

Name: \_\_\_\_\_

Date: \_\_\_\_\_

# RELATE

L O P R K G C U Z V F F V W R F G X Q I R E G N  
E X P R E S S A P P R E C I A T I O N C H X O K  
J P S A N W T A K E A C T I O N Z W L W V V X I  
G Z R A H E L Z C N E H M F D E T L F M V Z I N  
G I W I T B T H J P U E G A N A M R B Q W J U D  
D H A J V I C S B I G M Z M E X B Y Z T S G Z N  
W B Q U U I S A I T Y M J C X Q K S H Q E N F E  
V I Y R G V L F J L J Y Z Z P B W Z U G R M F S  
A X R C E W W E A Z Z V L B L P I B V W V S D S  
W N A G W A O V G C I M Z A A N U G E W I S J B  
M K U C H X S Q M E T U E L I G P B A Y C W H L  
A Z O G N O E S D W U I U O N R G O G J E A W I  
C E Y V E R N C U E X I O G K O G D O Q N B E V  
H Y K L B Z N O M R J X N N C P K Y F B U N O D  
B H N F A I D D R B E D F W L F T L Y Q R C Z N  
Z O A V O I C E C O N T R O L B C A N Q K A D Y  
F N H B O P J O N G M J B D H V S N I L T N X L  
S H T S Y Q G N A X Y V W O H A J G N Q R S M H  
W M A F J I D O W W T L W Q E X H U W F O W D L  
B M A Z O S X K P R A S T R Z G T A O O F E E U  
J U Z Z Z Z V V O F L L P J D F K G Y L M R J Z  
N O I T A C I N U M M O C A O I Q E W F O R T B  
B Z V M J O U R G X P O S I T I V E B T C W E D  
J A R A R A P A T I E N T C E N T E R E D K E O

EXPRESS APPRECIATION  
BODY LANGUAGE  
TAKE ACTION  
MANAGE UP  
REASSURE  
EXPLAIN  
HONOR

PATIENT CENTERED  
COMMUNICATION  
THANK YOU  
POSITIVE  
COMFORT  
ANSWER

VOICE CONTROL  
SATISFACTION  
PRIVILEGE  
KINDNESS  
SERVICE  
LISTEN