## Participant Notes

| **Smile and greet warmly** | • Has enormous impact on first impressions  
• Leads to better rapport, greater satisfaction, and can communicate empathy  
• Leads you to be more personal, competent, and more likely to provide better service  
• Genuine smiles can lead to improved mood, stress recovery, and reduced suffering  
• Verbal and nonverbal behaviors need to be consistent |
| **Tell your name, role and what to expect** | • Key to communicating our role, how we work together as a team, and how we will take care of them  
• Introductions include: smiling, eye contact, name, clear explanation of your role, expectations  
• Exhibit a friendly, polite, respectful, calm, and professional attitude  
• People are more likely to build rapport with someone when they know their name and have the opportunity to connect with them as people |
| **Active listening and assist** | • Requires us to hear the entire story, attend to verbal and nonverbal cues, reflect back what was heard, and allow for clarification  
• Resist the urge to jump in with your own thoughts or solutions  
• Providing a listening ear and some appreciation for what is said communicates empathy  
• We are all responsible to caring for our patients and each other |
| **Rapport and relationship building** | • Establishing rapport is our ability to connect with each other  
• A friendly greeting and brief social comments builds trust and communicates empathy  
• Results in higher satisfaction, willingness to return, and fewer negative reviews  
• Examples of topics for building rapport: weather, sports, vacations, hometown  
• Nonverbal communication includes: comfortable eye contact, touch (when culturally acceptable), nodding head, smiling when appropriate  
• Verbal affirmations of empathy - S.A.V.E. mnemonic  
  **Support:** “I’m here for you. Let’s work together.”  
  **Acknowledge:** “You have a lot on your plate.”  
  **Validate:** “I would feel this way too.”  
  **Emotion Naming:** “You seem upset.” |
| **Thank you** | • Powerful to express that it’s a privilege to take care of each other  
• Meaningful thank you includes three components  
  – Specific act you are thankful for  
  – Acknowledgement of effort  
  – What it meant to you  
• Examples of gratitude  
  – “Thank you for allowing me to participate in your care.”  
  – “Thanks for helping me with that project.”  
  – “Thank you for being a valued patient here.” |

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## Hear
- Listening allows us to get the information we need to effectively perform service recovery and establish trust
- Components of active listening are: hear the entire story without interruption, attend to verbal and nonverbal cues, reflect back what you hear, allow time for clarification, summarize what you heard

## Empathize
- Empathy is the ability to imagine oneself in another’s place and understand their perspective, feelings, desires, and ideas
- Expressing empathy connects us and builds trust
- When we show empathy, we are more engaged and satisfied in our work, suffer less burnout, and feel helpful and generous
- Nonverbal communication to build empathy includes: comfortable eye contact, touch (when culturally acceptable), nodding head, open body posture, smiling when appropriate, pausing, slowing pace of conversation, allowing silence
- Refrain from saying phrases such as: “I understand,” “Don’t worry,” “But…”
- Verbal affirmations of empathy - S.A.V.E. mnemonic
  - **S**upport: “I’m here for you. Let’s work together.”
  - **A**cknowledge: “You have a lot on your plate.”
  - **V**alidate: “I would feel this way too.”
  - **E**motion Naming: “You seem upset.”

## Apologize
- Are more effective if they are offered after communicating empathy
- This does not mean it is your fault or that you accept/assign responsibility or blame
- Acknowledges the concern and expresses regret for what the other person is experiencing
- Effective apologies can restore relationships and promote healing after damage has been done for both parties
- Examples
  - “I’m sorry you had to wait 45 minutes past your appointment time.”
  - “I apologize I didn’t respond to your email sooner.”

## Respond
- Take ownership of the situation by: addressing what you can do realistically, set expectations and time frames, give options (when appropriate), and follow up
- Examples of statements that indicate your intent
  - “If it’s okay with you, I’d like to do ____ on your behalf.”
  - “I will page your doctor now. I know he is currently with another patient. If I don’t hear back within ten minutes, I will page his nurse.”
- If the situation escalates, follow the 3 Levels of Service Recovery in order:
  - Level 1: Caregiver uses H.E.A.R.T.® model
  - Level 2: Caregiver refers to Management
  - Level 3: Caregiver/Management refers to Ombudsman

## Thank
- Expressing thanks brings awareness to issues and allows us to improve
- It’s a privilege to take care of each other; thanking someone communicates what we value
- A meaningful thank you includes three components:
  - Specific act you are thankful for
  - Acknowledge how difficult it was to speak up
  - What it means to us to receive this information
- Examples of gratitude
  - “I appreciate you bringing this to my attention so I may address it. Is there anything else I can do before I go?”
  - “Thank you for helping me with that report so I could submit it on time.”

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