**Responses**

**Permission/Invitation**

Do you want to talk now?

Tell me what you are feeling

Is it okay to talk about this now?

Tell me more

**Set Up/Reframe**

Can we take a step back?

I think we’re in a different place now

What is your understanding now of where you are with your illness?

**Expect Emotion**

You sound….. frustrated/overwhelmed/sad/frightened/worried/scared

I can’t even imagine how difficult this is for you

I wish we had a more effective treatment

This must be very hard

I really admire how hard you have fought this illness

I really admire how much of a fighter you (he/she) are (is)

I can only imagine what you are going through

What would a miracle look like to you?

**Map (Values/Goals)**

I can see how important it is for you to know that you’re not giving up

What are your biggest fears or worries about the future?

What is most important to you right now?

What are your most important goals right now?

**Align**

What I hear you saying is…….

That helps me better understand

I’m glad you told me that

I’m glad you explained that to me

How much does your family know about your wishes?

**Plan/Act**

Can I make a recommendation?

Let’s talk about where we go from here

Is it okay if we talk about where we go from here?

Based on what you’ve told me, I think we should………..

**WISH (HOPE) / WORRY / WONDER**

**I’m going to beat this/I’m going to live for many years/I think you’re wrong………**

I **HOPE** you are right (**validate** patient concerns, goals,) but I am…….

**WORRIED** because you are having more pain/losing weight/sleeping more (express **empathy/concern**) so……

I **WONDER** whether we should make a plan in case things don’t go as well as we would like? (**reframe/plan**)

**A “go to “ phrase useful in many situations to respond to emotion with empathy**