

Providing Positive, Supportive Communication

- Provide listening affirmations
- Focus your attention (use nonverbals to convey)
- Avoid interrupting. Be comfortable with silence.
- Don't give "rational" answers; they are irrational.
- Share, don't compare.

What should you NOT say?

- I know exactly what you are going through.
- Don't worry. It's probably for the best.
- It's better this way.
- It's a blessing in disguise.
- Don't take it so hard.
- Try to keep it together.
- Why didn't you call me? Tell me sooner?
- Don't cry so much. You have to stay in control.
- Let me know if you need anything.