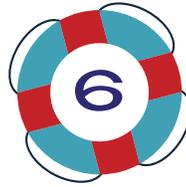


## READY YOURSELF

- Be curious and calm - use "I wonder" statements
- Be in a creative state
- Be able to see the human behind the behavior
- Be ready to address their needs



## OFFER SUPPORTIVE SILENCE

- Say, "I am right here with you"
- Take the time to read cues - be attuned to what they are thinking and feeling
- Be ok with silence/long pauses
- Avoid rushing to fix, problem-solve, or move on



## APPROACH WARMLY OR SILENTLY

- Use soothing tone of voice
- Slow down movements, thoughts, and rate of verbal communication
- Use empathetic non verbal communication (e.g., kind facial expressions, use a calming tone, have a relaxed posture, use inviting gestures)



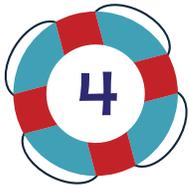
## EXPRESS EMPATHY

- See the perspective of others
- Attempt to feel the feelings of another
- Try to understand (intellectually) another's perspective
- Aim to sense their emotions and offer support
- Celebrate the achievements and well-being of others



## ASK OPEN-ENDED QUESTIONS AIMED TO UNDERSTAND

- Say, "Help me understand \_\_\_\_."
- Say, "Can you tell me how you experienced that?"
- Say, "What was that like for you?"



## NOTICE & VALIDATE THEIR EMOTIONS

- Say, "I can see how you would feel that way."
- Say, "That must be really hard."
- Say, "I'll bet you are frustrated."
- Say, "How upsetting!"



## SIMPLIFY LANGUAGE

- Reduce directions
- Avoid giving advice
- Avoid corrections
- Reduce interruptions



## OFFER CHOICES

- Say, "Do you want to take a few minutes before getting started?"
- Say, "Do you want to go someplace quieter or stay here?"
- Say, "Would pausing to get a drink of water help?"
- Say, "Would you prefer I wrote the ideas and you talk?"



## PRACTICE SOUND MINIMALISM

- Identify what can be turned off or down
- Silence phone/computer alerts
- Go silent/pause
- Ask others to pause or take a minute to reflect
- Write collectively instead of speaking



## REDUCE VISUAL CLUTTER

- Clear the workspace
- Tidy or organize or straighten the space
- Limit the amount of text
- Highlight what is important
- Reduce the visual field (e.g., have just one tab open, close other computer windows, close email, set phone aside)

