

NURSE statements for articulating empathy

	Example	Notes
Naming	"It sounds like you are frustrated."	In general, it turns down the intensity a notch when you name the emotion.
Understanding	"This helps me understand what you are thinking."	This is another kind of acknowledgement, but stop short of suggesting you understand everything (you don't.)
Respecting	"I can see you have been really trying to follow our instructions."	Remember that praise also fits in here, e.g. "I think you have done a great job with this."
Supporting	"I will do my best to make sure you have what you need."	Making this kind of commitment is a powerful statement.
Exploring	"Could you say more about what you mean when you say that..."	Asking a focused question prevents this from seeming too obvious.

Fundamental skills

	Example	Notes
Tell me more.	"Tell me more about..."	Use when you are not sure what someone is talking about (rather than jump to an assumption.)
"I wish" statements	"I wish the chemo would cure the cancer. I worry it will only make you sicker, and I wonder if we can talk about what this all means."	Enables you to align with the patients hopes while acknowledging the reality of the situation.
AND not BUT	"You have been doing everything right AND the chemo is just not working."	Allows both sentences to be true, instead of negating the latter.
What else?	Ask "What else?" until there is nothing else.	Patients rarely share the most significant information first, keep exploring.

