

Sharing empathy - Lost and found story Date: _____

Read the story and answer the questions.

Phrases:

1. "I'm so sorry to hear that you lost your cellphone."
2. "I understand how frustrating that can be."
3. "Don't worry; we'll try to find it together."
4. "Let's retrace your steps and see if we can locate it."
5. "It's okay; accidents happen to everyone."
6. "I'll lend you my phone so you can call someone if needed."
7. "Let's report it to the principal's office."
8. "I'll help you check if you have a backup of your data."
9. "Remember, it's just a phone; your safety is more important."
10. "We can contact your service provider to block the phone."

Actions:

- A. () Offer practical assistance in searching for the lost phone.
- B. () Express understanding and empathy for their situation.
- C. () Provide reassurance and remind them that accidents happen.
- D. () Suggest reporting the loss to appropriate authorities.
- E. () Offer the use of your phone for important calls.
- F. () Encourage them to check if they have a backup of their data.
- G. () Show willingness to help retrace their steps.
- H. () Prioritize their safety and well-being.
- I. () Offer to contact the service provider to block the phone if necessary.
- J. () Express sympathy and acknowledge the loss.

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