



Enrich Your Job and Boost HCAHPS Scores Research & Team Resources

11. Asking Questions Doesn't Mean You Don't Have the Answers

Team Huddle Question: An active health care listener focuses solely on the person who is speaking, rather than jumping in with an answer. Today, start with an open-ended statement or question, such as, "Tell me what is going on ..." or "How can I help you today?"

At the end of your shift, share one thing you learned when you truly listened.

Research:

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