



### **What Should I Say?**

When talking to someone who has experienced a traumatic event, some things you can say are more helpful than others. To support the person and validate his/her feelings, the following lists provide suggestions on what to say and what not to say to someone in crisis.

#### **Do Say:**

- I'm glad you're talking to me now
- I'm glad you're safe now (if true)
- It wasn't your fault
- Your reaction is a common response
- It's understandable you feel that way
- It must have been really upsetting to see/hear/feel/smell/etc. that
- You're not going crazy
- Things may not ever be the same, but they can get better
- It's OK to cry, want revenge, hate, etc.
- I can't imagine how terrible your experience must have been
- I'm sorry this happened to you

#### **Don't Say:**

- I know how you feel/I understand
- You're lucky that...
- It'll take some time, but you'll get over it/time heals all wounds
- Don't worry, it's going to be all right
- Out of tragedies, good things happen
- You shouldn't feel that way
- You should get on with your life/move on/get over it
- It was God's will
- Calm down and try to relax

### **Center for Prevention & Advocacy**

Emergency: 911 ❤️ 24/7 Advocacy & Support: (504) 286-5289  
6801 Press Dr. Suite 242 - Social Work Bldg. ❤️ [pacenter@suno.edu](mailto:pacenter@suno.edu)  
<https://www.suno.edu/page/center-for-prevention-advocacy>