

MASSARI

Allison Massari Keynote Speaker, Executive Coach, Artist www.AllisonMassari.com

## > CEU Programs & Keynotes

Transforming Patient Lives | Patient Engagement | Appreciation | Adversity Wellness | Healing Burnout in Healthcare Workers | Revive Passion for Work in Healthcare

For Healthcare CEU Programs and Keynotes with Allison Massari please contact her office: 415.209.3616 cs@allisonmassari.com

## Over 27,000 Votes were cast and Allison Massari was named a Top 25 **Speaker**.

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## What it Takes to Heal™

Sometimes it can be very difficult to know what to say when someone is in crisis. Often, people are so afraid of doing or saying the wrong thing that they do nothing. It is so important in someone's time of need to do something. The absence of contact can be misunderstood and make it appear that you don't care. People truly appreciate kindness, and even the smallest gesture can be tremendously healing. Love is powerful, and reaching out will make a world of difference. Below are some suggestions of what you can do or say. You can just pick one!

- Sit with them. Be with them and listen. You do not need to solve or have the answers to their problems. Just show up and love them with your eyes, your smile and your kindness. Sometimes, just your quiet presence is all they need.
- Avoid using clichés like, "Everything happens for a reason", "What doesn't kill you makes you stronger", etc.
- Clean their home or buy their groceries
- Offer to take care of their pets or to water their plants
- You can say to the person, "I love you"
- Touch their shoulder and say, "I'm here."
- Leave hand picked flowers at their doorstep with a note
- Bring them books or CDs on their favorite topic
- Drop off a home cooked meal
- Offer to take their children to the zoo
- Offer to give them a ride to a doctor's office or for any appointments
- If someone looks extremely physical ill, do your best to keep your demeanor and facial expressions calm to help normalize the situation.
- Leave a loving voicemail or text and let them know you are thinking of them
- Send them a card and write, "Thinking of you"

Questions to ask:

- 1) "What can I do for you? I want to support you in the best way that you need." If they cannot think of anything, offer ideas.
- 2) "Are you getting enough rest?"
- 3) Are you eating well? A healing body needs balance and support now more than ever.
- 4) "Do you feel that the doctors have given you good explanations and feedback?" "Are you getting the support you need?"
- 5) "Is there something specific I can bring to you?"
- 6) "Are you comfortable? Do you need a blanket? Or would you like the TV on or off?"
- 7) "Do you have a solid support system in place?""Can I help you organize a support system? You do not have to do it all alone."

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