

Common Issues and Tips



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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*