

Glossary

ACTIVE LISTENING AND EMPATHIC RESPONSE

Verbs	Nouns	Adjectives
Adapt Clarify Comprehend Cover Emphasise Expand Nod Probe Reiterate/ Repeat Remove Schedule Summarise Tolerate	Acknowledgement Assumption Empathy Encouragement Eye contact Opportunity Pain killer Prejudice Prognosis Spouse Tranquiliser	Disturbing Drowsy Embarrassing Emotional Genetic Valuable