

Great Goodbyes Self Check

| When I say good-bye to clients, do I... | Almost Always | Most of the Time | Occasionally | Hardly Ever |
|--|----------------------|-------------------------|---------------------|--------------------|
| 1. Move to the person's level? | | | | |
| 2. Smile and make eye contact? | | | | |
| 3. Address client by name? | | | | |
| 4. Say closing words that help prepare client for ending? | | | | |
| 5. Invite questions? | | | | |
| 6. Focus fully on the person while addressing their questions. Stay present? | | | | |
| 7. Give thorough explanations to each question? | | | | |
| 8. Check back to ensure understanding? | | | | |
| 9. Share a good wish for them, putting my heart in it? | | | | |
| 10. Use my job-specific good-bye approach consistently with the people I serve? | | | | |
| <p>11. (Open-ended) What am I doing really well when it comes to saying goodbye to my clients?</p> | | | | |
| <p>12. (Open-ended) How can I improve my goodbyes?</p> | | | | |

Source: *Physician Entrepreneurs: The Quality Patient Experience* by Wendy Leebov, 2008 ©.