



Says

What have we heard them say?
What can we imagine them saying?



Thinks

What are their wants, needs, hopes, and dreams?
What other thoughts might influence their behavior?



Type your heading...
Health hub medical
clinic

extraversion,agreeableness,and
openness

diagnosis,planning,implementation,and
evaluation

gestures,showing
warmth,and
genuineness

personality,expectation,emotion,and
mental health

receiving a
difficult
diagnosis

overcoming
hospital
anxiety

overcoming
communication
skills

wishing you
a very
speedy
recovery

Making your
preference
clear

optimistic,pessimistic

disruptive
behaviour

experience
we
observed



Does

What behavior have we observed?
What can we imagine them doing?



Feels

What are their fears, frustrations, and anxieties?
What other feelings might influence their behavior?