What Skill Do Physician Leaders Need Most?

Learning Objectives

- Discuss why it’s hard for physicians to listen.
- Explain why asking questions can help you develop as a leader.

Description: Physicians are trained to be knowledgeable. So how can they learn to be quiet, listen, and ask questions? In this video, Marilu Bintz, MD, MBA, FACS; Vice President of Gundersen Health System in La Crosse, Wisconsin, explains why she believes that listening is the most important skill physician leaders can develop.

Watch the video at https://youtu.be/LNgD6doFBec or read the transcript.

Discussion Questions

1. Why do you think listening is a leadership skill?
2. Why might physicians find it difficult to listen and ask questions, rather than trying to fix a situation or offer what they know?
3. What have you learned by listening or asking sincere questions? When do you find it hardest to do so?
4. How might you improve your listening skills?