

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