Learn Hmong Words

- **Hello:** Nyob Zoo (nyahl-zhong)
- **Thank you:** Uatsuag (oah-chao)
- **Goodbye, see you again:** Sib ntsiab dlua (she-gee-dloo-ah)

Learn the 18 Hmong Clan Names

- Cha, Chang
- Kue
- Lao, Lor, Lo
- Van, Wang
- Thao, Thor, Tao
- Cheng
- Lee, Ly
- Vue
- Hang
- Moua, Mua
- Song, Xiong
- Her, Heu, Hurr
- Pa, Pang
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Tips for working with Hmong adults and children

- Greet people with a smile.
- Be aware of your body language—kindness is seen in how you carry yourself.
- Avoid stereotypes and generalizations about Hmong people.
- Use a trained interpreter, not a family member.
- Spend time listening and assessing an individual’s needs and views.
- Be sensitive, flexible, nonjudgmental, and respectful.
- Acknowledge frustrations and fears; tell patients and families you will do what you can to help.
- Be understanding and remain calm.
- Sharing a personal experience often helps.
- Rather than tell a patient he or she is dying, say “There is little you can do.”
- Learn about Hmong history, health practices, and how culture influences attitudes, beliefs, and values.
- Recruit and retain staff from the Hmong community.
- Establish partnerships and relationships with key community stakeholders.

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