



MINDFUL NONVERBAL COMMUNICATION: ABC

A

ATTEND MINDFULLY

- Create ritual to focus your attention to the encounter
- Consider your usual gestures and body language

B

BEHAVE CALMLY

- Always approach patients from the front
- Drop down to eye level
- Project a positive attitude

C

COMMUNICATE CLEARLY

- Speak slower, louder, or more deeply
- Underline your words with gestures
- Mirror their mood