

07.29.26 Switchboard Webinar Slide Deck - Processing Grief

29 Jul - 04 Aug 2026

Poll results

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What emotions arise within you when you think about grief?

(1/5)

091

- Emptiness
- Memories
- Replay cycle or memories or traumas
- injustice
- Crippling
- anger
- Relief
- Pain
- Anxiety
- Heart ache
- Physical pain
- Anxiety
- Anger
- Loss, regret
- Crippling
- Tired
- somber
- Impact on functionality
- lost
- Hopelessness
- Pain
- Hopless
- Hurt
- Crying all the time
- Regret
- Confused
- Sadness

What emotions arise within you when you think about grief?

(2/5)

091

- Lack of appetite
- change
- Depression
- Sad
- Pain
- Anger
- Disappointment
- Confusion
- Longing
- Frustration
- Lack of faith
- Heart broken
- Sadness, regrets, emotions
- Love
- Abandonment
- Empty
- Regrets
- despair
- Sometimes joy & privilege
- Anger
- Devastating
- Anger
- Saudade
- Can't Forgive or Forget
- Fear
- Sadness
- connection
- Not support

What emotions arise within you when you think about grief?

(3/5)

091

- Sadness
- Depressed
- Profound sadness
- Exhaustion
- Sad
- Emptiness
- Isolation
- Loss of something/someone
- Pain
- Confusion
- Regret
- Memories
- Anger
- empty
- Confusion
- feeling lost
- Feeling lost
- Denial
- Loneliness
- Fear
- Fearful
- Sadness
- Numbness
- Sadness, lethargic
- heaviness
- Numbness
- Overwhelming
- Hopelessness

What emotions arise within you when you think about grief?

(4/5)

091

- Numbness
- Heart broken
- Memories
- Overwhelmed
- Deep sadness
- Isolation
- Numbness
- Love for those lost
- Sadness
- Sadness
- Loneliness
- Pain
- Sadness
- loneliness
- Sadness
- Depression
- Pain
- Care
- lost
- sense of injustice
- Confusion.
- Sadness, angry, frustration, nostalgia
- Emotional pain
- Emptiness
- It is different for everyone
- heaviness

What emotions arise within you when you think about grief?

(5/5)

091

- Sadness
- Sadness
- Deep sadness
- Sadness
- Isolatio
- Denial
- Sadness
- Fear
- Lonliness
- Regret
- Disappointment
- Nonchalant
- Exhausting
- Sadness, hoplessness
- Pain
- fear
- Tears
- 2825597
- sadness,
- Nostalgia about the past
- hopelessness
- Anger
- Sadness
- Deep sadness
- Anger, sadness
- Sadness

What is one takeaway you will incorporate into your work moving forward?

(1/3)

032

- Listen and be present
- Thinking what would Jasmine do!
- Validate my clients feelings
- Always listen
- Everyone is different, provide your best
- Active listening
- Active listening
- Cultural considerations of grief
- Being more open the different forms of grieving depending on the culture
- Keep grief in mind in providing trauma informed care/service
- Grief is multiple emotions existing at the same time.
- Just holding space is supportive. Silence is okay.
- Just being present can make a big impact.
- Listen and grieve takes time
- Be present for them
- More support
- Honor and remain open and inquisitive about a clients cultural grief norms
- To be mindful that everyone grieves differently and be aware of cultural differences

What is one takeaway you will incorporate into your work moving forward? (2/3)

032

- being present makes a difference
- How to support myself and others going through grief with grace & a stronger grasp on thinking of cultural context.
- Silence and presence
- Sometimes presence is the best we can provide. Continue learning about grief
- Active listening and giving them the time and space to process without interruption
- Understanding differences in culture of grief
- Create more listening spaces
- Meaning pie chart!
- Active listening
- Listening
- Give them their space
- More supportive ways to respond to someone.
- Everyone has a unique way to grief
- The meaning pie chart
- Giving the client the choice of how to process their grief
- It's okay to provide silence
- Silence and presence is a response !

What is one takeaway you will incorporate into your work moving forward?

(3/3)

0 3 2

- There are different ways to support someone going through grief, and incorporate those.

What losses might Amal be grieving?

068

Loss of a loved one



50 %

Separation from family



82 %

Loss of homeland/community



90 %

Changes in identity or social roles



66 %

Ongoing uncertainty



63 %

Which emotions have been a part of your personal experience with grief?

055



How have you responded to these emotions? (1/4)

054

- Cooking Hiking
- Not motivated
- Exercising
- nature
- Listening to music
- Obsessing
- No appetite
- Self help group
- Escapist reading
- Meditation
- doing something that they loved in their name
- Writing
- Anger
- Singing
- Looking for a listener
- Guilt
- Confused no motivation crying
- Avoid
- Praying
- Hyper activity
- Writting
- Watching Netflix
- Not well at all It has tsken me long periods of time to overcome my sadness
- talking with family members
- Isolated
- Isolation
- Prayer and crying

How have you responded to these emotions? (2/4)

0 5 4

- Connect with friends
- Rest
- Isolating
- Running
- sleeping
- Hide
- Being lonely
- Psychoanalyzing self/others
- Sleeping
- No appetite
- Yelling
- Fear
- Shutting everyone out
- Practice mindfulness
- Somatic- physical pains in
- heart and stomach
- Repressing emotions
- isolating
- Sought out community
- Ventilating
- Therapy
- Acknowledged the feeling and found ways to deal with it
- Exercise
- Stuffing
- Writing
- Overthinking
- Crying
- Alcohol
- Give time

How have you responded to these emotions? (3/4)

0 5 4

- Anger
- Crying
- Going to gym a lot
- Fellowship
- Work a lot!! Packing my schedule with everything
- Walking
- Giving back
- Isolating
- Self harm
- Sleeping
- No motivation
- Isolating
- Crying
- Talking with others
- Crying
- Crying
- Praying
- Taking with friends
- Crying
- therapy
- Prayer
- Confusion
- Crying
- Crying
- Acceptance
- Journaling
- drinking alcohol
- Ruminating
- Withdrawing and isolating

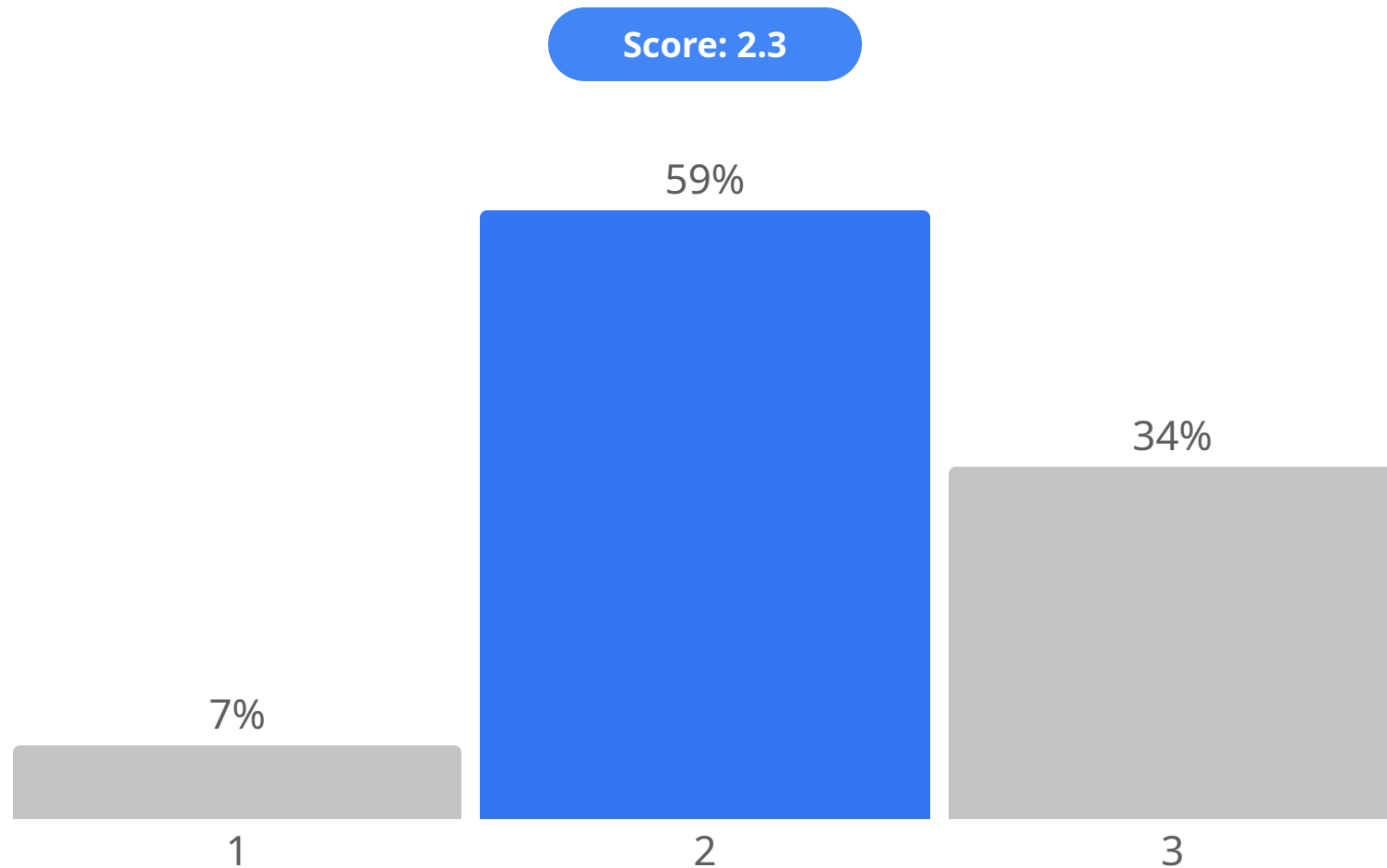
How have you responded to these emotions? (4/4)

054

- Denial
- Crying
- Withdrawn
- Crying out loud
- Numbness
- Sleeping too much, or not sleeping at all
- acceptance
- at first with fear
- Lots of crying
- Asked for help
- Crying
- Suppression

How confident do you currently feel in recognizing grief-related experiences in newcomer populations?

0 8 5



What factors most influence how a person expresses grief?

071

Culture and tradition



75 %

Religion/spirituality



72 %

Family and community expectations



68 %

Personal experiences



65 %

How might culture and systemic barriers influence Amal's grief experience?

(1/3)

037

- Frustrated
- Guilt and frustration
- Loneliness
- Afraid her absence will reflect as disrespect
- Guilty not participating
- Not feeling included in society
- Disappointment
- Isolation
- Frustration
- It might not be safe to go back to Syria and even if she did, she would be barred from re-entering the US
- Guilt and others not understanding her experience
- Ways to see grief/emotions/loss
- Feeling alone
- feeling like a failure
- Feeling lonely and isolated, more avoidant in expression of grief
- Regret
- Sad
- Isolation
- Girls not been there
- Confusion
- Limiting her from experience grief as she would before

How might culture and systemic barriers influence Amal's grief experience?

(2/3)

037

- Not having the people from her culture to help her process
- Guilt and suppression
- Isolation
- Might feel like she cannot describe how she is feeling to encompass how she is truly feeling
- Make it worse, feel more guilt for not being able to attend
- It makes it harder for her to grieve properly with loved ones
- feeling alone
- May add frustration and disappointment
- Reluctance to share and “burden others”
- May prevent her from expressing and processing the grief
- Feeling impotent
- Can’t get closure
- Guilt of not being there
- Inability
- Delay it
- not allowing her to express her grief in her chosen or expected way
- suppress emotions
- Views on afterlife

How might culture and systemic barriers influence Amal's grief experience? (3/3)

037

- People responding differently to her sharing her grief than what she is used to
- Guilt

What approaches most influence how a person expresses grief?

(1/2)

050

Active listening and allowing space for clients to share their experiences



Validating emotions without trying to "fix" the grief



Respecting cultural or religious grieving practices



Connecting clients with community, faith-based, or peer supports



Providing choices and allowing clients to determine what support feels helpful



What approaches most influence how a person expresses grief?

(2/2)

050

Using creative expression activities (e.g., art, storytelling, journaling)



Collaborating with mental health professionals or making referrals when appropriate



What signs or expressions of grief do you observe in Amal?

(1/4)

063

- Emotional sensitivity
- Stress
- Headaches
- Looking for support
- Sadness , depression,
- Stress
- Breakness
- Not concentrated
- Reading is too much
- Isolating
- Lack of focus
- Depressed
- Loneliness
- unable to concentrate
- Difficulty with focus
- Tired
- Feeling lonely
- Fatigue
- Headaches
- Lack of focus
- tearfulness
- Numbness
- Isolation
- Loss
- Isolation
- Body posture
- easily upset
- Disruption of normal routines

What signs or expressions of grief do you observe in Amal?

(2/4)

063

- Isolation
- Sadness
- Reading is too much
- Depression
- Isolation
- Crying/sadness
- Isolation
- Depression
- Distracted
- disconnection from community
- Isolation
- Depression
- Lost
- Isolation
- Disconnected
- Withdrawal
- Depression
- Depression
- Loneliness
- Spaciness/ not focused
- Anger
- Fatigue and trouble sleeping
- Isolation
- Low mood
- Sadness
- Inability to share without feeling the grief
- Isolation, loneliness, deregulated

What signs or expressions of grief do you observe in Amal?

(3/4)

063

- Withdrawal
- lack of interest in usual activities
- Distracted
- Loss of identity
- Lack of interest
- Depression
- Crying, lack of sleep
- Lack of sleep
- Isolation
- physical maladies
- Distraction
- isolation
- withdrawal; headaches and fatigue
- Isolating
- Physical symptoms/expressions (e.g., headaches)
- physical symptoms, headaches and fatigue
- Withdrawal
- Crying
- Isolating
- Withdrawing from community
- Cry
- Withdrawal from social settings
- depression, loss of interest
- Loss
- Withdrawing

What signs or expressions of grief do you observe in Amal?

(4/4)

063

- Depression
- Crying
- Disconnectedness
- Crying
- Cry
- Lack of sleep

What are some supportive responses that could be helpful to Amal?

035

(1/3)

- listening
- listening quietly
- Emphatic, validate her feelings
- Listen and show sympathy
- Feel her feeling
- Validate feelings , emotions
- You are not alone, supportive resources are available for you
- Validate her feelings
- To be present and listen.
- Ask if she wants to talk about it
- Being supportive
- Listen
- I am here when you
- need to talk about it
- Sorry for your loss
- Stay quite
- Say, that sounds difficult. Would you like to share a memory of the person?
- Listening
- Listen and acknowledge his responses.
- Thank you for sharing with me, I am here to listen.
- Provide a safe space
- What is the best way to help you at this time?

What are some supportive responses that could be helpful to Amal?

035

(2/3)

- Thank you for sharing that with me, I can see how hard it is for you, I'm so sorry and I am here for you
- Actively listen and be present with her + Asking her what would feel supportive for her
- Encouraging a discussion while actively listening and being present
- Acknowledge whatever emotion
- Listening
- Listen
- Be a good listener
- Listen to her
- Holding space and be there for her
- Being an active listener, giving her the space to share her thoughts
- Provide a safe space, stay quiet, validate feelings
- Be present with her
- Listening
- I'm here to listen
- That must be so difficult to deal with in your own
- Thank you for sharing that with me, I'm sorry for your loss

What are some supportive responses that could be helpful to Amal?

0 3 5

(3/3)

- Listening
- Give her the space to share her feelings and emotions about the loss
- Please be kind to yourself too, and try to take care of yourself.
- So sorry for your loss