



Listening at every level
Human at every level

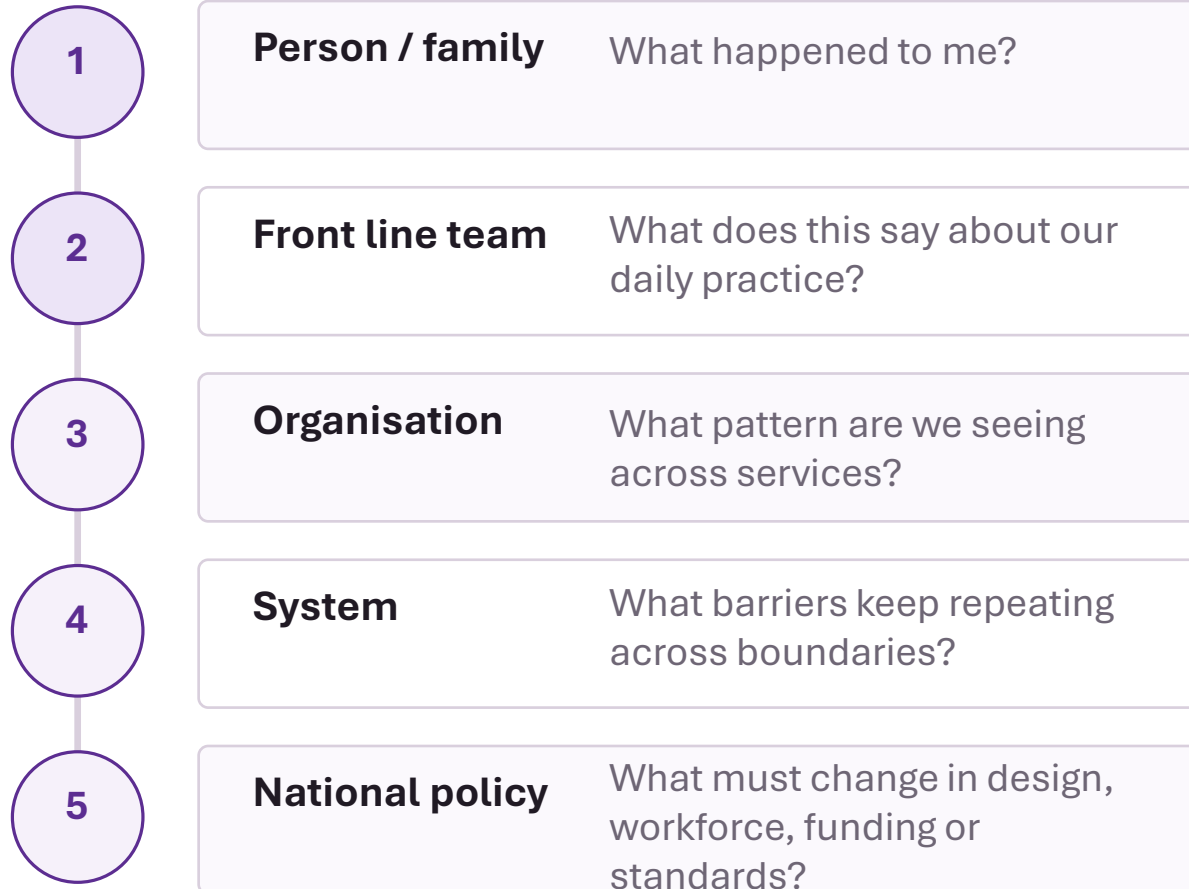


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Listening at every level

Each level hears something different — and each level carries a different responsibility.



**Listening will only lead to
change if our systems know
how to listen... really listen**

Not *really* listening... Not *really* learning...







10. One of the most striking aspects of the evidence has been a **failure adequately to listen to patients and to hear** what they wanted, rather than assume the “listener” already knew.



Full length article

Digitally connected, socially disconnected: The effects of relying on technology rather than other people

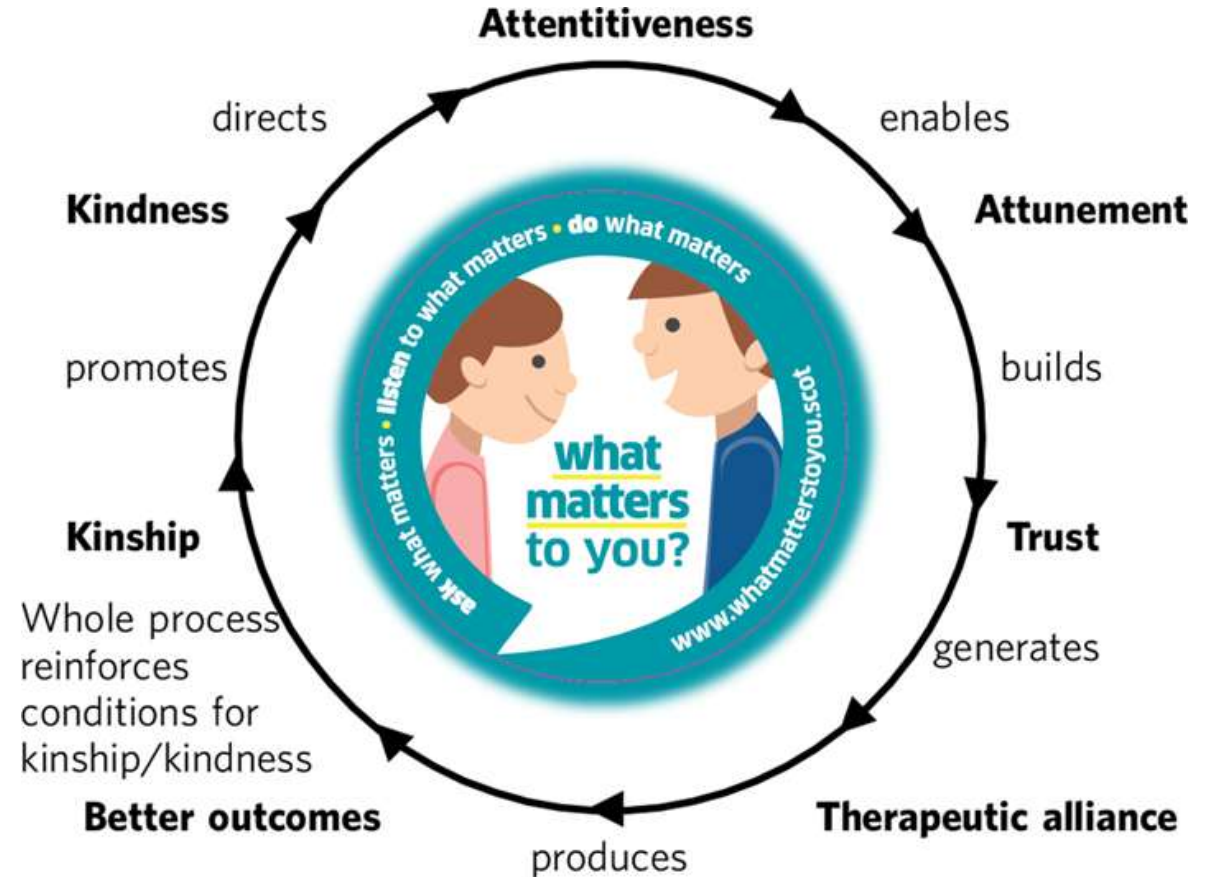
Kostadin Kushlev  , Jason D.E. Proulx , Elizabeth W. Dunn 



A Servant not a Master!

Ask three questions:

- 1 Does it deepen attention?**
Does it help us notice what matters more clearly?
- 2 Does it strengthen relationship?**
Does it create more attunement and trust between people?
- 3 Does it illuminate reality?**
Does it bring us closer to what care actually feels like?



ACTUAL reality
REAL intelligence



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**Care
Opinion**

What's your story?