

APPENDIX B: WHAT TO SAY WHEN THEY'RE HURTING

What do you say to someone who is in the middle of a crisis? It is just as important to know what not to say, because saying the wrong thing at the wrong time could sever the possibility for ministry and cause more pain.

What Not to Say:

- I know how you feel
- How are you doing? Are you okay?
- You'll feel better before you know it
- You'll get through it
- Don't cry. Be strong
- God must have needed them
- The Lord gives and the Lord takes away
- Don't let it rob your joy
- Anything that tells the person how to feel
- Any personal stories that compare this grief or loss to some other grief or loss

What to Say Instead:

- I'm sorry this has happened
- I cannot imagine how difficult this is for you
- I'm here for you
- How are you holding up?
- May I take a moment to pray for you?
- Is there some way I can help you?
- Assurances from scripture
- Open-ended questions (What was it like?)