

Speaking and Acting with Compassion

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One of the reasons that organizations and individuals have a difficult time speaking and behaving compassionately is that they have little, if any, guidance, experience or tools in this area.

The easiest approach to speaking compassionately and behaving compassionately is to develop a lexicon of language which helps achieve compassionate objectives.

When compassion is required and the organization is unprepared, while the victims, the survivors, employees and other stakeholders are waiting to hear compassionate language and see compassionate actions, management gets into its "bunker" mentality, retreats and refuses to do anything until they see a clear path forward.

Here is a lexicon of compassion that you might find helpful as you think about those circumstances where this emotional response is appropriate, necessary and sometimes critical.

The Lexicon of Compassion

- Alarmed
- Appalled
- Ashamed
- Concerned
- Devastated
- Disappointed
- Disheartened
- Embarrassed
- Failed
- Humiliated
- "Let you down"
- Mortified
- Regret
- Sad
- Shocked
- Sorrowful
- Sympathetic
- Tragic
- Unfortunate
- Unhappy
- Unintentional
- Unnecessary
- Unsatisfactory