eye contact, stay present

Ask clarifying questions

"I hear you saying..."

"It sounds like..."

"It seems you...."

"You appear..."

Validate someone's experiences

"That sounds so hard."

"I can't imagine what this is like."

Stay with the person's focus

"I'm here if you need to talk about this."

Learn to tolerate silence

Keep your word and follow through

Be honest about limitations

"I wish I knew."

"Let me see if I can find that out."

Recognize displaced anger/venting

Monitor your defensiveness

Practice self-care and encourage others to do so

INSTEAD OF THIS...

Multi-task

Unintentionally dismiss/invalidate

"Don't feel bad, at least..."

"I know how you feel."

"Try not to think about it."

"It could be worse."

Compare someone's experiences

"I was in a similar situation."

"You don't have it as bad as..."

Change the subject

"Let's talk about something else."

Fill silence with chatter

Agree to something you can't do

Make guesses when you don't have answers or speak outside your scope of practice

Take someone's anger personally

Argue back

Neglect your own needs