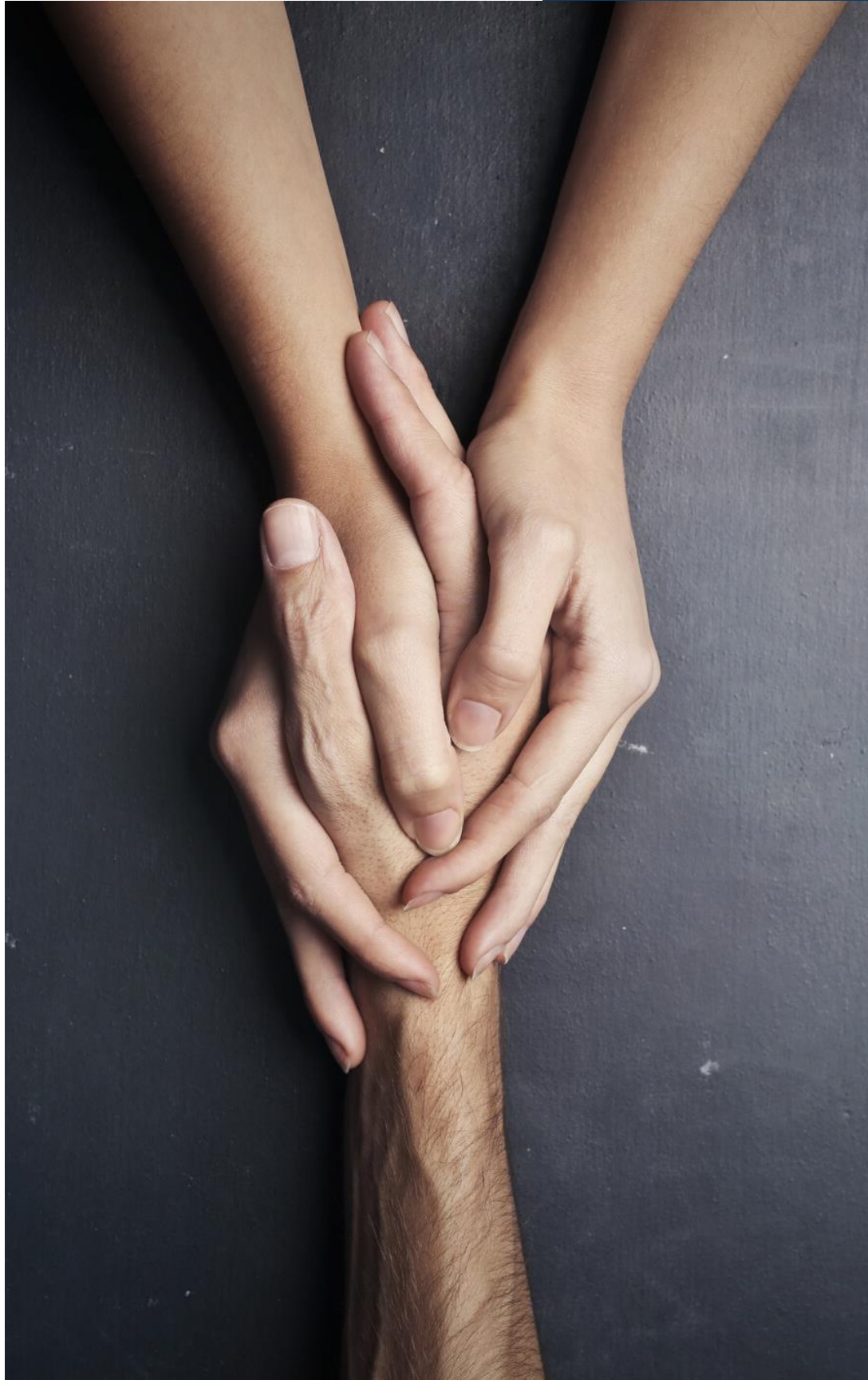


SUPPORT TEAMS

GUIDE TO SUPPORTIVE CARING

Providing Emotional Support





Ways to show support

Many people struggle with how to show support and care for others. They feel that they are not sure what to say or what the best way is to offer support.



"To the world you may be one
person, but to one person, you may
be the world."

DR. SEUSS

Be There



YOUR PRESENCE IS IMPORTANT

Just spending time with someone goes a long way toward supporting the person.

BE IN THE MOMENT

Focus your full attention on the person.

RELAX

There is no magic formula, there are no magic words. Just be present.



WHEN APPROPRIATE

Know the power of touch

HOLDING A PERSON'S HAND OR GIVING A
COMFORTING PAT ON THE ARM CAN MEAN A
GREAT DEAL TO SOMEONE.



Be Yourself

Don't put pressure on yourself by feeling you have to accomplish something during the visit. Be genuine and sincere in your support.

Listen

BE ATTENTIVE

Make eye contact with the speaker and turn your body towards them.

DON'T INTERRUPT

Focus on the message and the words being said.

ASK CLARIFYING QUESTIONS

Ask questions only to clarify understanding.

KEEP AN OPEN AGENDA

Let the person lead the conversation.

You don't have to have the right answer



Don't use clichés



Don't try to fix



Don't share your
own stories



Don't try to make
them feel better

Just be understanding

Validate

THEIR EMOTIONS

Too often we try to avoid discussing feelings. We tend to ignore or negate them. Instead, encourage them to express their fears or concerns. This way they know that you are willing to walk alongside of them.





DON'T BE AFRAID OF TEARS

Saying don't cry can be more hurtful than helpful. Tears can help heal. Let them cry. If you can, hand them a tissue.



IT'S OK TO CRY

Don't be afraid of your own tears. If you start crying it is ok.

Monitor what you say

GUARD AGAINST NEGATIVE TALK

Express yourself in words of love and
encouragement.



Keep your visit brief

ASK FOR THE BEST TIME TO VISIT

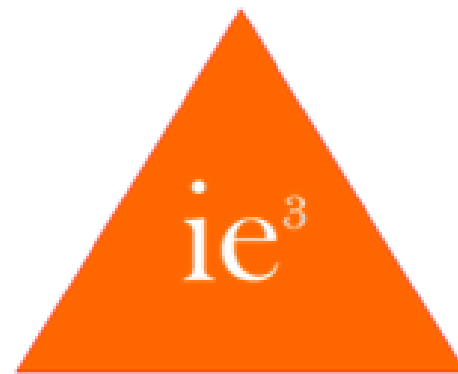
Frequent brief visits are better than
infrequent long ones.



For More Information

CONTACT

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