Emotional Balance

Emotions are neither good nor bad, they just are. There should be no judgment on them. Allow them; validate rather than invalidate what someone else is feeling.

What **NOT** to say or do

- Don’t feel that way
- You’re over-reacting
- Just think positive
- You’re too sensitive
- Change the subject
- Talk someone out of what they are feeling
- Try to offer answers, solutions

What **TO** say and do

- Be present, be compassionate
- Invite them to say more of what they are feeling, not less
- Hold their hand, hold them, cry with them
- Use reflecting listening
  
  “What I’m hearing you say is …”

  “It sounds like you are…really scared, really mad”