

EMPATHIC RESPONSES

Naming	Understanding	Respecting	Supporting	Exploring	“I Wish”
This must be... <ul style="list-style-type: none"> • Frustrating • Overwhelming • Scary • Difficult • Challenging • Hard 	I can't even imagine how difficult this must be.	I really admire your <ul style="list-style-type: none"> • Faith • Strength • Commitment to your family • Thoughtfulness • Love for your family 	I will do my best to make sure you have what you need.	Could you say more about what you mean when you say... <ul style="list-style-type: none"> • I don't want to give up • I am hoping for a miracle 	I wish we had a treatment that would cure you (make your illness go away). *[Remember we do have palliative treatments to offer the patient]
I'm wondering if you are feeling ... <ul style="list-style-type: none"> • Sad • Scared • Frustrated • Overwhelmed • Anxious • Nervous • Angry 	What you just said really helps me understand the situation better. This really helps me better understand what you are thinking.	You (or your dad, mom, child, spouse) are/is such a strong person and have/has been through so much.	Our team is here to help you through this.	Help me understand more about....	I wish I had better news.
It sounds like you may be feeling ...	I can see how dealing with this might be ... <ul style="list-style-type: none"> • hard on you • frustrating • challenging • scary 	I can really see how (strong, dedicated, loving, caring, etc.) you are.	We will work hard to get you the resources and support that you need.	Tell me more...	I wish the situation were different.
In this situation some people might feel ...	I can see how important this is to you.	You are such a (strong, caring, dedicated) person.	We are committed to help you in any way we can.	Tell me more about what [a miracle, fighting, not giving up, etc.] might look like for you?	I wish that for you too. [In response to what a patient or family members wishes, such as a miracle]
I can't even imagine how (NAME EMOTION) this must be.	Dealing with this illness has been such a big part of your life and taken so much energy.	I'm really impressed by all that you've done to manage your illness (help your loved one deal with their illness).	We will go through this together.	Can you say more about that?	I wish we weren't in this spot right now.