

Words that Work

- What do you understand about your illness?
- This is what I understand about your illness.
- What do you understand about what you have just heard?
- What do you want to do now, where do we go from here?
- What is most important to you in your life?

What if you could no longer do the things that are important to you?

Where do you find strength?

Where do you find support?

What are your greatest fears or concerns?

What has been most difficult for you?

Let me tell you about your options.

How to Respond

With a pause

With empathy

With guidance

With availability