



The Listening Post
October, 2020, ISSUE 129



President's Message
by Lori Joubert

As we reflect on mid-year 2020-2021 it is truly a year like no other. Our ILA 2020 convention was canceled offering us the space to create new ways for ILA members to gather together online to advance listening. For the first time in ILA history there is not a traditional convention to reflect on. There are no stories to share about who we networked with at the convention. What I can share are some unexpected highlights of the behind the scenes work from ILA members and leaders. Key highlights include (and not limited to) preparation for the 2020 ILA Convention keynote session, transition to a new ILA Board, ILA member activities and initiatives.

For starters, the 2020 convention theme "Embrace the World: Listen to Build Relationships" is still as important as ever. The convention theme survey last year to ILA members and our email discussion about selecting this theme is still one of my highlights. As President this year, I have continued to focus our attention on building relationships and embracing our international and diverse community. A promise I wish to keep throughout my term as president.

In the book *Courageous Collaboration with Gracious Space* the authors Patricia Hughes, Karma Ruder and Dale Nienow describe "opening to relationship":

When opening to relationships, group members are invited to interact, learn about each other, make decisions together, and jointly define the work that needs to be done. Strong relationships can be measured by the existence of learning and communication, a feeling of belonging and comfort, in the absence of ridicule, favoritism and exclusion. A quality relationship can give us courage to try new things and discover new meanings. A strong relationship can be a tether or safety net as we venture into the unknown.

Behind the scenes preparing for the 41st ILA Annual Convention included the most extraordinary keynote session planning experience with ILA members that many of you know. Let me introduce you to Michael Gingerich and Tom Kaden from “Someone To Tell It To” and Raquel Ark from “Listening Alchemy” if you have not already had the pleasure of meeting them. What most of you may not know is that the four of us collaborated extensively to think together, share ideas, and attentively listen to each other about how to bring “magic” to the convention. I had the most amazing time planning the keynote session with Tom, Michael, and Raquel. IT WAS MAGIC for me!

The conversations we had were inspiring, thought provoking, open and honest. We shared our visions, passions, hopes and dreams about listening and the work we do. Michael and Tom lifted me up when I shared what felt like crazy ideas for hosting a unique keynote session. One that would combine multiple speakers modeling our international and diverse listening community. As well as offer our ILA members a space to practice listening in a fun, energetic and engaging way. Our colleague Kathy O’Brien who serves on the ILA board calls this “walking the walk” or “role modeling” and this is exactly what we had hoped to accomplish! It has been a real pleasure to participate in meaningful collaboration. It is not lost. We hope to benefit from this keynote session in the future when we can all join Raquel, Tom and Michael and share the magic!

In April, immediately following the transition to the new ILA board our Immediate Past President Anita Dorczak stepped down from office. We already had our hands full with trying to salvage what we could from the cancelled convention into an online program. While I hoped to fill this office within 90-days we put our attention on other emerging priorities that were necessary to sustain healthy relationships and promises to our members. Later in April the board members presented me with several good recommendations for Immediate Past President and finally in September I moved forward with a recommendation of Debra Worthington. Debra was confirmed by the board and she will join us this month to finish out the remainder of the term as Immediate Past President. Congratulations Debra!

In May, following the tragic death of George Floyd in Minneapolis, MN, USA our colleague Marva Shand McIntosh shared a letter with me urging us to take a stand denouncing racism in the ILA. The board members gathered quickly to draft the ILA position statement denouncing racism and you can find this link on the homepage of the ILA website. With the help of Marva Shand McIntosh, Teri Varner, Theresa Caldwell and Sandra Bodin-Lerner we formed the first ILA Diversity Initiatives Planning Committee. This committee has been working respectfully through how to offer a program on the power of listening to bring about racial healing. How to listen without judgment or blame to difficult conversations on diversity, equity, and inclusion. I want to thank Teri Varner for stepping up to be the chair of this committee and appreciate the ILA members that have joined to share in moving this initiative forward.

In August, we had the International Day of Listening and the ILA Strategy Workshop. Again, I had the opportunity to deepen relationships with ILA members as we participated in these two major events.

International Day of Listening: We are delighted that four ILA board members participated in International Day of Listening this year in support of the tremendous work done by Sheila Bentley, Margarete Imhof and help of four student interns from Glocal Academy.

ILA Strategy Workshop: The ILA Board, Committee Chairs and Working Group Leaders gathered for a three-hour strategy workshop. The focus was to share ideas and discuss ILA Milestones, Values and Website Content. It has been a great experience to get to know our diverse group of leaders through the inspiring and messy work of clarifying ILA’s mission, vision, values, and website presence. We had 17 ILA leader- participants in the workshop to collaborate. We are now forming small workgroups and beginning to develop the work related to the outputs from the workshop. One of the strategic next steps is to share the work with ILA members and gather your input on ILA mission, vision, values, and membership services. Look for the membership survey sometime before the end of this year. As we prepare for the ILA’s sustainable future, I hope

you consider these highlights for the year as examples of how the ILA is flourishing with productive and healthy relationships to achieve our promise to advance listening in the world and model member to member listening. As I continue to fulfil the remaining term as president, it is my wish to connect and collaborate with as many of you as possible. Feel free to reach out to me anytime by email Lori.Joubert@listen.org

I look forward to seeing you either in person or online at our next convention in Bloomington, MN in March 2021! Thank you for all you do to keep listening!



All the best from Sweden in Corona-times by Kent Adelmann

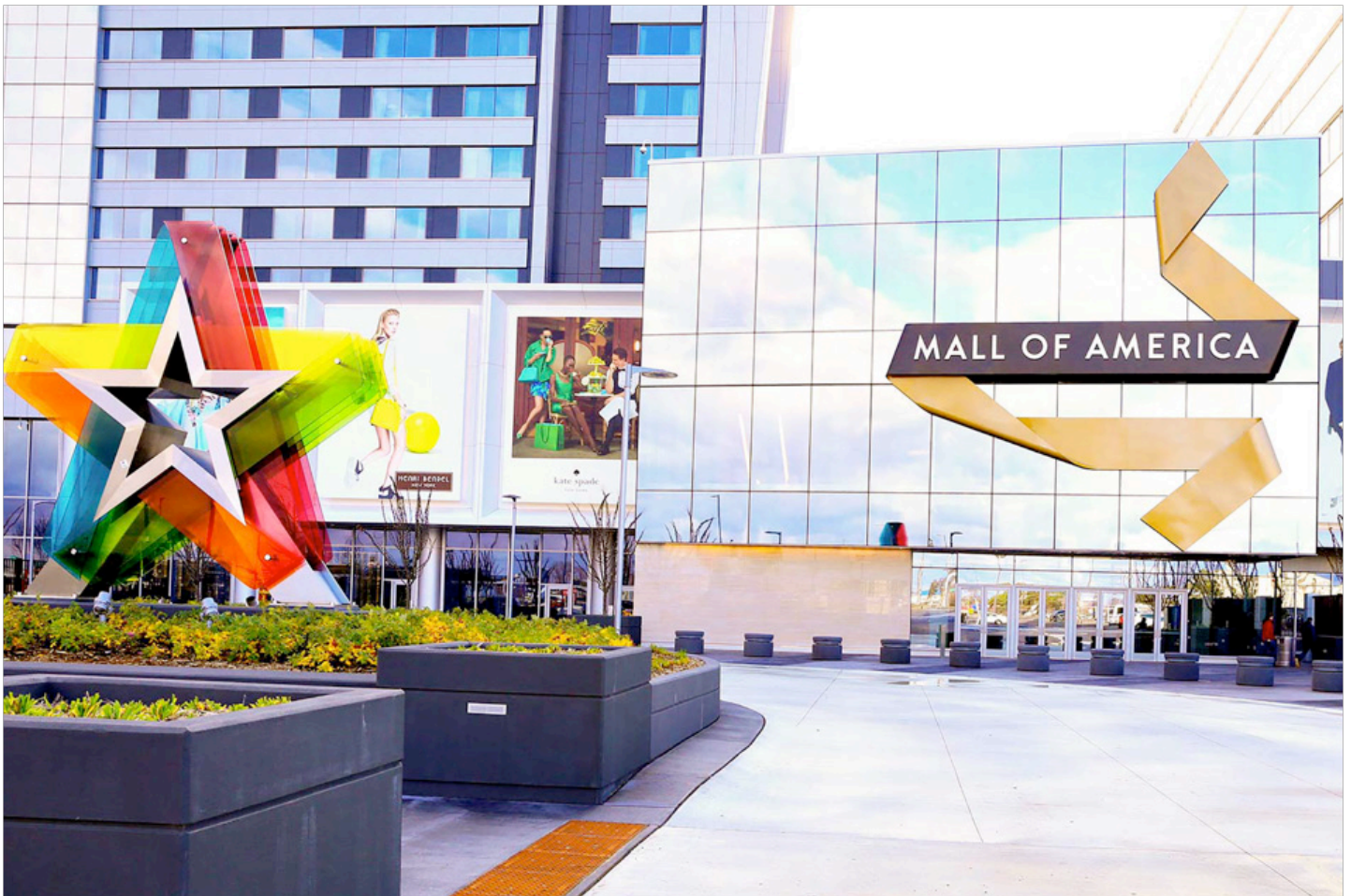
I just have to tell you that this fall one of the two major magazines for teachers in the mother tongue in Sweden has done a theme issue on Listening for the first time ever in Sweden. There are listening articles about subjects like podcasts, audio books, learning difficulties, recitation of poetry and of course listening in the classroom. I participate with an article about some of the tools and conceptions in listening in the classroom and try to show that a lot of listening and responding, different kinds of attention, and different kinds of listening strategies takes place in less than 60 seconds.

Take care everyone, and all the best to you and your important work of listening around the globe in Corona-times!

The Art of Listening in an Educational Perspective

By K. Adelmann

The purpose is to contribute to the theory and practice of listening reception as one of the four language arts in Swedish as a school subject. The object of inquiry is The Art of Listening (Adelmann 2009) as a Swedish example from a Scandinavian context, compared to mainstream listening research in the USA



ILA Convention Notes by Melissa Beall

1st Vice President, Melissa L. Beall, brings you greetings. I hope you are all healthy and safe in these uncertain times. The news seems to always be so negative I sometimes have to take a break from learning about world events and listen to music, go for a walk, read, or catch up on football. I hope your “new normal” has been as fulfilling in unique ways as mine has been. It’s amazing what a difference limited store hours and traffic can make in one’s life.

Thanks to all of you who completed our September survey (or contacted one of the Board members with your ideas and concerns) regarding the ILA Convention in Bloomington, MN, March 16-20, 2021. 71% of those who responded said they would attend “online only” and several said it would depend on the situation next February and March. Several also stated they would attend in person, no qualms.

While no final decision has been made concerning the convention, at present we are moving forward with convention planning with the hope that even if we must move to online webinar-like sessions over a period of time, we hope to have in-person components even if we need to move to a different time and location.

The travel and hospitality industry has been so badly affected by COVID-19 they will not let us out of our contract for 2021 unless we move it to 2022 in their hotel and even then, we will lose money. If it is safe to meet with appropriate social distancing and masks, the Crowne Plaza Aire meeting rooms have sufficient space to accommodate all CDC, state, and municipal guidelines.

With these points in mind, please consider submitting a proposal for the convention. The form will be available on the ILA website. Submissions are due November 30. Should you have questions, concerns, issues, etc., please contact me via email at Melissa.Beall@listen.org.

2020 International Day of Listening: Listen with Empathy by Sheila C. Bentley

This year's International Day of Listening was perhaps the best yet. This year's theme "Listen with Empathy" seemed to resonate with people around the world. The events of 2020 have provided many instances for us to offer empathy and also have caused many people to need empathy.

We started with a mini-course in May designed to help people learn how to listen with empathy. Many of us think we are being empathic, when in reality, we are not. The mini-course, "Listen with Empathy" consisted of six sessions over a four-month period that were offered virtually with the help of Sandra Bodin-Lerner. The sessions typically had between 60 and 100 registrants (and sometimes a waiting list), and the attendees came from all over the world. The courses were presented by ILA members Jennie Grau, Graham Bodie, Lori Joubert, Krishna Naineni, and co-chairs Sheila Bentley and Margarete Imhof. This year, we were also fortunate to have four interns who are currently medical students in India, Ananya Bhadauria, Snigdha Sharma, Shubhika Jain, and Samarth Goyal, who redid the IDL website, giving it a professional look, and making it easy to register an event and to find other events around the world.

On the actual International Day of Listening, we had several premier events, including the launch of new listening book and a special screening of a documentary movie. There was considerable variety among the other activities, and there were a number of activities for medical students in India. Some of the highlights of this year's events include:

1)Corine Jansen and Juliana Tafur offered a special

screening of the award-winning feature documentary, LIST(e)N by Tafur. The documentary brings together three sets of individuals with opposing viewpoints on the topics of immigration, abortion, and guns, to listen to each other, connect at a human level, and transcend their differences. The movie is an excellent teaching tool, illustrating both some good and bad listening behaviors and the effects of each.

2)Victor Pierau-Schoeber's book Leadership in Listening, was premiered in several places around the world, including Erasmus University in Rotterdam and with a chairman of the United Nations, before continuing its journey across the globe through Europe, Africa, North America, Asia, the Middle East, and Australia.

3)Dick Halley created an instructional video on developing the capacity to more fully understand others. He then conducted a virtual discussion for those who had viewed the video on the IDL.

4)Kathy O'Brien organized a Listening Dinner Party that paired friends with opposing views to discuss current affairs. They established good ground rules, and everyone was very respectful. It was in some moments frustrating, in others amusing. Everyone ranked their own listening at the end, and they had the full range from 4 to 9 on a 10-point scale.

5)Gary Morris conducted a Listening with Empathy discussion for Our Community Listens podcasts.

6)Margarete Imhof explored the next steps towards researching listening with empathy, and Sheila Bentley conducted a virtual webinar on "Avoiding Empathy Blockers."

7)Peter Forbes offered a discussion to improve listening with empathy to a bullied teenager.

8)Tejaswini Lohokare conducted an activity titled Beauty and the Beast in which participants identified an emotion by sharing emotions they had experienced during the pandemic and then compared and

contrasted different ways of managing emotions. Participants followed the four-step Listen with Empathy model.

9) Anish Garwal conducted a Listening in Healthcare activity that focused on emotional competence. They first defined emotional competence, then established a purpose for emotional competence in their daily lives, and then discussed how emotional competence can be practiced in the medical clinical setting.

10) Arushi Sekhri introduced the anonymous poem "Could You Listen" and then had participants share their reflections. (See the poem below)

Could You Listen?

When I ask you to listen to me and you start giving me advice, you have not done what I asked. When I ask you to listen and you begin to tell me why I shouldn't feel that way, you are trampling on my feelings.

When I ask you to listen to me and you feel you have to do something to solve my problem, you have failed me—strange as that may seem.

When you do something for me that I can and need to do for myself, you contribute to my fear and inadequacy; but when you accept as a simple fact that I do feel what I feel no matter how irrational, then I can quit trying to convince you and get down to the business of understanding it.

Irrational feelings make sense when we understand what's behind them. And when that's clear, the answers are obvious and I don't need advice.

So please just listen. If you want to talk, wait a minute for your turn and I'll listen to you.
Author unknown (Author is believed to be a patient with psychiatric problems. He wished to remain anonymous. He wrote it when he was an inpatient in a psychiatry hospital).

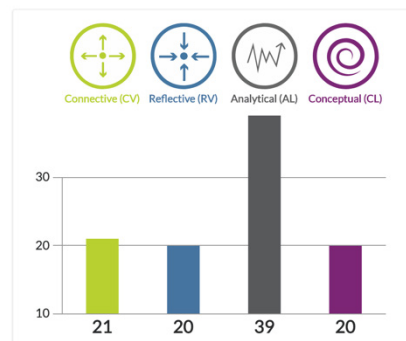


LISTENING PROFILE **How ILA Members Are Using the ECHO Listening Profile[®] to Improve Listening in Business, Education, and the Healthcare Sector.**

By John Winter, CEO, ECHO Listening Intelligence

For those who haven't yet heard of the ECHO Listening Profile[®], imagine a scientifically validated assessment you can take online to discover what type of information you habitually listen for—and what you unconsciously filter out. You then receive a customized profile that details the way your habitual listening style influences your interactions with others, and provides recommendations to shift how you listen and communicate, depending on the speaker and context, to optimize understanding, connection, and results moving forward. Imagine the impact this new knowledge could have on your relationships—especially with your work colleagues—where biased listening or stuck patterns quickly lead to misunderstandings, strained trust, and lost productivity. Imagine a tool that could unlock those patterns and unleash a team's unique cognitive diversity in unprecedented ways.

Profile Name: The Scrutinizer



As a "Scrutinizer," you listen for concrete information that can lead to right answers. You will tend to tune out when insufficient data and perceived inaccuracies impede decision-making...

This is the purpose of the ECHO Listening Profile[®], which made its ILA debut in the summer of 2017 at the International Listening Conference in Omaha, Nebraska. There, ECHO's founder Dana Dupuis presented alongside professor Graham Bodie—the researcher behind ECHO's validation—to a room full of curious coaches, professors, and listening enthusi-

asts. Together, they explained how ECHO measures listening in terms of both a social component and content component. According to this model, there are four resultant listening styles—Connective, Reflective, Analytical, and Conceptual—and everyone uses each of these styles to varying degrees, resulting in over 40 possible unique profiles. But the important difference between ECHO and, say, a personality assessment, is an emphasis on the fact that listening is a cognitive function that can change through practice. One's profile, therefore, is a snapshot of habitual tendencies that have become ingrained over time, but that can also adjust to differing circumstances, if-and-as needed.

Today, ILA's ECHO-certified coaches are helping their clients make such shifts, both at the individual and team level. They're working in business, education, healthcare, and manufacturing to establish cultures of increased listening intelligence for not only enhanced productivity, but for healthier and more dynamic work cultures. Please continue reading to hear about some of these coaches and the exciting ways they are utilizing the ECHO Listening Profile[®] in their practice:



Graham Bodie is a listening researcher and Professor of Integrated Marketing Communication at the University of Mississippi. His research, teaching, and consulting center on how to improve listening for better relationships—with friends, family, co-workers, customers, clients, and people considered strangers alike. Graham oversees all research related to ECHO's statistical validation and has served as an advisory board member to the company. Graham has utilized ECHO in his coaching work with the sales team of Gallery Furniture, helping seasoned sales people gain a competitive advantage in an increasingly competitive industry, as well as with teams at Texas Tech University and the University of Mississippi. Most recently, he worked with two globally distributed teams at Compassion International, using ECHO to diagnose and address

communication challenges resulting from a recent workforce expansion, and this work has led to greater alignment and positive transformation. Graham is also in the process of helping to bring ECHO into the physician training program at Stanford Health.



Mary Lahman is a Professor of Communication Studies at Manchester University in North Manchester, Indiana, and is a past Education Chair of the International Listening Association. According to Mary, "Since my ECHO training, I have met with numerous academic and administrative departments within the University to explain their Team Reports. They have not only heightened their awareness of how they listen, but also are making plans to better use their team's cognitive diversity." In 2018, Mary was pivotal in developing a new listening-centered approach for the education of first-year Communications students. She has introduced over 200 participants in MU's Leadership training programs to the fact that they listen to and for different types of information. According to Mary, many participants often linger after sessions to see if the ECHO profile could work for their significant other.



Krishna Naineni is a physician who works as a General Practitioner (GP) in the southeast region of England. He is a member of Royal College of General Practitioners and a faculty at Brighton and Sussex Medical School. He is passionate about listening education, research, and practice. Krishna was attracted to ECHO because he focuses on delivering structured evidence-based listening education programs in the UK and India to empower

healthcare professionals with the practical strategies and knowledge needed to enhance their listening practice. In addition, he conducts educational sessions on intercultural listening. As an ECHO Certified Practitioner, Krishna utilizes the ECHO Listening Profile to assess listening habits of his clients. He uses this awareness as a benchmark to enhance their listening and leadership skills. He is also encouraging healthcare professionals to establish listening intelligence units in their respective workplaces.

industry. He engages individuals and organizations to increase their agility in delivering their products and services, while also meeting corporate and market demands. Brian teamed up with ECHO's Head Trainer, Allison O'Brien, to bring positive team transformation inside Adobe utilizing the ECHO Listening Profile and its ability to measure group team listening dynamics. Now he's bringing these same lessons to virtual, geographically dispersed teams to create cohesion and coherence at the same level as in-person teams.



Laura Janusik is a past ILA president, listening educator, and communication consultant. Her company, Listening to Change, focuses on helping team leaders and teams decrease the noise and distractions by aligning their communication through the Power of Listening. She loves using the ECHO Listening Profile with teams as its group report always makes the awareness factor audible, and team members automatically get why they love working with some members and often feel friction with others. When they learn that listening is a cognitive habit over which they have control, they recognize that the power to listen is far greater than they ever thought. Recently, Laura took Pediatric Physicians at Children's Mercy Hospital in Kansas City, MO through ECHO training, and they are learning how to adjust their listening for patients, their families, and colleagues. "In short," Laura says, "ECHO gives legitimacy to listening training."



Jennie Grau is a trainer, coach, facilitator, and presenter who changes the way people work by changing the way they listen, speak, and resolve conflict. Her clients include Fortune 500 corporations, non-profit organizations, educational institutions, and government entities. She's currently using the ECHO Listening Profile to help company leaders better understand themselves and their interactions, and to support them bringing forth their best work. "The ECHO Listening Profile," Jennie writes, "allows team members to both look inward and outward, understanding their team's dynamics with new clarity."

For more information about the ECHO Listening Profile and our Certification Training, please visit www.echolistening.com



Brian Branagan is a leadership and management coach with decades of experience in the high-tech



I Promise

Sushmita Choudhary

Dr. YS Parmar Government Medical College, Nahan,
Himachal Pradesh.

“Promise is a big word. It either makes everything or breaks everything” - Anonymous

I recently attended a virtual course titled ‘Fundamentals of Clinical Communication Skills’ organized by the Global Academy (UK) in collaboration with AIMSA (All India Medical students association). The course has changed my perspectives on approach to patient care.

The post course assignments in particular, designed to put learning into practice, were immensely useful. There were several of them, but one has struck a chord with me. We were asked to read a poem (see appendix for the poem), reflect on its meaning and make a promise (to the patient).

Here I would like to share my promise with you (readers).

My Promise to the Patient:

From the beginning, as you enter my consultation room, I promise, to observe you closely and learn the subtle cues, in the way you walk and express through body language. The little details, your body gives away before you speak.

Then, I request you to sit beside me not across the table, because I want you to feel actively involved in the consultation and not some business meeting.

I promise to listen and encourage you to speak from your heart. I will listen to your troubles that brought you to me from the comfort of your home. I will encourage you to expand on what you say, by asking questions and facilitating your responses with my verbal & non-verbal behavior (eye contact, attentive body language, and attentive face with a warm expression). I will let you speak first and save my queries for later.

When the history taking is complete, I will proceed to the examination. I promise to obtain consent from you and explain the examination details clearly. Throughout the examination, I promise to be polite, meticulous and well mannered. I will make you feel comfortable and respect & protect your dignity.

I promise to convey the important information in the

simplest way possible; in a language, you understand and avoid medical jargon. By using little stories, summaries and analogies, I will make my explanation listenable so that you absorb, retain and remember the information.

I promise to check your understanding and clarify any doubts that you have.

I promise to involve you in the decision-making process by valuing your inputs.

Finally, I promise to arrange appropriate follow up and treat you with the same care, respect and compassion on every visit.

These promises will enable me to receive, comprehend and respond. In other words, listening comes into being.

These are my promises to you, and I will endeavor to keep them up throughout my professional life.

I want to and promise to treat all my patients in the same manner as I would want to be treated myself and I want to focus on care and cure.

Poem to emphasize importance of interpersonal skills

A patient’s perspective

Dr Krishna Naineni

The attitude in your body language

The careless attitude in your eyes

The rudeness in your voice

I will not forget, as long as I live

You not listening to me

You not respecting me

You turning away from me

I will not forget, as long as I live

Your capacity to fix problems

Your command on knowledge

You being there for me

I will love them all, as long as I Live

You getting angry on small things without reason

You not acknowledging my feelings

Your inconsiderate attitude when explaining things

I will hate them all

As long as I live, as long as I live



Someone To Tell It To

216 State St., Harrisburg, PA 17101

**Cultivating meaningful relationships through
compassionate listening and training others to do the same.**



In the Midst of Life

by Michael Gingerich and Tom Kaden

We hadn't seen each other in over five months, since COVID-19 required us to distance physically. It was by the far the longest stretch we have gone in our time as the deepest of friends and colleagues. We've written extensively about our friendship together and the intimacy, authenticity, and vulnerability we have always personified. Our relationship has evolved, as all relationships have had to do during five months of 2020, due to the pandemic and the ensuing distancing that has had to occur as a result. Prior to the pandemic, we had never gone more than a week without being together face to face, and only then when one of us was on va-

cation with our families. We have missed ending our work days with a fist pump, high five, or bro hug. Now we had to adapt to maintaining our friendship via social media channels, talking, texting, private Facebook messaging, Facetime, and many, many Zoom meetings each day.

But social media, despite the gift it has been to so many around the world and to us, also doesn't fully satisfy our need for connection like face-to-face connections can and do.

We texted each other the night before we were to see one another in person for the first in months, to let each other know how much we were looking forward to spending the day together. It was going to be so much better than staring at each other through a computer screen. Though the occasion of our meeting was less than ideal — co-officiating a funeral service for a long-time friend and supporter of Someone To Tell It To — we were more than ready to put an end to the “consecutive days without seeing each other” streak since the coronavirus first reared its unsightly face in early March. In addition to saying how much we looked forward to seeing one another, we also needed to clarify which one of us would be wearing the very fine navy blue suit each of us was given by the groom of the wedding we were graciously invited to be the best men of three years ago. The friendship we had fostered with the groom who has experienced his own immense losses in life due to cancer, broken relationships, financial burdens, and so much more, in one of which we are incredibly proud. Even though the two of us are deeply connected in so many ways, more than most male relationships, something we earnestly try to model for others each day, we try not to wear the same outfit to the same events. The last text of the night was also about ordering take-out together so we could finally enjoy lunch together after five months and reconnect on a more personal level prior to the funeral service. We wanted to celebrate in a special way, something we hadn't been able to do in such a long time.

When I (Tom) arrived at Michael's house on the day of the service and Michael greeted me, we wondered if we could stretch the limits of the physical distancing boundaries by giving each other a warm embrace. Fully masked, we decided we could and needed to. The day was a beautiful one, in the mid-80's and with low humidity, something central Pennsylvania has been unaccustomed to all summer. We decided to sit outside as we enjoyed the food and time in person together.

Our conversations, as is always the case, quickly shifted from matters of politics, sports, the weather, and other surface-level types of issues, to much deeper matters of the heart. We spoke of the often hidden, unspoken matters that don't get discussed and addressed nearly as much as they should. One of our spiritual heroes, if anyone who reads our writings knows, is the late Fred Rogers. He had a favorite quote, framed and hung on a wall in his office, “What is essential is invisible to the eyes,” from Saint-Exupery's *The Little Prince*.

“It's not the honors and the prizes and the fancy outsides of life which ultimately nourish our souls,” Fred Rogers said, expounding on the idea in a speech. “It's the knowing that we can be trusted, that we never have to fear the truth, that the bedrock of our very being is good stuff. ...What is essential about you that is invisible to the eyes?”

With those words in mind, we discussed the grief over what has occurred to so many of us the past five months, losses that may continue long long into the future. We talked about what it's been like to live with a child with profound special needs (Michael) and his lack of understanding about the meaning of the virus and the subsequent disruption it has caused to his family's daily schedule. We talked about the stress of virtually schooling four kids (Tom) and the lack of patience that we can sometimes have. We talked about what it's been like to live with a mental illness and the triggers that covid has heightened, triggers like an unknown, insecure future, as well as the claustrophobia and cabin fever of not being able to leave our homes freely and nonsensically. Perhaps most poignantly of all, we talked about our next book and about

grief and about how much the world is grieving currently. We talked about all of the losses people are going through, about some losses which have been emerging, such as the loss of loved ones during COVID-19, and others, such as racism and injustice, the effects of which have caused immense grief for centuries and lifetimes.

Later that day, the family of the woman who had died expressed to us, "She may have died due to the loneliness she was experiencing as a result of the virus; none of us could visit her as she was accustomed to. She needed visitors. Her family was her lifeline, and when we weren't able to be her lifeline, she declined quickly."

Their statement wasn't new to us. We have heard from many folks the past few months who have stated that the numbers of deaths due to the virus, (which is currently approaching 200,000), is far greater because of those who are older, are living with disabilities, and who are marginalized and vulnerable. They haven't had visitors or much human connection and contact at all.

We heard from another woman, who hasn't been able to see her husband, who is currently living with end-stage Alzheimer's disease, "I feel as if I'm watching him die through a window."

We heard from a widow, whose husband died in the midst of the virus, when he too couldn't have visitors, "He died of a broken heart."

We heard it from a son who hadn't seen his mother in a nursing home for over five months, what turned out to be the last 5 months of her life on this earth, "I went to visit my mother the other day and I arrived ten minutes too late, she had already died."

He asked us if we would officiate her small graveside service to celebrate her life, what turned out to be the third funeral service in three weeks, all directly and indirectly COVID related.

People have asked us, "Has your work changed much since the start of the pandemic?" The answer for us has been both "yes" and "no." Yes, we have moved all of our in-person training and listening work to virtual platforms. Yes, we have had speaking engagements and travel plans cancelled; the biggest one being the keynote speech we were scheduled

to make at the annual International Listening Association Convention, in March. Yes, each of our team meetings and board meetings is virtual. But no, our work hasn't changed much because the need for people to be heard is now more pressing than ever before. The grief people are experiencing needs to come out of the shadows. The invisible stuff needs to be expressed.

When we presided that day over our friend's funeral service, we read these words: In the midst of life ... we are in death.

In the Book of Common Prayer, the "Order for the Burial of the Dead" cites this: While the body is being made ready to be placed in the grave, there shall be said or sung, by those standing by, the anthem from which this quotation is taken.

It is a reminder that loss and pain and grief are always present in our lives. It is an acknowledgment of the reality of that which we are losing. It is not simply the lives of those we love, but also so many other gifts that make life rich and meaningful – health, dignity, freedom, work, ability, relationships. The list goes on.

It is a reminder not to take these gifts for granted – the people, the joys, the abilities. It is a reminder to celebrate that which is good, that which brings smiles to our faces and love to our hearts. It is a reminder to live our lives with gratitude and appreciation.

It is a reminder to savor these gifts and to not take them for granted. To make the most of them and to see them as sacred – worth nurturing, protecting, and prioritizing.

It is a reminder to embrace our gifts and the transient nature of them, and to embrace, as well, that every one of us in this life and world experience loss. And in remembering, to have grace and patience and compassion for one another as we grieve what all these losses bring to our lives.

None of us is alone in experiencing loss. We hope, and we pray, that when all of us can recognize this fact of life, perhaps all of us can show more empathy and be more loving with one another as we all try to make our way through each passage in our lives.

Leadership in listening travels across the globe

By Victor Pierau

At the International Day of Listening 2020 I launched my book "Leadership in listening". The book is especially for professionals who want to become better listeners. The aim is that they take leadership in this process of listening. Leadership in this sense means that they take more responsibility for the distortion they encounter in the process of listening.

The idea behind the book launch is that the book will travel across the globe. On each continent two people will unwrap the book. These two "unwrappers" will share their vision of the importance of Leadership in Listening for a better world.

The book launch started at the Erasmus University Rotterdam. We were welcomed by Emilie Hubert, Director of the Erasmus Marketing Institute. Afterwards the first "unwrappers" received the book at the start of the journey. Martijn Hendriks is Associate Professor at Erasmus University and researches the effect of "Leadership in listening" on happiness at work. Jean-Pelé Fomété is deputy Registrar at the International Court of Justice and is eager to bring listening into the world. Both see the immense potential of listening for a better world.

The whole book travel will be caught on video. For those who want to follow the book travel, look at: www.leadershipinlistening.com



In the photo you find from left to right:
- Victor Pierau. Author of "Leadership in listening"
- Emilie Hubert. Director Erasmus Marketing Institute
- Jean-Pelé Fomété. Deputy Registrar International Court of Justice

International Journal of Listening

Special issue: The Nature and Measurement of Second Language Listening

Guest Editor: Vahid Aryadoust, National Institute of Education, Nanyang Technological University, Singapore

This is a call for papers for a special issue of The International Journal of Listening with a focus on second language (L2) listening. Listening is an essential multi-level component of L2 pedagogy and assessment. Three major levels of L2 listening are listening behavior, psychology, and neurobiology. The aim of this special issue is to shed light on the nature of and mechanisms underlying each level in research and/or pedagogy. The scope of the special issue is defined in terms of the foregoing levels and comprises of:

- 1) Definitions of L2 listening (e.g., comprehensive, systematic, or state-of-the-art reviews of L2 listening)
- 2) Cognitive and metacognitive processes in L2 listening
- 3) Psychometrics of L2 listening (e.g., quantitative approaches to define and operationalize listening)
- 4) L2 listening pedagogy and learning
- 5) Interplay between listening texts and processes
- 6) The relationship between L2 listening and other language skills
- 7) L2 listening vs first language (L1) listening
- 8) Neurobiology of L2 listening (e.g., application of eye tracking, neuroimaging, and other technologies in L2 listening)

The special issue will be composed to combine cutting-edge research on modeling, teaching, and assessing listening in L2 for the listening researchers and practitioners.

Important notes:

Please submit a paper proposal of no more than 600 words to present the general outline and methodology of your prospective paper by December 15, 2020.

If your paper is selected for the special issue, the deadline for submitting the full paper is March 2021. Accepted papers will be published in issue 3 of the journal in 2021.

To prepare your manuscript, please follow the author guidelines of this journal and the APA style manual, 7th edition (2020).

For any inquiries, please email Dr Vahid Aryadoust (vahid.aryadoust@nie.edu.sg)



Notes:

Macbeth: IV.i 10-19; 35-38

Source: The Random House Book of Poetry for Children (1983)



Song of the Witches: "Double, double toil and trouble"

By William Shakespeare

(from Macbeth)

Double, double toil and trouble;
Fire burn and caldron bubble.
Fillet of a fenny snake,
In the caldron boil and bake;
Eye of newt and toe of frog,
Wool of bat and tongue of dog,
Adder's fork and blind-worm's sting,
Lizard's leg and howlet's wing,
For a charm of powerful trouble,
Like a hell-broth boil and bubble.

Double, double toil and trouble;
Fire burn and caldron bubble.
Cool it with a baboon's blood,
Then the charm is firm and good.





Into the pot we go!



OH, NO!!!



OH, YES.. To Make the Charm Complete!

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Happy Halloween to ALL