

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

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

# RELATE

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

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