

Engage Bereaved 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">• Jon was a remarkable person, I miss him already.• You and your family are in my thoughts.• I can't imagine what you must be feeling.• Till the day I die, I will never forget your Mom.• I have such great memories of Chris.• I can't even begin to tell you how sad we all are.• I was so sorry to hear that Susan died.• I know how much you loved him.• We're always here for you, if you need anything. Big or small.	<ul style="list-style-type: none">• Be grateful for the time you were married.• You're still young. You can always remarry.• You must stay strong for your children.• Don't feel bad, your husband is no longer in pain.• It just takes time. You will get back to normal.• Your wife wouldn't want you to be sad. She'd want you to celebrate her life.• Everything happens for a reason.• This might be a good time for you to get a pet or take up a new hobby.

"The purpose of human life is to serve, and to show compassion and the will to help others."

– Albert Schweitzer

What to Say	What NOT to Say
<ul style="list-style-type: none">• We all loved Carol. She had a way of making people smile.• This must be so hard for you.• I wish I had the right words for you. I care and am so sorry for your loss.• I didn't know him well. Tell me about him.• I miss him, too.• Here's what I loved about him...• Here's something special he did that I'll always remember....• We will all miss Jane; she touched so many of our lives.• I wish I could take away your pain.	<ul style="list-style-type: none">• I know exactly what you are going through.• It's a blessing in disguise.• It's God's plan.• You'll be ok.• I've been so busy I forgot to call you.• It's good the kids are young so they won't remember him dying.• Oh ya, I heard your husband died.• Ben was such a great person, God needed him more in heaven.• At least she lived a long life.• I thought you would have been through your grief by now.

"We are what we repeatedly do. Excellence is not an act, but a habit"
 - Aristotle

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



Preparedness (Build)
 Action (Do)
 Communiation (Say)
 Education (Grow)



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