

Front Line
WEEK 22

See the Person, Not Just
the Process



EVERY PATIENT | EVERY TIME | EVERY INTERACTION



THE BIG IDEA

People may come to us for healthcare, but they remember whether they felt seen, respected, and cared for.

Processes keep healthcare moving. Human connection makes the experience meaningful.

Never allow the task in front of you to become more important than the person standing before you.



OWN EVERY INTERACTION

Make the person your priority—not just the process.

Pausing before rushing to the next task.

Making genuine eye contact.

Using the person's name whenever possible.

Giving your full attention, even if only for a moment.

Treating every person as an individual—not simply the next appointment, phone call, or task to complete.

People remember how you made them feel far longer than they'll remember what you accomplished.



TRY THIS TODAY

Use each person's name when appropriate, pause long enough to make a real connection, then move into the task with care.

Ask yourself:

"Did this person feel like my priority, even if only for a moment?"



HUMAN CONNECTION

Every person who walks through our doors has a story we may never fully know. When we choose to see the person before the process, extraordinary care naturally follows.



WHY IT MATTERS

Human connection is what transforms ordinary service into an experience people remember. When people feel seen, heard, and valued, trust grows.



THE WOW HABIT

Connect before you complete the task.



THIS WEEK'S COMMITMENT

This week, create one meaningful human connection in every interaction.

"Did this person leave feeling seen, valued, and cared for?"

Welcome the person. Own the moment. Wow'em!™
THE WOW METHOD™