



Help! What Do I Say?

Why we gather

My purpose at post-death gatherings is to:

1.

2.

What not to say and why not

What to say and do:

Family members:

Value of role play

Take notes

Open-ended questions to ask going forward

Instead of “I know how you feel” allow for difference

Instead of “Call me any time”, you call

The volatility of grief

Send flowers??

Cards and Touches

The text of cards

www.CardsByAnne.com

Don't be afraid to say the name

When to send cards

Checking in on your level of support

Book: “No Longer Awkward: Communicating with Clients through the Toughest Times of Life”

Desktop Reference: “Compassionate Communication: Desktop Reference for Times of Transition”

People will forget what you said

People will forget what you did

But people will never forget how you made them feel. - Maya Angelou