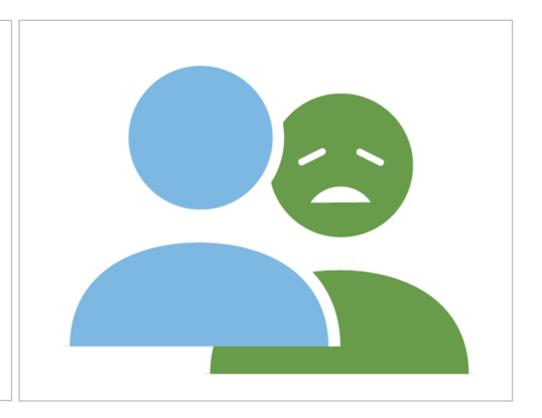




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Common Issues With Rapport

- ► They do not want to talk
- They did not know their test was positive
- ► They are impatient and tired by the length of the phone call
- Someone with COVID-19 does not want to give you their close contact's phone number



"Back Pocket" Phrases

- "This is a difficult time."
- "Everything is happening so fast."
- ► "I hear you."
- "I hear you when you say..."
- ► "Mhmm."
- "Right," "Of course," or "Absolutely."

- Phrases that may block a good relationship from building:
 - "I understand."
 - ► "I know."
 - "I know what you mean."
 - "I know how you feel."
 - "Why did you do that...or go there?"

What to Do If Someone Rambles

- Listen for a natural pause (e.g., as they take a breath)
- Restate their last sentence in your own words to show that you heard them
- Explain why you cannot continue talking with them
- Interrupt

"So, then, she never called me back so I could explain all of the reasons why coronavirus is spreading everywhere and..."

► [Inserting yourself at a moment when they are breathing] "I'm so sorry to interrupt. That sounds incredibly frustrating that they didn't call you back—I'm sorry. I wish that we could talk more about this. But as you know, there have been a lot of cases of COVID-19 here, and we're trying to call them all. Would it be OK if we got back to your symptoms?"

Video: Vignette and Self-Assessment