**Techniques for Expressing Empathy to Patients**

| ***TECHNIQUE*** | ***EXAMPLES (MAY OVERLAP)*** |
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| Naming | “It seems like you are feeling…” |
|  | “I wonder if you are feeling…” |
|  | “Some people would feel… in this situation.” |
|  | “I can see that this makes you feel…” |
| Understanding | “I can understand how that might upset you.” |
|  | “I can understand why you would be… given what you are going through.” |
|  | “I can imagine what that would feel like.” |
|  | “I can't imagine what that would feel like!” |
|  | “I know someone who had a similar experience. It is not easy.” |
|  | “This has been a hard time for you.” |
|  | “That makes sense to me.” |
| Respecting | “It must be a lot of stress to deal with…” |
|  | “I respect your courage to keep a positive attitude in spite of your difficulties.” |
|  | “You are a brave person.” |
|  | “I am impressed by how well you handled this.” |
|  | “It sounds like a lot to deal with.” |
|  | “You have been through a lot.” |
|  | “You did the right thing by coming in.” |
| Supporting | “I want to help in any way I can.” |
|  | “Please let me know if there is anything I can do to help.” |
|  | “I am here to help you in any way I can.” |
|  | “I will be with you in this difficult time.” |
|  | “I will be with you all the way.” |
| Exploring | “Tell me more about what you were feeling when you were sick.” |
|  | “How are you coping with this?” |
|  | “What has happened since we last met?” |