Summary

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Summary of Effective Communication—1

► Rapport creates trust between people and increases the chances that a case or contact will provide us with accurate information and cooperate with our isolation and quarantine instructions

► Being assertive, using simple words, communicating a single message at a time, and actively listening can help us connect more effectively with cases and contacts

► Combining question types (e.g., closed, open, probing, and checking) can help us gather accurate, thorough data from cases and contacts

► Contact tracing is a complex activity that requires attention to detail and problem-solving

Summary of Effective Communication—2

► The common areas to troubleshoot in contact tracing are issues related to process, people, and context

► Universal best practices for successfully navigating solutions are to write detailed notes, practice active listening, escalate problems to supervisors, and always follow local contact tracing protocols