

# SUPPORTING OTHERS Through Life's Challenges

We all encounter ordeals that can test our limits, and we naturally want to help those we care about when they struggle. Whether they involve health, relationships, work, or personal growth, one of the most meaningful ways we can make a difference in someone's life is by offering our support when they need it most. Below are some practical, empathetic ways to support others.

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Be  
present

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Listen more,  
fix less

—  
Validate  
feelings

—  
Offer  
tangible  
help

—  
Respect  
their  
process

—  
Encourage  
professional  
support

Make time for you

# 1

## Be present

Sometimes, the most effective thing you can do for someone going through a hard time is to simply be there. Being present doesn't always mean having the right words or solutions. It's about showing up, listening without judgment, and letting the other person know they are not alone.

### **TRY SAYING:**

- *"I'm here for you."*
- *"I may not have the answers, but I'm here to listen."*
- *"You don't have to go through this alone."*

# 2

## Listen more, fix less

When someone shares their struggles, our instinct might be to jump in with advice or solutions. While our intentions are good, sometimes what people need most is to feel heard and validated.

### **PRACTICE ACTIVE LISTENING:**

- Maintain eye contact and nod affirmatively
- Repeat back what you've heard: *"It sounds like you're feeling..."*
- Avoid interrupting or guiding the conversation back to yourself

# 3

## Validate their feelings

Emotions during tough times can range from anger and sadness to fear and confusion. Validating these feelings helps people feel understood.

### **WHAT TO SAY:**

- *"It's okay to feel upset about this."*
- *"What you're feeling is completely understandable."*
- *"I can't imagine how hard this must be for you."*

# 4

## Offer tangible help

While emotional support is crucial, practical assistance can also ease someone's burden. Instead of saying, *"Let me know if you need anything,"* take the initiative to suggest specific ways you can help.

### **EXAMPLES OF TANGIBLE SUPPORT:**

- Preparing meals or delivering groceries
- Helping with childcare or errands
- Offering a ride to appointments

# 5

## Respect their process

Everyone navigates challenges differently. Some may want to talk things out, while others may need time alone. Respecting their preferred coping style is a vital part of offering support.

### WAYS TO RESPECT THEIR PROCESS:

- Avoid pushing them to “look on the bright side” too soon
- Give them space while reassuring them that you’re available when they’re ready
- Be patient, even if progress seems slow

# 6

## Encourage professional support

If someone’s challenges feel overwhelming or persistent, gently encourage them to seek professional help. Mental health professionals, counselors, or support groups can offer resources and tools that go beyond what a friend or family member can or should provide.

### HOW TO APPROACH THIS CONVERSATION:

- *“Have you thought about talking to a professional about this?”*
- *“I know people who have found counseling helpful.”*
- *“If you’re interested, I can help you find some resources.”*

# 7

## Make time for you

Taking time for yourself is an investment in your well-being and happiness. It’s about prioritizing your needs, recharging your energy, and fostering a deeper connection with yourself to bring your best self to all you do. Self-care offers many benefits, including improved mental health, reduced stress, enhanced productivity, increased self-confidence, better physical well-being, and healthier relationships.

### SELF-CARE TIPS:

- Make self-care a non-negotiable part of your routine and learn to say no when necessary
- Practice mindfulness and incorporate relaxation techniques into your daily life
- Exercise regularly, nourish your body, and get adequate sleep
- Cultivate and maintain relationships that support your well-being
- Visit WorkLife4You to take a **self-care challenge** and access additional resources

Remember, supporting someone through hardships, grief, illness, or personal setbacks is not about solving their problems — it’s about walking alongside them. Your presence, compassion, and patience can be a powerful force for resilience and healing.

While being there for others is an important, worthwhile endeavor, it isn't always easy. Whether you need advice on helping others or tips for taking care of yourself in the process, let us be here for you.

Contact your Employee Assistance Program, where counselors are available 24/7 to listen, offer guidance, provide personalized resources, and much more.



Tell us about your EAP experience!

**24 HOURS A DAY**

**800-222-0364**

**FOH4YOU.COM**

# Best Practices *for* Supporting Others



## Best Practices *for* Supporting Others

This webinar reviews best practices and techniques for providing support to others. Attendees will learn how to provide support without taking on the role of a counselor or therapist and leave with practical strategies and resources for listening to and supporting their loved ones.

**Wednesday, February 12, 2025**

**2–3 p.m. E.T.**

**Register**