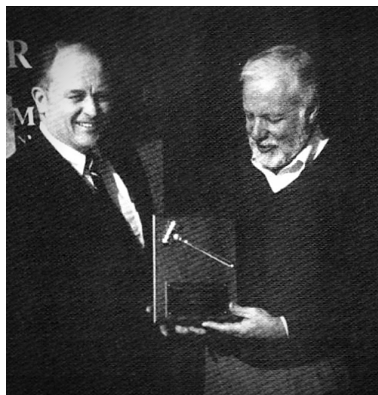


"THE MOST BASIC OF HUMAN NEEDS IS THE NEED TO UNDERSTAND AND BE UNDERSTOOD. THE BEST WAY TO UNDERSTAND PEOPLE IS TO LISTEN TO THEM."
- RALPH NICHOLS



40TH ANNIVERSARY EDITION

ILA LISTENING POST

October, 2019 Issue 126

It's Been 40 Years! Reflections on ILA Values

By Anita Dorczak, President's Address

When I thought about creating a special issue of the Listening Post to commemorate 40 years, many ideas came to mind including B. Brown's books which I have had the pleasure of reading as there is always something to learn, new research, new insight, new paths to self-discovery. In her most recent book she writes about cultivating a culture of belonging, inclusivity and diverse perspectives, but she also warns the readers that "we also have to watch for favouritism-the development of cliques or in/out groups. I often do focus groups with employees, and about half the time I hear people in their thirties, forties, fifties and even sixties still talk about the "cool kids at work" and the "popular table in the cafeteria". Sometimes the quality that defines the "in group" is achievement or seniority, and sometimes its identity."

It is all too easy to grow complacent - to become comfortable with what is and what has always been, to form 'cliques' among the seniority of an organization. However, I believe in the importance of new voices being heard, new members welcomed and new ideas embraced. The Oxford dictionary defines values as "principles or standards of behaviour; one's judgement of what is important in life" and the Cambridge dictionary states that values are "the beliefs people have, especially about what is right and wrong and what is most important in life, that controls their behaviour".

B. Brown invites her readers to dive into their values and offers her own definition of value as "a way of being or believing that we hold most important". With all of this in mind, I was curious to hear what the Past Presidents might offer as their value and so I sent emails to all of them asking: what is the most significant value that you consider important for the ILA to continue to grow in the future? The past presidents have spoken. Here is what they said:

Understanding

By Andrew Wolvin, ILA President 1984

Brene Brown's "Daring Leadership" stresses the centrality of values in the workplace. She provides an extensive set of values that should drive decision-making throughout all levels of any organization. I would argue that all of these values are (or should be) characteristic of listening-centered relationships. However, considering what is most important to use as ILA listening scholars, educators, and practitioners, "understanding" ought to be our listening anchor. In today's increasingly uncivil, hostile world, we all need to understand what it takes to actually listen. And the stop and listen to ourselves and to each other in order to understand (not necessarily to agree with) what is (or isn't) being communicated. Indeed, our future as a planet depends on it.

Courage

by Judi Brownell, ILA President 1992

ILA provides enriching personal opportunities; we share, we learn, we enjoy. As we grow into the future, my hope is that we do so with the courage of our convictions and with the goal of leaving a lasting legacy. It takes courage to champion change, to take risks, to experiment and try new approaches. I borrow the thoughts of Andrew Weaver who spoke about the founders of our National Communication Association (although he could well have been talking about the pioneers of ILA). In his words, history "bears eloquent testimony" to the fact that even a small group, united by a shared vision, "can shake the world." I believe we need to maintain that courageous spirit; we must come together not to do the same things again, but to explore opportunities to do things better. As I always ask my students, *what would you do if you weren't afraid?*

Empathy

By Sheila Bentley, ILA President 1994

I think empathy is at the core of everything that we (ILA members) are about. If we don't value empathy, we don't bother to listen to others. If we don't strive for empathy, we don't listen well or we don't get all of the message being conveyed, and if we don't show empathy, the other person doesn't feel that we have listened to them. To value empathy is to value what other people think and feel and say-and listening helps us find these things out and convey to the speaker that we have understood them and that we care.

Mutual

By Richard D. Halley, ILA President 2001

When I was asked to articulate a value that I thought should characterize the ILA, the word that kept going through my mind was mutual. Striving for mutual understanding. Striving for mutual respect. Striving to honor the self and others mutually. Developing a deeper mutual caring for the self and others. These are values that support quality listening and thus we should want those who come to be with us to experience them while they are with us.

Dedication and Commitment

By Margarete Imhof, ILA President 2007

The strong sense of community has grown into friendship. Presentations, discussions panels have always been important learning opportunities, wonderfully seasoned with a great sense of humor. To strike the balance between tradition and curiosity about new developments has become the biggest challenge for both ILA leadership and members. To celebrate ILA history is not so much about looking back, as it is about opening up to fresh ideas to ensure the future of ILA.

Family

By Lisa M. Orick-Martinez, ILA President 2008

Like all families the ILA has its troubles. We are a family of committed, passionate professionals who feel ownership in everything listening related. As such we sometimes think the organization needs to do things in a particular way, or the way we've always done it, or try a new way. As with families each person has an opinion and a voice. The ILA has struggled with growing our membership, some arguing that if we do we will lose our "family" feeling. Others insisting that we need to discard the "family" feeling and grow our membership and our profession. We have had internal conflict and strife, but like families, we always come back together stronger. My hope for the ILA is that we do grow and that we don't lose our "family" feeling. I like belonging to the ILA and being a part of the family. The other ILA member is like family and there for me. I hope we never lose that value.

Leadership

By Rick Bommelje, ILA President 2009

ILA has offered the world sustained leadership for 40 years on the study, practice, teaching and research of listening. This responsible leadership that comes from committed and convicted listening spirits will continue to positively impact local and global communities for many decades to come.

Collaboration

By Laura Janusik, ILA President 2010

I believe that collaboration is the most important value for ILA to embrace. Just like the US government, the old guard and new guard have quit listening to each other. Only after we understand what's truly important to both sides, and are willing to collaborate, compromise, and share power, will we become a great association. We can do this!

Optimism

By Debra Worthington, ILA President 2013

While I could have chosen any number of terms to reflect the many values I see embodied in ILA and its membership, I ultimately selected – *optimism*. ILA members envision a world that is made better through the act of listening. Listening well is physically exhausting and emotionally draining. It is difficult to keep an open mind when our deeply held values and beliefs are questioned. But our members know it worth the effort. Truly listening to others enhances our personal and professional lives, deepens our relationships, and connects us to others in unique ways. ILA members embrace this challenge and face the world with optimism. We believe we can make a difference in the world – and we do – every time we truly listen,

Flexibility

By Kent L. Zimmerman, ILA President 2016

The Association that I joined many years ago used a comfortable and appropriate leadership model for that time. With the ever-increasing pace of life, however, that model may need thoughtful reconsideration.

Usually, the best leaders are involved in many other activities. The Association must be flexible in finding and retaining the premier leaders. Asking them to commit to four years could be a barrier in finding those outstanding nominees. My recommendation to shorten the term to three years would, of course, require a constitutional change. Even though that revision would be a time-consuming task, the effort would be worth it.

Teamwork/Cooperation

By Helen Ralston, ILA President 2018

Where else would we have the opportunity to work internationally, on equal terms, with people from nineteen countries, representing business, education, healthcare, research, technology, environment, arts and humanities fields who are passionate about advancing our understanding and experience of Listening? More than 40 years ago, Dr. Manny Steil started the ILA by creating a team. We have now grown into a worldwide community of students, teachers, consultants, practitioners, researchers, clinicians, service providers, musicians, managers, support staff and more. We attract world class researchers and practitioners as well as students seeking to learn more.

Linda Diamond Award Winner

Linda Eve Diamond, author of *The Beauty of Listening*, was awarded a Grand Prize in Artists Embassy International's Dancing Poetry Contest. Her poem, *Lost Gloves*, will be choreographed as a dance and performed at the annual Dancing Poetry Festival in San Francisco, CA. In addition, her poem, *Notes*, was awarded a First Prize and will also be read at the festival.

Meeting Dr. Ralph Nichols, the Father of Listening

By Sheila C. Bentley

I had the distinct honor and privilege of meeting Dr. Ralph Nichols and his wife Lucille at my first ILA Convention in 1984 in Scottsdale, Arizona. I was attending graduate school at Arizona State University, and Dr. Bill Arnold was my professor in a communication course. Dr. Arnold encouraged those of us in his class to attend the ILA Convention, and the rest—as they say—is history. I have been a member of ILA since 1984, but it was meeting Dr. Nichols that stands out as a moment that changed my life. At that time, I had begun work on my dissertation, and my topic was listening and memory. When I was introduced to Dr. Nichols he began asking me about my studies, about what and whom I had been reading, what I had been learning, etc. But what changed my life was how he listened to me. He made me feel that I had important things to say, and that he was interested in my thoughts and experiences related to listening. He did not make me feel like I had nothing to offer him (after all he is considered the father of listening, and he could have felt that way, but he didn't treat me that way). Later that evening, I called my mother to tell her about the convention and that I had met Dr. Ralph Nichols. I told her how impressed I was with him and how he had listened to me, and that he made me feel intelligent and important. Then it finally occurred to me that what I had just experienced was what it felt

like to really be listened to. In other words, he was a good listener! It wasn't me—it was him and how he listened. Being listened to felt really good. Noticing how he listened and how it made me feel was a life-changing event that motivated me to study listening for the next 35 years. I owe that to Dr. Ralph Nichols!

The Loss of an ILA Member - KiKi Gore

By Harvey Weiss

Kiki Gore, age 85, died June 25, 2019. She was born in Evanston, IL, graduated Evanston Township HS and received a BA and two Master's Degrees from Northwestern University. She also studied at the University of Mexico, Colorado and Carleton College.

Her teaching career began at Evanston HS and then she went on to teach in Illinois, Nebraska, and in the Twin Cities at the YMCA, Como Park, Harding and Central HS and St. Paul Academy. Kiki was a multi-year nominee for Minnesota Teacher of the Year. After retiring from teaching, she worked at the University of Minnesota's Boynton Health Service and taught adult Spanish classes until June of 2019. In 2013, Mayor Norm Coleman of St. Paul, declared July 4th Warren and Kiki Gore Day in St. Paul. Gore is preceded in death by her parents, sister, and her husband Warren Gore who was a long-standing member of the International Listening Association. She is survived by daughter Lia (Frank) son Paul (Tracy) grandchildren Alex, Talie, Jacob and beloved cousins, nieces, nephews and extended family, students and colleagues on 5 continents . A memorial service was held at St. Anthony Park United Church of Christ, Friday, August 30 at 10 a.m. Memorials if desired, should be directed to the University of Minnesota Cancer Center, Habitat for Humanity, or the St. Anthony Park Home.

4th ILA International Day of Listening

By Jean Francois Mathieu, Chair 2018-2019

Dear listening friends,

Leading the ILA International Day of Listening during these two years has been a wonderful and highly enriching experience for me. Thank you to all of you for the trust you placed in me.

Sheila Bentley initiated the event in 2016 and put a tremendous amount of energy in it. I did my best to support this event from the beginning and was honored to be invited to take the lead two years after. I had to first catch up in understanding how it was structured.

As a fresh ILA member (2014) I was happy to have this opportunity to serve the ILA on a larger scale. This experience led me to learn a lot in exchanging ideas with many ILA members on the many facets of the vast concept of listening. It gave me the opportunity to know our Association a little bit better, to meet absolutely wonderful human beings, to explore unknown area in the process of listening, to discover books and more.

Once I knew the IDL goals better, I helped to develop the structure we needed to build to make IDL a recognized international event. By working at every position in this structure, I really felt the dimension of this event and the international impact it could have. It was really exciting and I spent all my available time on it.

We are thankful to those who helped prepare this day, created or conducted an event on September 19.

We didn't find enough people to lead the teams and take care of all the necessary tasks to make this event reach the impact we wished. Anyway, this year again we managed to have a good success and helped many people to get more aware of the importance of listening. This window on ILA, as I call IDL, has also inspired people to join the Association. We hope it will be more and more the case.

We had also a fair success on Social Media with some of our graphics such as this one:

The 4th ILA International Day of Listening is TODAY!



9/19/2019

The Listening landscape has once again tremendously changed this year. We saw the apparition of many Listening movements and organizations, more than 250 in the USA only! The existing ones reinforced their presence exponentially due to a better understanding of listening as key to personal and professional relationships and certainly due also to the recent political climate in the world too. Many of these movements and organizations helped us spread the IDL info. As an event, IDL could only establish friendly relationships but couldn't conclude partnerships. Only the ILA can. To establish effective, beneficial for all parties and complementary partnerships, we the ILA have to define our strengths better, our originality, what makes us different and what we can offer to this wave spreading the importance of listening throughout the world.

This year the theme "**Be Bold! Listen for Common Ground**" led us to produce material that could easily fill a week-long seminar! Due to the added complexity of issues that are highly contentious and that there may also be strong emotions being expressed, we suggested that participants would benefit from taking some steps before IDL (every 19th of the month since June) to be prepared to address these factors on September 19.

Sheila Bentley with Graham Bodie, Michael Purdy and Anita Dorczak produced guidelines that would lead people to first enjoy finding

common ground in conversations and keep this mood to the final step when having a difficult conversation. All these steps were punctuated by videos examples. We salute here the remarkable work of Jennie Grau and Drey Taylor.

Please have a look at <http://internationaldayoflistening.com/2019-guidelines/>

It should also be noticed that the activities and guidelines produced during these four years of IDL are invaluable tools that people can use for free, not only on the ILA International Day of Listening but all year long.

Many events took place in various parts of the world. You'll have a more complete view of what happened this year by looking at the IDL website and follow the tags @DayofListening @IntListening @International Day of Listening @International Listening Association and the corresponding hashtags plus #listening #commonground #couragetolisten on Social Media.

You will also follow the tags or names of Nederland Luistert (Corine Jansen, Julia van de Griendt) Listen First Project (Pearce Godwin, Graham Bodie) Someone to tell it to (Michael Gingerich, Tom Kaden) Urban Confessional: A free listening movement (Benjamin Mathes).

As I announced last year, I won't be the chairperson for 2020. Four people of my family in their nineties are in need of more and more care and presence since these last years. This need has increased exponentially this year. They're the one I'll be listened to first.

Sheila Bentley will take the lead again for next year. So, we need to find as soon as possible people to lead the IDL teams and many more people to accomplish even smallest tasks.

2020 is not only a special number but will be the year where listening wins over the miserable state of communication between people many politicians in the world led us in!

Are you with us?

Un-Listening, Re-Listening and Co-Listening in Adjudication

By Liew Kian Heng

When two or more parties are in "talking terms" they have "listening ears" for each other to reach a consensus.

Listening is the start between two parties in willing to enter into, so as to conclude with, an agreement. Even if there is no agreement but agree to disagree means listening has taken roots. It means both parties have understanding and willing to abide by the terms in complying with certain performances and obligations in a written or verbal contract. The contract then becomes binding for an on-going "talking terms", and "listening ears" relationship.

After the contract is signed, disputes invariably arise during execution of the contract. This is when Un-Listening sets in between these disputing parties.

In Singapore, there is a formal forum to ensure Un-Listening parties can expeditiously resolve disputes particularly on monetary claims in the building and construction industry by Adjudication under the Security of Payment Act.

With simple formal applications both disputing parties are brought together where necessary, to get a hearing (appropriately is listening) presided by an appointed Adjudicator.

The Re-Listening is the art of an Adjudicator to sieve out and ferret the facts and evidences submitted and adduced from the disputing parties in an Adjudication Conference. Based on Natural Justice, both parties are given equitable opportunity to present their case and re-listen to each other starting particularly with big claim value items. This sets to amicably resolve and close by compromising on big differences between the parties.

Invariably, Co-Listening is adopted to resolve, if any, for the remaining small amount of differences when the parties are more subdued with more discerning and listening. Cooperating and concurring to listen at this Co-Listening stage by both parties, at times independently without the presence of the Adjudicator, could reach final resolution amongst themselves.

The good art and practice of Adjudication is honed over time by replying on deep listening to disputes with good technical and contractual knowledge and expertise. The Act allows an Adjudicator to conduct an Adjudication in a "manner he deems fit".

Un-Listening, Re-Listening and Co-Listening are listening tenets to be recognized and reinforced in Adjudication. The Determination (judgement) could vary at end of an Adjudication but with the Adjudicator achieving a better "rough and ready" outcome at a least expense and time.

A Way to Look at Listening: An Analogy to Quality Artful Painting

By Richard Halley

I was reminded the other day of an experience in the Netherlands visiting the former home of Rembrandt. I was mesmerized by his sketches; minimal fluid lines that caught the essence of the object he was drawing. Such skill is awe inspiring. It reminded me of the clearly supported claim by several art professors that skill, the control of one's medium, must come before great art is possible. Because it is only via the skill and control of one's art that one can move their brushes in unexpected ways and create something extra ordinary.

The same is true of quality listening. The listener must first develop a high level of skill with things like understanding the impact of ones expectations on the initial assignment of meaning, understanding the impact of one's own experience and values on the initial assignment of meaning, understanding how to focus ones attention so as to gather as clear a set of signals to interpret that one can be free to look for alternative or deeper meanings in the speaker's signals and will strongly tend to

do so. Thus, opening up the possibility that a deeper understanding of the intended meaning becomes possible; the possibility that an intriguing perhaps slightly twisting surprise in meaning might become available to the listener's understanding.

If you would like to participate in a discussion of this idea, please go to www.listen4achange.org and add a comment.

An Update on 2021 Convention Site and Theme

By: *Melissa L. Beall, 1st Vice-President-elect*

Dear ILA Colleagues and Friends:

The 2021 ILA convention will get us on the regular rotation of convention sites as we move to the Midwest again in March 2021. Amy Anderson of Helms Briscoe is seeking venues in Iowa and Minnesota. Some bids have already come in—some were rejected as too expensive, some too inconvenient, and others in the “let’s consider” list. Nan and I, along with full Board consultation, will winnow through them and look over the sites and talk with their Convention, Food and Beverage folks before a decision is made in the next month or so.

One of the things I’m often asked to do when I do listening workshops is to talk about practical application—“Tell us what and how to be better listeners and how to help our employees/colleagues/supervisors/students learn to be better listeners.” Thus, I’ve chosen a theme to combine teaching and research with the practical application: **“The Intersection of Teaching, Research, and Practical Application in Listening.”** Please note the term “practical application” instead of “practice” as it is much more specific, and thus meets our members’ interests as well as the interests of many seeking more information from us when we present or even answer questions.

Stay tuned for further updates as we get closer to decision-making time!

Farewell and Adieu to Vancouver, 40th ILA Convention March 2019

By *Anita Dorczak, President*

Firstly, I would like to express my gratitude to all who attended the 40th annual convention in Vancouver, Canada.

For me, the long and arduous journey to make the 2019 convention a reality began long before the 2018 convention had even happened. I began first by researching into many different locations before finally presenting Vancouver, Canada to the board which I am relieved to say, they accepted. Then came the months of intense planning and promoting which was at times difficult as I live in Edmonton which is about 1600 km east of Vancouver but was achievable thanks to the wonders of modern technology. Backed by my “team”, I invested hours upon hours – often, I must admit, at the expense of my clients and my office until finally it was time to fly to Vancouver. And so it was that we closed the office, took my two assistants (who worked as IT support throughout the

convention at no cost to the ILA) packed up all our gear, projectors, cords etc. and set out to bring the Vancouver 2019 convention to life



This year, the convention was held at the Simon Fraser University in a historic downtown Vancouver building overlooking the Pacific with sweeping floor to ceiling windows that allowed us to admire the breathtaking view of the ocean and mountains basking in the warmth of the March sun. A special sunshine weather package for all 3 days was ordered and gloriously delivered. Vancouver is an infamously rainy city in Canada and we were immensely relieved that Mother Nature cooperated with us that weekend!

The ILA By-laws state that the First Vice-President “shall manage all designated annual convention responsibilities”. For the Dublin Convention it was Helen Ralston, for Vancouver it was myself and now for Seattle 2020 it is Lori Joubert. This gives each vice-president an opportunity to add a special touch, a dose of imagination, to the annual convention making each convention a unique experience.

Having in mind my background in the law, I suggested the Convention theme: “Listening to Conflict”. Our honored Keynote Speaker was Bob Berlin, a retired judge from Georgia whom I had previously met by phone while working on a program about Listening for Lawyers along with his partner Carolyn Raines. His thought-provoking and entertaining keynote followed after a brief greeting from Dr. Laurie Anderson, the Executive Director of Simon Fraser University and my opening remarks especially welcoming ILA members who had travelled the farthest - from Australia, Singapore, Switzerland and Germany.



On Thursday, following the opening remarks and the keynote we had a tasty surprise in store for our guests in the form of an afternoon dessert reception. In fact, it’s safe to say that the afternoon reception reached new heights. Literally. We rode the glass elevator to the Vancouver Lookout, located a breathless 553 ft above the city, to enjoy an afternoon dessert. Built in 1977 with a revolving restaurant at the top aptly named the Top of Vancouver, we enjoyed delicious desserts (the Belgian Chocolate Terrine was to die for!) while savouring stunning views of the city, sea and surrounding mountains. Vancouver is world famous not only for its beauty but also its delicious restaurants fares. With that in mind, we offered our attendees the opportunity to experience some of the popular local restaurants via a *dine around* sign-up sheet where they could choose a restaurant within walking distance for dinner. Hopefully, both the food and company was enjoyable!

Friday morning and afternoon were full of exciting workshops presented by attendees from all over the world. Sincere thanks to all of our convention presenters who came to enhance our knowledge about listening! Friday night’s highlight was the Gala. In our quest to make the

Vancouver convention unforgettable, we discovered an artist, singer, musician (and lawyer!) Terri-Lynn Williams-Davidson who performs in the Vancouver area. As a surprise and my gift to the ILA, I approached her and she agreed to perform at the Friday Gala along with two other well-known names from the Canadian music scene: Claire Lawrence on saxophone and flute and Bill Henderson on bass and guitar (both members of legendary Canadian band Chilliwack). Bill actually changed



his flight to perform for us as he was scheduled to be in Calgary that evening. What made the performance unique is that Terri-Lynn Williams-Davidson sang in Haida, an endangered language spoken by about a dozen people in the world and native to Northern British Columbia and Southern Alaska. You can sample one of her songs here:

<https://www.youtube.com/watch?v=HYSorSHOXEk>. In addition to being an artist and singer, she is also the author of a beautiful book on Haida legends entitled “Out of Concealment”. For more on information on this unique auditory and visual feast please visit her website at www.ravencallingproductions.ca.

Following the ceremonial handing over of the gavel it was time for me to do my speech which I entitled “Planting the Seeds of Change” (it is reproduced below). I spoke about the exploration of readiness of the ILA members to embrace change with Vivaldi’s “Spring” playing in the background. Accompanied by a series of images I invited the attendees to imagine the changes, openness, the creativity, the novelty, the new path that we could all walk together hoping to arrive at a common space where ideas could be shared and cultivated to grow into a beautiful new garden creating a colourful and varied future of the ILA.



Finally, to ensure the truly Canadian flavour for this Convention and as another surprise gift, I was hoping to have a Royal Canadian Mounted Police officer present during our convention. For those of you who do not know, the RCMP was founded in 1920 and

is one of the most recognized police force in the world, with their distinct red serge uniform. Unfortunately, the Vancouver RCMP did not have anybody available for that date. However, we were fortunate enough to have an Edmonton “Mountie” who was available to volunteer his time to the delight of the Convention attendees. You can view more photos of the RCMP officer at the ILA Awards Ceremony in the previous issue of the Listening Post.

Saturday was the last day of our Convention. Various interesting and interactive presentations filled out the morning and finally it was time for the Past Presidents’ Luncheon. In keeping with what had become the norm for this unconventional convention, I decided to do two special things First, I invited the attending past presidents to come to the front and share with us one value that was close to their heart (which you can

read more about later on in this issue). I wish to thank you all who, without any prior notice, were kind enough to share with us one value that you felt is important to the ILA. Hopefully, all of us who were present and listened to them speak can reflect on what they said. For the future of the ILA. For dialogue. For growth.



The second special “thing” I had the attendees do was sing together and not just any song. When I was planning the convention with the theme “Listening to Conflict”, I had a vision of all the attendees singing John Lennon’s “Imagine” during the closing, a song so beloved and well known the world over but this time with a minor change to the lyric: “Imagine there is no CONFLICT, I wonder if you can...”. I was unsure how the attendees would react – doubting voices told me nobody would



sing. Doubting voices told me nobody would hold hands. Well, my fellow listeners, I am pleased to say that there is evidence of Saturday’s closing circle of people from all around the world holding hands and singing “Imagine there is no CONFLICT”. This special moment culminated in a toast with Maple Syrup Liqueur to all the past presidents. Truly Canadian, eh?

In closing, it is now October and the 40th Annual Convention is over. Nevertheless, it is my hope that everyone who was in attendance found the 2019 Vancouver Convention unforgettable. Whether it was the delicious food, the RCMP officer, the unique musical performance or the simply the majestic beauty of Vancouver, I hope each and every attendee was able to leave with a special memory and a unique experience. Once again I would love to thank everyone who came, whether you travelled 300 km or 13,000 km! Special thanks to my two assistants, Priscila and Fabiola, who worked with me countless hours before and during the convention. With the success of Vancouver behind us, I look forward to seeing you and meeting new presenters at what is sure to be another incredible event, the Seattle Convention on March 25-28, 2020! Safe Travels!

Anita Dorczak

Planting the Seeds of Change

By Anita Dorczak, ILA President’s address at the 40th ILA Convention

The International Listening Association is celebrating its 40th year. It has been a long time. Its mission has attracted a lot of very talented and brilliant researchers. The organization, consisting mostly of academics, has grown over time and the membership has become more diversified. More international members, more members from countries than other than “where is was born”

In the last few years there also have been very interesting new initiatives e.g. The International Day of Listening. You can learn more about it from the website <http://internationaldayoflistening.com>. The 2019 theme is “Be bold! Listen for common ground.” Our colleague in Switzerland Jean Francois Mathieu is in charge. We all need to be grateful to Dr. Sheila Bentley for coming up with the idea a few years back. The visibility of the ILA on the international arena is important; particularly at times of divisiveness and a lot of conflict around the world. Listening is needed more than ever.

Over the last 40 years, there have been a lot of changes in the world. I remember my beloved Father when he was very ill in 1991 telling me that in the future there will be telephones so people could see one another while speaking. We now have access to Facetime and similar apps. 40 years ago, there were no cell phones. Hard to imagine, isn't it? Yet now almost everybody has one and technology has had a huge impact on how we communicate i.e. how we listen.

“Panta rhei”. Let me take you all to ancient Greece. Heraclitus of Ephesus (535 BC -475BC) was a Greek philosopher known for his doctrine of change being central to the universe. Both Plato and Aristotle allude to the essential tenets of Heraclitus thought. The famous “everything flows”, “the only thing that is constant is change” and “you could not step twice into the same river” are known to many of us. But one of his phrases is particularly appealing to me and it is “it is in the changing that we find purpose.”

What is the purpose of the ILA? Its mission is to advance the practice, teaching, and research of listening throughout the world. And its vision is “to be the international leader of listening practices, teaching, and research”.

“Listening is a profound subject and I know very little about it.” These were the words of Dr. Wesley Wiksell who delivered his keynote in Denver, CO on March 4, 1981. I believe some of you were there. He talked about listening in interpersonal communication but he also said that “we can go beyond that and consider listening in international communication because after all this is the Annual Convention of the International Listening Association.”

If the world around us changes constantly what does that mean for the ILA? Is change really inevitable?

To find some answers I turn to one of the most respected members of the ILA, Carole Grau, who we lost last year. Her daughter Jennie, also a long time ILA member, is with us today. In 2016 Carole Grau said, in the Listening Post, and I quote “for our organization to make a significant contribution it must survive and thrive. It must CHANGE over time to respond to member's evolving needs and changes in the environment.”

So, what are the “evolving needs”? Perhaps, more cultural sensitivity and understanding for the members who come from other countries and speak English as a second (or 3rd or 4th) language. Perhaps, more inclusiveness for members outside of the Academia – as the membership from the business sector and the healthcare sector continue to grow.

Can we remain the same for 40 years in response to the changing world and the changing needs of the members?

Ms. Grau also said “we need your ideas, we need your creativity.” I agree. I had the honour and pleasure to meet Ms. Grau and I completely agree that creativity and innovation are needed for the organization to continue to grow.

Let me take you all for a stroll down a beautiful garden... Imagine that the ILA is this Garden:



You can see beautiful flowers. Different yet still beautiful, growing together.

As time progresses there are different environments; sometimes, it's dry and some survive. Sometimes it's cold, snowy but there are still some resilient flowers that survive. Life goes on. Some them will wilt and disappear. Life goes on.



So, what is needed is to plant the new ones. We need to care, water them and create conditions for growth.

When that is done the garden will bloom and maybe even give us fruit that we can all enjoy. It needs to be done or there will be none.



Would you like to be in this beautiful garden?



Are there any gardeners here? I do not know about gardening, I do not have the tools but I'd like to stroll down the path in this beautiful garden, one day. Panta rhei. It's up to you all to make it grow. It needs to be done or there will be none. It's up to you all to

make it grow. Will you?

(The complete speech can be viewed [here](#))

In the Spirit of Collaboration

One of our lifetime members, Rick Bommelje, has a web based clearing house of listening resources that he would like to make available to ILA members and also have it placed on the ILA website. He calls it ‘Listening Wisdom’. The purpose is to help the world listen better by providing current and free listening resources. It is a non-profit organization and there is no membership. Visitors can sign up to get a weekly summary of resources added each week. This site complements the mission of ILA and could be an additional resource for members.

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"Embrace the World: Listen to Build Relationships"

41st Annual ILA Convention

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Listening to the spiritus loci – Sound in Place

Check out the most recent special issue of the International Journal of Listening

by Margarete Imhof

Listening seems to be so ubiquitous that listeners many times overlook (or rather: overhear) that attending to sound and voices is embedded in complex auditory and social scenes.

Taking a look at the places in which listening takes place opens a new horizon. How do the specifics of a place tint the way in which a message is perceived? Why would ancient Greek teachers want to speak to their students from behind a curtain? Why would clients in a beauty parlor make the salon practitioner listen to very personal issues that they would not even tell their therapists? How does a big city like Hong Kong sound different from smaller places and how does being exposed to a city sound envelope affect the listener?

David Beard from the University of Minnesota Duluth is guest-editor of a special issue of the International Journal of Listening which assembles contributions from a conference held at the Twin Cities Campus of the University of Minnesota on Music and Sound Studies and from a Symposium on Sound, Rhetoric, and Writing held at the Middle Tennessee State University.

In his editor's introduction, Beard sets the scene and raises the fundamental questions regarding the connections between place characteristics and listening. Kass investigates the soundscape at the Eastern State Penitentiary in historic times from 1830-1850 and explores how sound was (mis-)used to force inmates to penitence. The overwhelming sounds of a megapolis are the focus of Uetz's contribution which looks at how listeners navigate through the audiotopia and protect themselves from overflow. Smiles uses the example of Native-owned community radio stations in Minnesota to illustrate the community building power of community-based radio programming as shared listening experiences seem to support the sense of coherence of a shared culture. As listening and speaking are essential parts of communication in the service industries, Hanson investigates what it means to practitioners in a beauty parlor when they listen to their clients expressing emotions that they would rather discuss with a professional therapist: What if listening puts a psychological burden on the practitioner who has been trained to do hair but not to offer psychological counseling? Brazelton looks into the role of listening from places of survival with a focus on how listening to the stories of female victims is the first step to build a bridge into a new life away from violence. The power of narratives is also highlighted in the piece offered by StoryCorps. As Mancino demonstrates by going through StoryCorps' archives, listening to each other's

stories deeply connects people. The final paper takes up communication in the medical context. Parks reflects on her experience of listening challenges from the perspective of hybrid or multi-ethnic identities. She finds that the ways in which people listen (fail to listen) has an impact on self-perception and identity.

Beard has invited three responses to this set of contributions to reflect on the choice of topics, places, and methodological approaches. The special issue offers a fresh perspective on the research and philosophy of listening. It is an eye-opening (or rather ear-opening) read, 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.

The International Listening Association is governed by the ILA executive Board. The current Board includes the following elected members:

President:	Anita Dorczak
1st Vice- President:	Lori Joubert
1st Vice- President Elect:	Melissa Beall
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