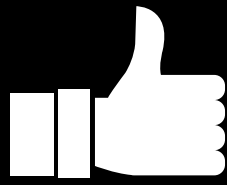


Communicate

E f f e c t i v e l y



Nonverbal

Make sure your body is in a relaxed, open stance. Have a friendly tone of voice. Make eye contact.

Pay attention to the client's nonverbal signals.



Active Listening

Pay attention. Ask clarifying questions. Paraphrase.



Be Friendly

Take on a friendly tone. Smile. Be positive and personable. Show genuine interest.



Empathy

Seek to understand and respect their point of view



Respect

Use the person's name. Make eye contact. Actively listen and focus on the conversation.