Pause between each step to see if it worked. If not, move forward to next step.

1. **Listen without interrupting**

2. **Offer sincere empathy**
   “That stinks!” or “I’m so sorry that happened.”

3. **Validate distress**
   “You have every right to be mad/sad/upset.” or “A good cry is the right thing right now.”

4. **Support coping**
   “Is there anything I can do that won’t make this worse?” or “Would some tea help?”

5. **Express non-dismissive confidence**
   “This is tough, and so are you.” or “As hard as this feels right now, I do think that you’ll get through it.”

6. **Offer to help problem solve**
   “Do you want my help trying to tackle this?” or “Any ideas about what might work to make this better?”

7. **Divide problem into buckets**
   Things that *can* change and things that *can’t* change

8. **Brainstorm possible solutions to the things that can change**

9. **Support acceptance of what cannot be changed**
   “There’s always some stuff we just have to live with.” or “Let’s focus your energy where it can make a difference.”

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