

Mindful...

Communication

in USPS Environments



Working in the USPS means managing fast-moving tasks, strict schedules, and constant public interaction. Whether you're in a post office lobby, a mail processing facility, or out delivering mail, **mindful communication** can help you stay calm, clear, and connected—even in high-pressure situations.

Retail Counters and Customer Service Areas:

- **Stay Present:** Give customers your full attention, even during long lines or stressful moments.
- **Speak Clearly and Calmly:** Use a steady tone and simple language to resolve concerns.
- **Use Empathy:** Acknowledge customer frustrations with patience and professionalism.

Sorting and Processing Facilities:

- **Clarify Instructions:** Double-check procedures to avoid mistakes in sorting or dispatch.
- **Practice Respectful Interaction:** Communicate with teammates courteously, even under pressure.
- **Be Mindful of Tone:** Fast-paced environments can lead to rushed or harsh exchanges—take a breath and pause before speaking.

Supervisor and Team Leadership Roles:

- **Lead by Example:** Model mindful communication by listening fully and responding respectfully.
- **Encourage Open Dialogue:** Create space for feedback and questions without judgment.
- **De-escalate Calmly:** Use empathy and active listening to resolve concerns.

On the Route:

- **Use Brief, Courteous Communication:** Always try to be polite and efficient.
- **Stay Calm in Unexpected Situations:** Whether it's a weather delay, a blocked mailbox, or an unhappy customer, mindful responses defuse tension.
- **Report Clearly and Promptly:** If an issue arises on your route, communicate it to leadership.

For additional guidance on mindful communication—speaking and listening in a way that benefits yourself and others—reach out to the EAP or visit [EAP4YOU.com](https://www.eap4you.com).