



Stay CALMR When You Respond

C

heck yourself

Remain calm and non-defensive, watch your non-verbal communication.

A

ctive L

istening

Listen carefully, ask a few general questions, empathize, and summarize concerns.

M

ake a caring statement

Consider the person's concerns, provide validation, and respond with care.

R

einforce resilience

Identify strengths and look for opportunities to support and build upon them.