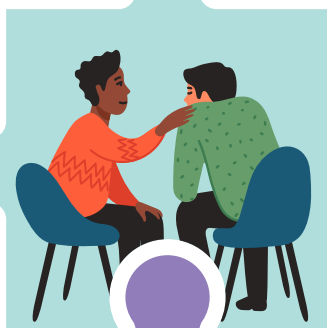


Building Effective Relationships:

Core Skills for Compassionate Caregivers

EMPATHY

Sit up, lean forward, and maintain a positive, neutral facial expression



Use a reassuring tone of voice

Nod head to indicate active listening



Use vocalizations to show ongoing interest

Ask open-ended questions



Pause to allow the parents to answer

Acknowledge and name the parent's feelings

Paraphrase back what the parent states



Verify the parent's emotional response as reasonable