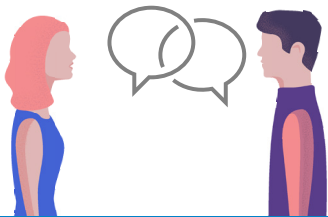


COVID-19

ROCHESTER
REGIONAL HEALTH

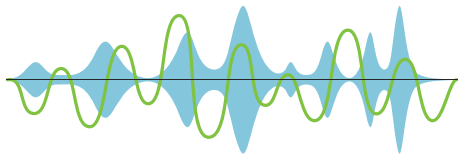
Extend Kindness Through Active Listening



Maintain eye contact
whenever possible.



Stay present in the interaction
by avoiding multi-tasking.



Maintain an even tone and
volume of voice to de-escalate
a tense situation.



Ask clarifying questions instead
of making assumptions.

*"I understood you to say ____. Did I
understand that correctly?"*



Acknowledge what the person
said and the emotions they
expressed. This does not have
to mean you agree.

"You sound frustrated about ____"



Recognize if you're feeling
defensive when you're the target
of someone else's anger. Remind
yourself it's not personal.

*"I hear that you would like ____. I'm
sorry I cannot assist you"*