



**TRY  
THIS**

**REFLECTIVE LISTENING**, i.e., paraphrasing and restating the feelings and/or words of the speaker back to them, shows the person that you are listening attentively. Make sure to: listen for the basic message, avoid questioning the speaker or adding meaning, and always be non-directive and non-judgemental.

**BOUNDARIES** identify what is and is not okay to each of us. Respect your colleagues' boundaries and enforce your own (showing your colleagues that boundary-setting is okay!)

**MODEL VULNERABILITY** by talking about your own difficulties and stressors; this will show your colleagues that they are *not alone*, and it is *okay to talk about stress!*

**VALIDATION** shows the person that you recognize and accept their emotions. There are 2 main components to effective validation: 1) Identify a specific emotion, and 2) offer justification for feeling that emotion. Example: "I can see why you might feel frustrated"

**ENCOURAGE SELF-CARE** by doing nourishing activities together, sharing what works well for you, helping others make time for self-care and celebrating when they do.

## SUPPORTING EACH OTHER THROUGH DIFFICULT TIMES



**AVOID  
THIS**

**SPEAKING TOO ASSERTIVELY** often occurs when we are uncomfortable with the topic or do not know how to help. Instead, try asking the person if there is anything you can do for them.

**TRYING TO "FIX" THINGS;** The Medical Model is solution-focused, but sometimes the best thing we can do is to focus on listening, be present and create a safe space for our colleagues to vent, rather than offer solutions.

**MAKING ASSUMPTIONS and PUSHING YOUR VIEWS** are natural responses that can leave an individual feeling unheard and alone. Instead, try asking questions to understand their point of view.

**INVALIDATING RESPONSES** are anything that minimizes or diminishes another person's feelings. It is easy to be inadvertently invalidating while trying to make someone feel better, by saying something like: "It could be worse."