

# 10 tips to show your compassion

## Zap compassion fatigue.

Bowser may be the fifth hit-by-car you've seen this month, but he's still No. 1 to the owner standing in front of you.

## Offer a shoulder to cry on.

Keep a hankie handy and be ready to offer it with sympathy when clients face tough decisions or difficult news.

**Offer a kind word.** Betsy's having a terrible day. Now's a great time to compliment her on how she handled Mr. Fussbudget when he groused about the bill. Chances are, she'll return the favor when you're feeling down in the dumps.

**Don't let appearances influence you.** Whether your client's sporting holey shoes or she's dripping diamonds, she still needs support when she hears Fluffy has cancer.

## Practice your smile.

Others sense your attitude, and it's hard to have a bad one with a grin on your face. Before long, that person next to you will smile, too, and the warmth spreads.

## Tune in to body language.

A frown or crossed arms may be the only signal clients give that something's wrong. So it's up to you to probe for the problem and offer a solution.

**Offer a loving touch.** Whether you're with a pet or a pet owner, a gentle pat on the shoulder can help lift low spirits.

## Be generous.

So Claire left the filing unfinished last night. You know she was distracted by a fight with her boyfriend, so maybe it's OK to let it slide just this once.

## Listen.

Sometimes you don't need to have the right words. Listening without making judgments may be the kindest gift you can offer.

## Practice planned acts of compassion.

A card or personal note sent to a grieving pet owner holds much more value than the stamp it costs you to mail the caring message.

