

APPENDIX C | SCRIPTS AND LANGUAGE BANKS

C.7 When Client Expresses Hopelessness

Supplemental resource from Beyond Wellness: The Adaptive Capacity Coaching Framework for Chronic Illness

Client: “What's the point? Nothing is going to change. I'm just going to keep getting worse.”

(First, assess for suicidal ideation (see Referral Scripts). If not actively suicidal:)

Coach: “It sounds like you're in a really dark place right now. I'm not going to try to talk you out of how you feel, because this is hard, and feeling hopeless sometimes makes sense.”

Coach: “Can I ask, when you say 'nothing is going to change, ' what would change look like? What would you need to see to feel even a little bit of hope?”

(This opens exploration without toxic positivity. Listen for what matters to them.)

Coach: “I hear you. And I want you to know that even on days when hope feels impossible, I'm going to keep showing up. You don't have to feel hopeful for our work to matter.”