



# Listening Lab

## Pocket Guide to Mindful Listening

Thank you for using this pocket guide, which has been designed to affirm your desire to listen intentionally and help us better care for one another.

We hope it will enrich your experience of listening and being heard.

- 1. How can I be more present today?**  
It's difficult to be present and meaningfully listen in a digital age. Many studies in US hospitals show that patients have on average 15 seconds to initially communicate how they are feeling.<sup>1</sup> Being present means slowing down and acknowledging the moment. This enables us to be touched by the stories we receive and share.
- 2. How can I be more compassionate with others?**  
What does it feel like to receive or show compassion? A recent study found that it only requires 40 seconds for a healthcare provider to communicate with kindness and empathy.<sup>2</sup> Every minute presents us with an opportunity to show greater compassion.
- 3. How can we as a community empower each other?**  
Feeling a sense of connection encourages people to take action for their health and the health of others. Less than half of adults surveyed in a recent study reported a strong or moderate sense of membership in their communities.<sup>3</sup> How might listening and sharing help us discover what connects us to each other?

What is  
on your mind  
right now?

Can you share  
with us a story about  
yourself or someone  
you care about?

What does it feel like  
to have someone listen to  
you or to really listen  
yourself?

Who would  
benefit most from  
hearing your  
story?

**Donate your story.  
Experience a story.**

Contribute today at (267) 758-4646  
[PennMedicine.org/ListeningLab](https://PennMedicine.org/ListeningLab)



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