

## UNIT 3 GLOSSARY

**Active listening:** A structured way of listening and responding to others that focuses attention on the person who is speaking.

**Clarifying questions:** Questions that Case Investigators and Contact Tracers can use to make sure they are understanding the respondent correctly.

**Closed questions:** Questions that can easily be answered with a “yes” or “no” response.

**Cultural humility:** A lifelong process of learning and self-reflection that allows us to consider our own cultural beliefs and identities, personal views, and biases to help us better understand the cultures and identities of others.

**Cultural sensitivity:** Recognizing that cultural differences and similarities between people exist and that differences don't mean that any group is better or worse than another.

**Culture:** The learned and shared behavior of a community of people who interact with one another.

**Discrimination:** The unjust treatment of individuals based on factors like race, ethnicity, age, and sex.

**Focused question:** A type of probing question that may provide limits or boundaries (e.g., time, specified person, or location) to direct an answer.

**Interpreter:** Someone who explains the meaning of an issue, conceives of its significance, or translates information from one group or person to another. Interpreters can translate language or cultural meanings.

**Leading questions:** Questions that can encourage a specific answer, which may result in an answer that's not totally accurate or complete.

**Motivational interviewing:** A communication strategy that is tailored to the behaviors, circumstances, and needs of the person that is being interviewed. This strategy focuses on empathy and understanding, acceptance, respect, honesty, and caring. The goal is to help the person being interviewed explore and resolve any uncertainty they might be feeling in order to encourage them to follow appropriate public health advice.

**Nonverbal communication:** Refers to body language and other ways people can express themselves without using language.

**Open-ended questions:** Questions that are not easily answered by a “yes” or “no” response. They encourage respondents to provide more in-depth and insightful responses.

**Probing questions:** Questions that are used to encourage a respondent to provide more detail about the information they've shared.

**Rapport:** A relationship of trust between people, a feeling of sympathetic understanding, or having a mutual understanding.

**Respondent:** The person who is providing the answer to the interview question.

**Risk communication:** Providing and exchanging up-to-date information and advice to people facing a threat to their health. The purpose of risk communication is to enable people at risk of COVID-19 to make informed decisions to protect themselves and their families.

**Stigma:** Unfair blame toward individuals from an identifiable group of people, a place, or a nation.

**Verbal communication:** The use of sound and words to express oneself.

