

# Engage Grieving Clients

“We have to teach empathy as we do literacy” - Bill Drayton

What to Say	What NOT to Say
<ul style="list-style-type: none"><li>• Jon was a remarkable person, I miss him already.</li><li>• You and your family are in my thoughts.</li><li>• I can't imagine what you must be feeling.</li><li>• Till the day I die, I will never forget your Mom.</li><li>• I have such great memories of Chris.</li><li>• I can't even begin to tell you how sad we all are.</li><li>• I was so sorry to hear that Susan died.</li><li>• Here's something special he did that I'll always remember....</li><li>• I know how much you loved him.</li></ul>	<ul style="list-style-type: none"><li>• Be grateful for the time you were married.</li><li>• At least they lived a long life.</li><li>• You must stay strong for your children.</li><li>• Don't feel bad, your husband is no longer in pain.</li><li>• It just takes time. You will get back to normal.</li><li>• Your wife wouldn't want you to be sad. She'd want you to celebrate her life.</li><li>• Everything happens for a reason.</li><li>• This might be a good time for you to get a pet or take up a new hobby.</li></ul>

What to Say/Ask	What NOT to Say
<ul style="list-style-type: none"> <li>• Our love and support is always here for you.</li> <li>• I can't imagine your suffering. Can I just sit with you?</li> <li>• What type of support has been helpful?</li> <li>• Do you want space or more people around you?</li> <li>• What is one thing I could help take off your plate?</li> <li>• Is it helpful to call or text you?</li> </ul>	<ul style="list-style-type: none"> <li>• Oh, you are a widow now.</li> <li>• They're in a better place.</li> <li>• I felt the same after my divorce.</li> <li>• Hang in there. Be brave.</li> <li>• My grief was so hard, I hope you do better.</li> <li>• If only they would have made it to the holidays.</li> <li>• THE WORST: <ul style="list-style-type: none"> <li>◦ Saying Nothing</li> <li>◦ Ignoring/Avoiding</li> <li>◦ No Acknowledgment</li> </ul> </li> </ul>

### Condolence Card Sample (rather than “sorry for your loss”)

Dear Dave,

The loss of your wife, Jamie is felt by us all. Her quick wit and joyful persona is what I admired. I will reach out after the service. Sending you great care in this difficult time.

Sincerely,  
*Michael*



### Want more examples of what to say and write?

- ✓ Be prepared to write that difficult card?
- ✓ Feel confident in knowing what to say?

