



Communicate with H.E.A.R.T.[®]

- S** Smile and greet warmly
- T** Tell your name, role, and expectations
- A** Active listening and assist
- R** Rapport and relationship
- T** Thank

- H** Hear
- E** Empathize
- A** Apologize
- R** Respond
- T** Thank



S.A.V.E.

Support

- I'm here for you. Let's work together.

Acknowledge

- You've worked hard on this.
- I'm sorry for the wait. I value your time.
- This has been hard for you.

Validate

- Most people would feel the way you do.
- Anyone in your position would feel upset.

Emotion naming

- You seem sad

Nonverbal Expressions of Empathy

- Pausing or slowing our pace
- Allowing silence
- Offering small gestures of kindness
- Having an open body posture
- Maintaining comfortable eye contact
- Tilting our head or nodding