



## 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

*Center for Excellence in Healthcare Communication*

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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