

MAKING CONTACT:

A Training for COVID-19 Case
Investigators and Contact Tracers

WAYS OF COMMUNICATING DURING THE FOLLOW-UP PERIOD

Because people understand information in different ways, Case Investigators and Contact Tracers may need to use different types of communication to help reinforce messages during the follow-up and monitoring period. It's important for Case Investigators and Contact Tracers to tailor their communication style to the individual they're monitoring, keeping in mind that culture, educational background, and other factors play a key role in how respondents may perceive messages. Here are four types of communication that Case Investigators and Contact Tracers can use to communicate and reinforce information:

Verbal



Verbal communication is what's spoken. Pay attention to how fast and loudly you talk, and what you sound like. Use a natural volume, and try not to speak too quickly.

Nonverbal



Nonverbal communication involves body language. Show you're interested and engaged in the conversation by leaning forward, making appropriate eye contact, and nodding your head in agreement. Pay attention to the case or contact's body language, as well.

Written



Written communication can be shared through paper or digital items like pamphlets, flyers, emails or letters. Providing this type of information to back up what you share verbally can be helpful because it gives the case or contact something to refer to after the conversation. Written communication should be simple and in a language that the person with COVID-19 or contact understands.

Visual



Visual communication involves using photographs, drawings, charts, and graphs to share information.