

Clinical WEEK 4

Listening Beyond the Symptoms



Welcome.
Own.
Wow'em!



EVERY PATIENT | EVERY TIME | EVERY INTERACTION



THE BIG IDEA

Patients tell us more than what's in their chart.

Sometimes the greatest concern isn't the symptom—it's the fear behind it.



OWN EVERY INTERACTION

Listening without interrupting.

Watching body language.

Recognizing emotion.

Asking thoughtful follow-up questions.

Looking beyond the chief complaint.



TRY THIS TODAY

Go beyond the clinical assessment by asking one open-ended question, such as:

"What concerns you most today?"

Then pause and listen without interrupting.



HUMAN CONNECTION

Sometimes the most important thing we hear is the concern that wasn't included in the chart.



WHY IT MATTERS

Patients who feel truly heard are more likely to trust their care team, ask questions, and actively participate in their care.



THE WOW HABIT

Listen for both what is said—and what isn't.

Pay attention to verbal and nonverbal cues.



THIS WEEK'S COMMITMENT

Help one patient feel truly heard before moving to the next task.

Welcome the person. Own the moment. Wow'em!™

THE WOW METHOD™