



## 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.” or  
“I’m sorry for the wait. I value your time.” or “This has been hard for you.”

### Validate

“Most people would feel the way you do.” or “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