



THE CARE STANDARD™ COMPANION GUIDE



WHAT HELPS & WHAT HURTS

The way we respond in difficult moments can either build trust or create distance.
Use this guide to choose helpful, care-centered responses.

	✓ WHAT HELPS	✗ WHAT HURTS
 PRESENCE How we show up.	• Stay calm and grounded. • Be fully present and attentive. • Allow space and silence. • Listen with patience and empathy.	• Rushing or seeming impatient. • Interrupting or talking over others. • Checking your phone or distractions. • Reacting emotionally or anxiously.
 COMMUNICATION What we say and how we say it.	• Use clear, simple, and kind words. • Ask open-ended, thoughtful questions. • Validate feelings and experiences. • Speak with honesty and compassion.	• Giving advice too soon. • Dismissing or minimizing their feelings. • Using clichés or empty reassurance. • Overexplaining or dominating the conversation.
 SUPPORT What we do next.	• Create a judgment-free space. • Respect boundaries and privacy. • Honor their story without criticism. • Communicate acceptance and care.	• Judging, blaming, or criticizing. • Pressuring for details or closure. • Sharing their story or follow-up. • Focusing only on tasks, not people.
 RELATIONSHIP The long-term impact.	• Build trust over time. • Show consistency and reliability. • Celebrate small steps forward. • Invest in the relationship.	• Being inconsistent or unavailable. • Only connecting when there's a crisis. • Expecting quick change or results. • Comparing their journey to others.



OUR GOAL: Respond with wisdom, presence, compassion, and Christ-centered care—so people feel safe, valued, and supported.

“Let all that you do be done in love.”

1 CORINTHIANS 16:14