

# Commitment

*To improve my clients' experience, I've made this commitment, which I'll read out loud.*

Please write below the commitment you made during the training, in your own words:



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**GREET**  
your client with  
simple questions

1

**2**  
**LISTEN** actively and  
**ASK** questions to make  
sure you understand



I understand your concerns. Let me tell you about some options ...

**TAILOR** counseling to meet your client's needs and preferences.  
**SUPPORT** the client to make their own decision about their care

3

4



I would really appreciate your feedback so I can improve

**ASK** your client to complete a feedback sheet at the end of the session. Don't forget to write your name at the top!

Provider side



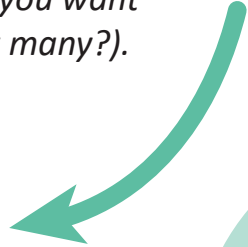
**DID YOU KNOW** your provider needs your help to provide quality care?



**SHARE** your needs, desires, concerns, and preferences. **ASK** your provider questions.



**CONSIDER** what else your provider needs to know (Do you want kids? How many?).



**UNITED**  
Client-Provider Tools



**HELP** your provider improve! Please fill out a feedback sheet and leave it in the box by the clinic entrance.

