



— THE WOW METHOD —

Fresh Start

Take the lesson. Leave the burden.

What happened in the last interaction may inform you—but it doesn't have to follow you into the next one.



THE MOMENT

Some visits stay with you.
A conversation becomes tense.
A patient is upset.
You couldn't meet their expectations.
You leave the room replaying the interaction in your mind.
Before you move on...Pause to reset.



WELCOME

Welcome the Reality
Not every visit ends the way we hope.
Some conversations are difficult because healthcare is complex.
Acknowledge what happened.
Then let it go.
Reset Thought
"One difficult interaction does not define my day—or the care I'll provide next."



MOVE FORWARD

Wow Through Presence
Before opening the next exam room door:
✓ Take one slow breath.
✓ Reset your posture.
✓ Smile.
✓ Knock with intention.
✓ Be fully present.
Remember:
Every patient deserves a fresh start.



OWN THE INTERACTION

Own What You Can Learn
Ask yourself:
•What went well?
•What could I do differently next time?
•What was outside my control?
Take the lesson.
Leave the burden.
Reset Question
"What do I want to carry forward—and what do I need to leave behind?"



PAUSE & REFLECT

"Am I giving the next person a fresh start—or carrying the last interaction into the room?"



WOW TAKE AWAY

You don't have to carry one difficult visit into the next.

Reset your mind. Refocus your purpose. Be present for the person in front of you.



YOUR WOW RESET™

Today...

Before moving from one difficult interaction to the next:

Pause for one slow breath.

Acknowledge what happened.

Take the lesson you need.

Leave behind what you can't change.

Enter the next interaction with a fresh start.