When people have problems,

show that you care.

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Make a serious face.

Get closer, but not too close.

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Watch the person's face.

Check the way they sit, stand and move.

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"What happened?"

"That sounds awful."

"What was the worst part?"

"You must feel..."

"Need any help?"

"I'm so sorry."

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Avoid mistakes

Mistake # 1: Saying nothing

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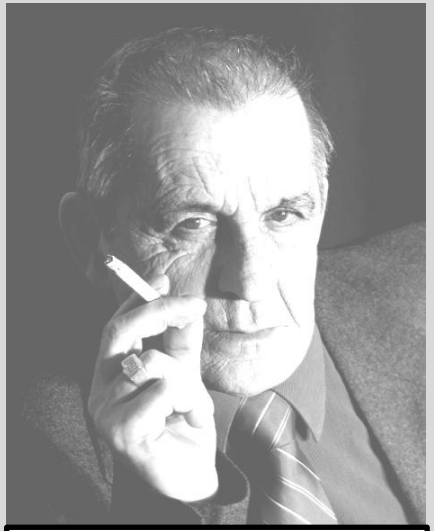
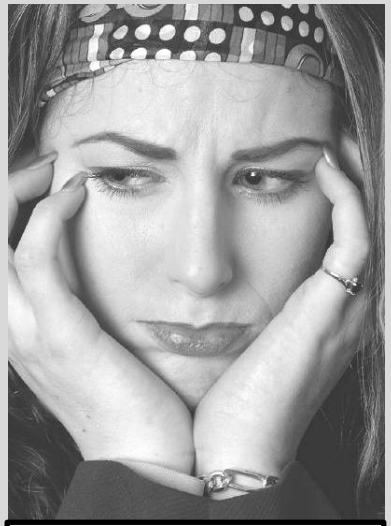
Avoid mistakes

"Be more careful."



"Too bad your Grandpa smoked."



"It's a shame you didn't study."

Mistake # 2: Blaming. Criticizing.

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Avoid mistakes

Mistake # 3: Telling them to “cheer up”

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