



Healthy Responses to Hurt Feelings

WHEN A COLLEAGUE, OR LOVED ONE HURTS YOUR FEELINGS, IT'S IMPORTANT TO BE OPEN AND HONEST WHEN CLEARLY COMMUNICATING HOW THIS MADE YOU FEEL. THIS CAN BE HARD, SO WE'LL KEEP IT SIMPLE. USE THESE EXAMPLES AS A GUIDE NEXT TIME YOU'RE HAVING TROUBLE DIRECTLY ADDRESSING AN ISSUE IMPACTING ONE OF YOUR RELATIONSHIPS.

Example **1**

Your friend is upset with you and when you ask what's wrong, they ignore you.

Negative response:

Ignore my friend to show them how it feels to be ignored.

Healthy response:

Tell my friend that their behaviour hurts my feelings, and that I'd be happy to have a conversation about this when they're ready.

Now it's your turn!

Example **2.**

In the middle of a deep conversation, your friend picks up their phone to scroll through social media. This hurts your feelings.

Negative response:

Healthy response:

Example **3.**

Your friend tells you that something you said to them yesterday upset them. You didn't try to be hurtful, but this confrontation makes you feel uncomfortable and defensive.

Negative response:

Healthy response:
