

SKILLS CARD 2

Expressing Empathy NURS: Suggested Phrases

Name

- “So that makes you feel _____” (stating the feeling the patient just said)
- “You seem _____.” (reading the emotion on the patient’s face)

Understand

- “I can see how you would feel that way.”
- “Anyone would be (confused/sad/irritated) by this situation.”
- “I think anyone in your situation would feel the same way.”
- “Lots of people feel that way.”
- “Anyone would feel that way.”
- “It makes sense that you feel that way.”

Respect

Acknowledge Plight

- “This has been a difficult time for you.”
- “You’ve got a lot on your plate right now.”
- “You’ve been through a lot.”
- “You weren’t expecting this.”
- “That was tough.”
- “This struggle has impacted your whole life.”
- “I’m so glad you shared this with me.”
- “Thanks so much for sharing that with me.”



Academy of
Communication
in Healthcare

© 2019 The Academy of Communication
in Healthcare

Respect

Acknowledge Strength

- “You have certainly worked hard on this.”
- “You show a lot of courage/resilience.”
- “You handled it well.”
- “You have obviously researched this problem quite well.”
- “I deeply respect the way in which you’ve faced these challenges.”
- “You have carefully considered your options.”
- “I can see that you’ve tried hard to take care of yourself.”
- “I respect that your family’s well-being is your first concern.”
- “You have a strong will to live.” (in general, or to see your child graduate, attend grandchild’s wedding, etc.)

Support

- “I want to help you get to the bottom of this and see what we can do.”
- “I want you to know/remember that I am here to support you.”
- “I want you to know that I am in this with you.”
- “Let’s tackle this together.”
- “I’ll stick with you through this.”
- “I’ll be here when/if you need me.”
- “I think we can work together to make you feel better/figure out what’s going on.”
- “I want to help you with that.”
- “I will do what I can to help you.”
- “You’ve got a good team working for you here and I know they’ll do everything possible.”
- “Shall we brainstorm together?”
- “Let’s see if I can add to your knowledge.”
- “I support your decision. How can I help you carry out your plan?”
- “I am really impressed at the support you have from your (religion/family/friends/etc.)”