

Social Distancing Communication



Why?

Masks and distance can make communication more difficult because:

Sound levels go down with distance

Environmental sounds distract

We can't lean in or get closer

Less facial visual cues

Tips for Communication while wearing a mask and physical distancing

Make Eye Contact

Face the person

Talk a little louder

Talk a little slower

Use your hands and your body language.



Have a clear line of sight



Rephrase your questions rather than repeating the same words

In the hub....

Politely remind the Earner we're working with different constraints.

Have paper and pen ready to attempt to write what you are trying to say to the earner, or they are trying to say to you.



Adapt Social Distancing Tips
Ask probing questions, check in with the Earner to better identify **empathy**.

We're all in this together!



Uber