



Find more information on
our website:
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WHO WE ARE

Carna is a non-profit
organization that
strives to provide
accessible information
about mental health to
everyone.



SUPPORT OR SOLUTIONS

Helping your loved
ones in the best way
possible

WHAT DOES SUPPORT OR SOLUTIONS EVEN MEAN?

Support or solutions refers to two types of ways you can respond to someone who is speaking to you about a problem.

What matters is that they feel comfortable enough to share that issue with you. So the question is, should you offer support or solutions?

FIRST STEP: ASK THE QUESTION

Sometimes, it's hard to tell what someone needs in a conversation. So if you're struggling to decide whether to offer comfort or problem-solve, then all you need to do is **ask the other person**.

FOR EXAMPLE, YOU COULD ASK:

- Do you want comfort or solutions?
- Would you like me to help you problem-solve, or would you rather air out your feelings?
- Could I do something to fix this? If not I am more than happy to listen

It is important to remember that it's not just what you say but how you say it. Asking questions free of judgement allows your loved ones to feel heard.

What if they don't know what they need? Well let's breakdown the difference between support and solutions:

SUPPORT:



- Offer them a hug/physical comfort
- Be present
- Validate their feelings
- Empathize without taking the focus off them
- Suggest a fun activity to distract them

SOLUTIONS:



- Ask open-ended questions
- Offer your perspective
- Help them figure out what they want to change about the situation
- Suggest resources that may be useful to the situation

WHY SUPPORT OR SOLUTIONS WORKS

A common miscommunication among many relationships starts with not understanding what another person needs.

Offering solutions when your loved one needs support makes it feel like you're dismissing their feelings.

On the other hand, sometimes sitting and listening is as helpful as problem-solving.

Using support or solutions allows you to avoid unnecessary pain for yourself and the person you're trying to comfort.

The bottom line is this: we can't always know what another person needs, so it's important that we treat each situation carefully.