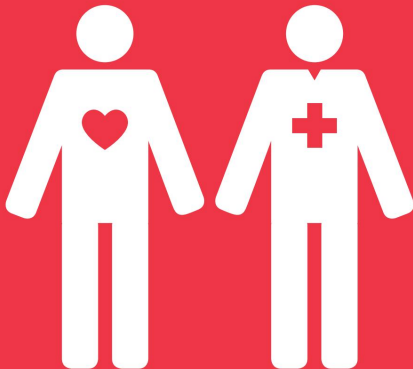


**What is  
important  
to you?**



**What is  
important  
for you?**



# Ask, listen and reflect

It is important that we ask and listen to the patients. We want to be present and start from the patient's needs, wishes and possibilities.

**The question "What is important to you?" can be asked in many ways – for example:**

- Is there anything that is taking up extra space right now?
- What would you like to get out of the visit here today?
- Can I do something special for you today?
- What makes a good day for you?
- Is there anything important I haven't asked you about?

**You don't just listen with your ears .**

Be aware that you signal attention with your whole body. When you make eye contact, nod your head and lean forward, you show the other person that you are interested in what he or she is telling you.

- Listen with an open mind.
- Repeat what you have heard to make sure you have understood it correctly.