



## THE ASSIST MODEL OF COMMUNICATION



### **A:** **ACKNOWLEDGE**

Acknowledge what happened and the impact.

### **S:** **SORRY**

Provide a sincere apology / expression of regret.

### **S:** **STORY**

Listen to their story without interruption and acknowledge your understanding of what they have said.

### **I:** **INQUIRE**

Encourage questions and provide factual answers, as available.

### **S:** **SOLUTIONS**

Discuss and agree solutions and next steps.

### **T:** **TRAVEL**

Maintain communication and continue to provide support. Follow through on actions agreed.