

Making Empathic Connections

Empathy is a key ingredient in establishing a trusting, positive, supportive relationship between the caregiver and therapist. With new clients, it is important to begin the relationship being intentional about creating a non-judgmental space in which families feel safe, heard and understood. Here are some approaches to use to make an empathic connection during that crucial first encounter.

INSTEAD OF	SAY THIS
First talking about the child	How do you feel about the past week?
Tell me about your child's diagnosis and needs	Help me get to know your child...
I've written goals based on the evaluation	What do you feel are the most important areas for focus?
What therapy has your child had previously?	What is your vision for your child?
We are going to try this approach.	I'm wondering if this is something you think would be valuable
We have lots of experience treating children with this diagnosis.	What are your primary concerns about therapy?
Your child's diagnosis is challenging	We are here to help support you and your child and empower you to be the most important influence.
We have a well-researched approach for providing this type of therapy	We want to have an on-going conversation about your child's care. We need your observations and input so we can partner to provide the best approach.
Each session is XX minutes. Please have your child here on time and be here promptly at the end of the session for pick-up.	We invite you to join the therapy session to be a part of the process. And if you're not available during the session, we'd like to spend 5-10 minutes with you after the session to show you what your child experienced.

*This customizable template is courtesy of Beeline Billing.
Please see our website for additional complimentary tools to help you
manage your practice so it doesn't manage you.*