| Been surprised by the kindness of a stranger.            | Thought you were ahead when you were way behind. | Thought the worst was over when it wasn't. | Had to pay<br>for what<br>someone<br>else did. |
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| Counted on someone who let you down.                     | Found help in a surprising place.                | Waited for a phone call that did not come. | Found something you thought was gone.          |
| Tried & failed to do something you were advised against. | Felt caught<br>in an<br>unfeeling<br>system.     | Cried<br>in<br>public.                     | Been<br>given<br>unhelpful<br>advice.          |
| Been given something you did not want.                   | Were offered<br>unsolicited<br>encouragement.    | Had to give bad news to a loved one.       | Had to<br>begrudgingly<br>ask for help.        |

| Thought the worst was over when it wasn't.               | Had to pay<br>for what<br>someone<br>else did.   | Been<br>given<br>unhelpful<br>advice. | Cried<br>in<br>public.                                 |
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| Waited for a phone call that did not come.               | Were offered<br>unsolicited<br>encouragement.    | Had to give bad news to a loved one.  | Been<br>surprised by<br>the kindness<br>of a stranger. |

| Thought you were ahead when you were way behind. | Counted on someone who let you down.           | Been<br>given<br>unhelpful<br>advice.                    | Waited for a phone call that did not come. |
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| Had to begrudgingly ask for help.                | Had to pay<br>for what<br>someone<br>else did. | Tried & failed to do something you were advised against. | Been given something you did not want.     |
| Were offered<br>unsolicited<br>encouragement.    | Cried<br>in<br>public.                         | Found help in a surprising place.                        | Had to give bad news to a loved one.       |
| Found something you thought was gone.            | Felt caught in an unfeeling system.            | Been<br>surprised by<br>the kindness<br>of a stranger.   | Thought the worst was over when it wasn't. |