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

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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