Say this, not that

Keep it on the fridge, or give a copy to the family.

Instead of	Try
“My gran had arthritis.”	“It’s a different illness, isn’t it? How is it today?”
“You don’t look ill.”	“Good to see you. How are the joints today?”
“Have you tried this diet?”	“Do you want ideas, or shall I just listen?”
“Do you really need all those pills?”	“How are the medicines treating you?”
“Give it here.”	“Want me to do the fiddly bit?”
“How can I help?”	“Shall I cook tonight, or do the school run?”
“Don’t be silly.”	“That sounds hard. What’s making you feel that way?”

Validation in four steps

- [ ] Notice: stop, look at them, let them finish.
- [ ] Name it: “You look shattered.”
- [ ] Make sense of it: “After this week, of course you are.”
- [ ] Ask: “What would help most right now?”

When it goes wrong: “That came out wrong. I’m sorry. I do believe you.”

Our own phrases (fill in together):

Information, not medical advice. For questions about diagnosis or treatment, talk to the doctor or care team. Based on: Kool et al.: Understanding the lack of understanding. Invalidation from the perspective of the patient with fibromyalgia (Arthritis & Rheumatism); Linton et al.: Painfully reassuring? The effects of validation on emotions and adherence in a pain test (European Journal of Pain)