

LISTENING BEYOND BOUNDARIES



ILA 39th Annual Listening Convention

Featuring

Listening at Work

Listening in Education

Listening Research

Listening in Healthcare

Listening to Self &

Others

**EVENT
DETAILS:**

WHEN

**20 - 23 June
2018**

WHERE

**Dublin,
Ireland
Trinity College**

REGISTER AT:

**WWW.LISTEN.
ORG /CONVENTION**

Why Listening is So Hard

Charles Veenstra, ILA President

We often get the sense from people that it does not take much effort to listen. “Anyone can listen,” they seem to say. All one has to do is be quiet while the other talks. I have even heard professors say, “I will talk and they will listen. That is all there is to it.” Clearly implied by such a statement is that listening training is not needed. Even among many Communication scholars, listening does not receive the attention those of us in ILA think it deserves.

How can it be that many Communication scholars give insufficient attention to listening? I suggest that one of the reasons it is hard for many of us to listen is our own training in Communication. Many of us came into this field through debate. Debate is a wonderful activity that forces us to dig deep into the issues so that we can win over the other side. Of course, we had to listen to the position of the other side but as we did so, we focused on our response. We learned to very quickly just pull out the right note card and hammer the opponent with it in the next speech.

We can argue that our concern was for truth and justice in all the political issues we were debating. I think that was correct. But missing in all of this debate is grace—grace being defined as “undeserved favor” toward the other. While the guiding principles for life should be “truth and grace,” we focused so hard on the truth and we did not grant sufficient grace to the other party.

Another way to look at this challenge is to think of the age-old battle between competition and cooperation. Competition is highly valued in Western society whereas cooperation receives less attention. This may be different in other cultures.

While I still love debate, in my professional career I moved toward interpersonal communication studies. Fortunately, I learned about listening as I tried to teach how relationships flourish. Yet, it is hard to move away from that competitive spirit which still runs (too?) deep within me. I like to win.

I have learned, particularly with the help of the folks in ILA over the last 35 years, that while listening is hard, the rewards are very great. To fully listen to another is to walk alongside that person. Sometimes we will have to gently guide the other person by touching his or her arm and at other times we will have to let the other person move us.

Notice, at the end of the day of listening, I have gained a precious friend through cooperation. While competition may have made me celebrate a win, it also makes me feel bad because someone else *lost*. There should be no losers and winners in good communication. Listening tends to build relationships.

When we studied competition and cooperation in my communication classes, the students naturally drifted toward liking competition while I tried to claim the benefits of cooperation. As we moved along, we concluded that “cooperative competition” might be the best way—where we agree on the rules and fully respect the other—all the while pushing the other to be the best he or she can be. We can still debate, we need to do it with a spirit that pushes the *other* person to be all that he or she can be. That seems to me to demonstrate grace as well as truth.

One convention, at least 3 great benefits

by Dana Dupuis



How can you get the most out of your ILA Convention experience in Dublin? Take a lesson from ILA member Dana Dupuis:

- Come for the learning and inspiration
- Connect with others who share a passion for Listening, and
- Stay for some fun

Dana is Founder of the ECHO Listening Profile, an assessment that shows individuals, teams and companies what they listen “to” and “for”. She became excited about Listening when after 7 years of working in leadership development with clients she realized, “Listening has been the most misunderstood and underdeveloped client engagement tool we have discovered”.

Dana is looking forward to 3 days of learning from international experts as well as sharing new research about how the ECHO listening assessment is being used in corporate settings.

But Listening is not the only thing Dana is keen on discovering. When traveling, she is eager to absorb a “sense of the place” which is why she is excited to explore Dublin through the Listening, Literature and Libations private ILA walking tour. After the convention, she and her husband will travel through Ireland fulfilling a 10-year dream to explore her husband’s heritage and ancestors and connect with family.

Dana knows one of the best ways to meet people is to serve and she is not shy about jumping right in. Keep an eye out for Dana helping at the ILA registration area or guiding you between the Trinity College Convention Center and our Welcome Reception at KC Peaches. If you would like to help with the ILA Convention in Dublin, contact Jennie Grau at jennifer@grauic.com

Dana is eager for the corporate world to gain a deeper understanding of the need, value and importance of Listening. Through ECHO and her service to the International Listening Association, Dana is working to establish Listening as a foundational pillar of corporate culture.

Dana Dupuis will See You in Dublin! Register now for all, or part, of the 39th Annual ILA Convention June 20-23 in Dublin. Places are filling up quickly!



A New Intern for ILA

My name is Dylan Hassman. I am a 21-year-old student at the University of Northern Iowa majoring in Sport Administration and double minoring in Business Communication and Marketing. Just a few short months ago, I had never heard of the ILA until an email came through talking about an internship opportunity within the organization. I thought to myself, ‘Why not?’ In those short few months I have come to realize what a great organization it is, and I am very proud to be interning here. My interest in the ILA started because I was looking for something to get me out of my comfort zone. I am a firm believer that in order for personal growth to occur, you must jump outside of your comfort zone. My interest was solidified following the interview for the internship. After meeting with Helen Ralston and Jennie Grau I knew it was a good fit. The people here are so incredible and flexible. I hope I can offer a few new perspectives and ideas to the ILA. My plans after college are to get an internship within the Chicago Cubs organization, work my way through the ranks to hopefully achieve my dream job as the General Manager for the Chicago Cubs. It may sound cliché, but if you don’t have big goals, you’ll never get to where you want to be in life. To sum myself up, I’m a realistic guy who enjoys having a good time with friends, and as self-proclaimed philosopher, I enjoy philosophical conversations about life.

To listen or not listen – that’s the question in social media communication

By Margarete Imhof

ILA panels have raised a critical argument about the question whether communicators who use social media channels to connect with each other actually “listen” or not. Obviously, digital communication involves receiving messages, but would this be equivalent to what can be considered listening?

The recent special issue of the International Journal of Listening (Vol. 32, issue 2) has now addressed the special case of listening in mediated context. Debra Worthington and Shaughan Keaton were the dedicated guest-editors of a rich set of articles which focus on listening and digital communication. Shaughan Keaton and Debra Worthington give an overview and introduce the papers. Andrea Vickery explores the perspective of the generation of young adults on what listening does for them and how this overlaps with mediated communication, and Margaret Stewart and Christa Arnold propose social listening as a new dimension of listening. Sarah Maben and co-author Christopher Gearhart, and Sharon Storch and co-author Anna Ortiz Juarez-Paz investigate the effects of mediated listening on specific walks of life, namely the organizational context, on the one hand, and the family context on the other hand.

The special issue offers a variety of perspectives on listening and media

and thus contributes to a current debate. I think, it would be interesting to see what a sequel special issue, let’s say in 10 years from now, will have to say. So, don’t miss this special issue. Members have easy access through the login to the www.listen.org page and selecting International Journal of Listening in the Members Only section. Feedback is welcome as well as more submissions on the topic.



Do you find it easy to listen to family members?

by Helen Ralston

ILA member Professor Sandra Bodin-Lerner held a Friends and Family Day for her Listening class this month. Her students were invited to bring friends and family to class. Many students brought family members: mother/father/sister. One of Sandra’s slides says: “I need to be heard!” One father said: ‘I’m looking at that screen and I’m thinking ‘that’s right! I need to be heard!’ and then he takes it in another direction – he goes ‘you keep talking, and then it occurs to me that my wife needs to be heard.... and my daughter needs to be heard and....’. And they’re in the room, and he’s listing out all the people, and he says ‘I get the feeling that it’s kind of intentional that my wife and daughter invited me to come to this. I’m hearing their message’.

There were two representatives from the Dean’s office in the class because they had heard Sandra was doing this experiment. They have now asked Sandra to do a Professional Development Listening workshop for the faculty. They are starting to hear that this Listening thing matters! Former students are asking why didn’t you have that for us?

What a great way to communicate that Listening matters! Want to try this with your class? Let us know how it goes!



Listening in
Healthcare Settings
June 20, 2018
Dublin, Ireland

www.listen.org

KEYNOTES:

DANIELLE OFRI,
MD
&
PROF. JIM
MACNAMARA



A leader in ILA, Bob Bohlken

Long-standing ILA member, Bob Bohlken, Ph.D. had the honor of being inducted into the Hall of Fame by his county's historical society. He is the author of several books, more than fifty academic journal articles and professional papers, and numerous pieces regularly published in his column in the Nodaway News Leader in Maryville, Missouri. He is an International Listening Association Hall of Fame member.



The Curious Case of the Question

By Kathy O'Brien



Have you ever questioned your questioning?

If a fly on the wall were to observe you in conversation, what would that fly say about the way you engage, your style or your tone? What about your approach to asking questions?

Here's what most people do:

- Frame questions in a way that reconfirms their own views (So you would agree that capitalism has failed?)
- Use questions to discredit the other person's statements, or show their own thinking to be superior (Are you really suggesting we let children decide for themselves?)
- Disguise statements as questions to shift the discussion to their own agenda (Can't you see that intellectual property law is the problem?)

Or, in many conversations, no questions are asked. None at all! Everyone just makes statement upon statement.

Could this be you? Are you so busy stating what you think, you forget to ask questions of the other person?

If your answer could be yes, now's a great time to step back and ask yourself whether making statements is a great way to have an engaging conversation.

Here are some moments you might have experienced:

- You're so keen to get your point across, you spend all the time thinking of what you will say next – and not really listening to the other person.
- You know you have to say something intelligent, so instead of listening, you scan your mind for the best thing you can say when your turn comes up.
- You hear the flaw in the other person's argument, and ready yourself to jump in and explain why this is wrong.

The problem with all these scenarios is this: We are so busy focusing on what we will say, we forget to listen.

And when we forget to listen, we make a lot of other mistakes.

- We miss important details.
- We misunderstand.
- We don't observe the unspoken information that can be so important to understanding the other person – like her tone of

voice, his body language, or the way the statement is framed.

- We speak, and we're not really responding to the other person's statement. In truth, we didn't really hear it because we were busy thinking of what to say.

Here is a simple, absolutely foolproof approach that will instantly turn you into a better listener – and, thus, make others enjoy talking with you:

- Approach every conversation with total curiosity.

As the other person speaks, be curious. Curious about what he is describing. Curious about why she thinks what she thinks. Curious about the background to this decision. Curious about the reasons for the new approach. Curious about what this all means.

That curiosity will deliver so many benefits, it's impossible to list them all. Here are just a few:

- You will pick up both facts and nuances: the tension in her voice, his underlying values.
- Receiving this higher-level information will kick off many thought processes for you. You'll start to analyse and wonder about what you're hearing.
- You will naturally become more curious.

And then, an amazing thing will happen.

You will ask the Curious Question.

- You will frame your question in a respectful, open, totally curious manner.
- There won't be in-built conclusions or hidden opinions. There will just be open curiosity.
- Your tone will thus be non-judgmental.
- Your body language will be relaxed, open and receptive.
- You'll make the speaker want to share more.

And so, the speaker will share more. And again, you will listen with curiosity.

Easy, you say – so long as it's not an issue you care about. Untrue!

When the stakes are high, this approach works particularly well. When the client is telling you she doesn't like your proposal, the best thing you can do is ask Curious Questions. When the negotiation partner is unwilling to budge, your greatest strength will come from Curious Questions that seek to understand why.

The Curious Question...

- Strips out your opinions
- Focuses on the other person's statements
- Shows interest
- Opens up the conversation so you learn more from the other person
- Gives you deeper insights

The insights you gain from Curious Questions give you a more accurate understanding of the other person's views. Use these insights, and you'll be more effective...

- As a business partner, you'll show you really understand her challenges and are thinking about how to help her.
- As a negotiator, you'll frame your statements around his stated values and priorities. Of course the other party will listen more when it relates so closely to his views.
- As a friend, you'll show you really care.
- As a colleague, you'll be appreciated for your other-attentiveness.

If you remain super-conscious of what you're doing, you will quiet the 'hey, I know better' voice inside your head. You'll say to that little voice: 'later'.

And you'll focus back on what you're hearing...because you're curious.

Students from the Fall 2017 semester at St. Edward's University in Austin, Texas

By Terri Verner

On October 05, 2017, approximately 21 students enrolled in FA2017 FSTY1321-01: Wicked Problems LLC: Listen, Learn & Communication course participated in their second set of in-class interviews. The interview questions are visible on the PowerPoint Slide. The in-class listening interview activity coincides with Associate Professor of Communication Teri L. Varner, Ph.D.'s lecture based on Chapter 6: Listening and Relationship Building: The Family Context of the textbook written by Worthington, D., & Fitch-Hauser, M. (2015). *Listening: Processes, functions and competency*, published by Routledge: Family Communication Features; The Role of Family Stories.



Wicked Problems LLC: Listen, Learn & Communication Students Identified:

THE ILA WEBINAR SERIES PRESENTS


"LISTENING BEYOND BOUNDARIES: BRIDGING DEMOGRAPHIC DIFFERENCES THROUGH LISTENING"

BY KATHY O'BRIEN
RED SHOE COMMUNICATIONS
MANAGING DIRECTOR

MARCH 28 7-9 A.M. SINGAPORE TIME
MARCH 27 7-9 P.M. U.S. EASTERN TIME

Learn how to better understand others while getting to interact with communication experts from around the world.

Register for this FREE Webinar today!



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International Listening Association

Listening Beyond Boundaries

by Helen Ralston

In April 2018, we had another successful ILA Webinar entitled 'Listening Beyond Boundaries: Bridging Demographic Differences Through Listening'. We had registrations from 11 different countries. Thanks to Laura Janusik, Nan Johnson-Curiskis, Phil Tirpak, Kathy O'Brien and all who attended. Kathy's presentation was fascinating and the subsequent discussion covered many deep issues. Thanks to Phil Tirpak for recording the webinar. It is now posted on the ILA YouTube site https://www.youtube.com/channel/UC759pA_R0cvtZgnXYQtBrA

LISTENING IN HEALTHCARE SETTINGS



Featuring

Listening: A Key To A Healthy Society

Professor Jim Macnamara, Australia

**Post-Traumatic Brain Injury Experience And
Implications For Medical Practitioners**

Shannon Yee, Ireland

**Teaching Effective Response Skills To
Clinicians**

Associate Professor Helen Meldrum, USA

What Patients Say, What Doctors Hear

Associate Professor Of Medicine, Danielle Ofri,
USA

Fostering A Culture Of Patient-Centered Care

Lauren Lee & Lisa Hawthornthwaite, Canada

**Close Listening To Stories Of Health And
Illness Workshop**

Irene Göttgens & Corine Jansen, The Netherlands

**EVENT
DETAILS:**

WHEN
20 June 2018

WHERE
Dublin,
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Trinity College
Campus

REGISTER AT:
**WWW.LISTEN.
ORG /CONVENTION**

This was designed by ILA member, Corine Jansen to publicize our one-day professional development workshop 'Listening In Healthcare Settings: new Perspectives on Challenges and Opportunities' to be held in Dublin on June 20. Please register at www.listen.org/convention

Listening and Language Tips for Thriving at the ILA Convention Dublin 2018

By Elaine O'Mullane

Searching the internet provides much information on top attractions in Dublin, however, little information on insider knowledge of local culture and frequently use phrases. Expert listeners will want to come prepared. While the national and official language of Ireland is Irish, only 1% of the population speak it. English is the second official language of Ireland and the most commonly used language in the country. But, English language usage varies between countries and opportunities for miscommunication abound. Here are some tidbits which may enhance your experience with Dubliners.

Five insider tips for visitors to Dublin

1. Discussions about the weather- this is an Irish pastime and a regular conversation starter. Don't be surprised if a complete stranger comes up and launches into a full blown conversation about the weather. Contribute- your contribution to the conversation will be taken and discussed in detail. Of course they might not agree but you have no idea where the conversation will lead from the weather.

A common way to describe an Irish day is the use of the phrase 'It's a Soft day'. The Irish description of a soft day is detailed. It is 'when rain is misty to the point of invisibility yet still wet, when there's poor visibility and a hazy sort of cloud, when the temperature isn't too cold, when the drizzle seems to linger in suspended animation' [Irish Times, July 2017].

2. Irish weather- even though the ILA convention is taking place in June you need to be prepared for at least 2-3 seasons in a day. The Irish are experts in being prepared for any weather eventuality. Do not be surprised that a rainy morning may develop into a sunny afternoon and people will appear out of the woodwork to go sunbathing. It may be weeks again before the sun is seen. Layers of clothes are the key to an Irish wardrobe, allowing for the removing and reapplying as necessary.
3. 'Craic' (pronounced krak) - If you are asked whilst in Dublin 'Are you having craic?' people are not asking if you are doing crack cocaine! They want to know if you are having an enjoyable social activity; a good time.
4. Chancing your arm- The origins of this phrase is from an event that occurred in Dublin in 1492, when the Butlers of Ormonde and the FitzGerald of Kildare were involved in a dispute that culminated in the Butlers' going to St Patrick's Cathedral in Dublin, where they were followed by the FitzGerald. When the FitzGerald asked the Butlers to come out, so they could make peace, the Butlers refused, leading Gerald FitzGerald to suggest a hole be cut in the door, to offer his handshake – aka chancing one's arm. The Door of Reconciliation is still there today.
5. 'Deadly'- A commonly used positive phrase. Instead of using it in a literal sense of something being fatal or lethal, Dubliners use this word to acknowledge something's coolness.

'Register now for all, or part, of the 39th Annual ILA Convention June 20-23 in Dublin. There are only a few places left. We hope to see YOU in Dublin.

References

<https://www.irishtimes.com/culture/up-to-90-ireland-in-our-favourite-words-and-phrases-1.3160188>

Suggestions of things to do in Dublin

Viking Splash tours

<http://www.vikingsplash.com/>

The National History Museum of Ireland (free and great for kids)
<http://www.visitdublin.com/see-do/details/national-museum-of-ireland-natural-history#53.339844|-6.253360|16>

The National Gallery of Ireland- recently opened after extensive renovations (free and has a great café) <https://www.nationalgallery.ie/>



How Irish Are

Take this quiz to find out, and enter to win a Trip for Two for the Gather

Have you read any James Joyce?

Ever had a Guinness?

Do you know what Hurling is?

Do you know what a Bodhrán is?

Have you seen The Quiet Man at least 3 times?

Are you partial to tweed and might you own a fisherman's sweater?

Do you know the words to "Danny Boy"?

Do you already have plans for St. Patrick's Day?

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