Words to say when you don't know what to say

A little note:

We know there is no perfect script. What comforts one person might not help another. And what someone needs to hear today might be different tomorrow.

These suggestions are drawn from what people consistently tell us feels supportive. They will not fit every person or every moment. So, use your judgement. Pay attention to their cues. And if you are unsure, ask. Or say, "I don't know what to say, but I am here."

Instead of	Try
✗ "At least..."	✓ "I'm really sorry you're going through this."
✗ "Everything happens for a reason."	✓ "That sounds really hard."
✗ "You'll be okay."	✓ "Do you want to talk about it, or would a distraction feel better?"
✗ *silence* because you don't know what to say	✓ "I don't know if I have the right words, but I'm here."
✗ "Let me know if I can help"	✓ "I can drop dinner on Thursday. Would that help?"