

EDUCATOR TIPS



Listen, Respond, Ask

The Listen, Respond, Ask model will help you to build rapport and create conversation with your audience. Below is a brief overview of the model, with additional tips to help move the conversation forward.



The model is particularly useful in one-to-one conversations, and can be applied once you have introduced yourself and your work, and begun to discuss breast health and breast cancer. You will see that the [Sample Talking Points for One-To-One Conversations](#) guides are based on the Listen, Respond, Ask model.

The Listen, Respond, Ask model supports Hispanic/Latino cultural norms, as well as recommendations about culturally-responsive communication. It demonstrates respect and personal interest in the listener's or audience's experiences, interests and goals. It also engages the listener or audience in the learning process.

Listen

- Take into consideration cultural norms around eye contact or allow the person with whom you are speaking to take the lead in maintaining eye contact or not.
- Be sure that your posture shows that you're open and warm. Having a receptive posture shows the listener that you're interested in what she or he is saying.
- Listen carefully to make sure you understand what the person really wants to know before you respond.
- Display patience! It is important to show respect for others in Hispanic/Latino cultures. Each person you meet is likely to come to the conversation with personal experience and knowledge about breast health. It is very important to be patient in hearing everything that the other person has to say before responding. This will help you not only understand the person's previous experience, but also what she or he may want to know. Allow the person to share her/his personal experience. This also shows you're interested and can facilitate further sharing.



A few examples of receptive posture are:

- Face the person that is speaking,
- Maintain eye contact or smiling, if appropriate,
- Lean towards the person who is speaking to show interest, and
- Avoid crossed arms.

Respond

- Provide a short answer to the question as you understand it. Check to be sure that the information you provided answered the question.
- Provide additional information as appropriate.
- Speak clearly and succinctly, and in a positive and non-condescending manner. This displays respect.
- Display empathy. By displaying empathy, you are showing the other person that you genuinely care and want to hear about their experiences.

Ask

- Ask questions based on the person's response, and help move the conversation forward.
- Ask if the information you provided is helpful.
- Ask for clarification of what else the person might want to know.
- Ask if you can follow up or direct the person to appropriate resources, especially if you do not know the answer to her/his question. This can further support development of a personal relationship, which is key in Hispanic/Latino cultures. It may also allow you the opportunity to invite her or him to an educational event or to follow up in another way.

Repeat this cycle by listening for additional questions or concerns and responding to those appropriately.