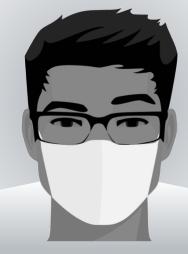
I'm afraid.

I'm angry!

I'm sad.



I'm happy!

## MINDFUL NONVERBAL COMMUNICATION: ABC

A

B

C

## **ATTEND MINDFULLY**

- Create ritual to focus

  your attention to the
- Consider your usual gestures and body language

encounter

BEHAVE CALMLY

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

COMMUNICATE CLEARLY

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

Infographic by florianmueck.com