

VANCOUVER, CANADA  
MARCH 21-23, 2019

it's time to listen

Join us on March 21-23, 2019 for our 40th Annual Convention "*Listening to Conflict*"  
Submit your proposal today! Visit [www.listen.org/2019-ILA-Convention](http://www.listen.org/2019-ILA-Convention) for more details

## **Come Join Us in Vancouver!**

**By Anita Dorczak**

Vancouver is ready to welcome you!

As Vice-President of the International Listening Association, it is my pleasure to announce that registration for the 2019 ILA Annual Convention is now open! For the first time in ILA history, the Annual Convention will be held in Western Canada in the beautiful city of Vancouver, British Columbia from March 21-23, 2019.

The ILA Annual Convention is a unique event that brings together diverse individuals from various disciplines and countries to explore ideas, research, and share our collective passion for listening.

Come join colleagues, researchers and fellow listening enthusiasts at this exciting event, featuring a wide selection of interesting and varied speakers, workshops, presentations and more. The Convention theme is "*Listening to Conflict*" and will focus on the deep exploration of the challenges of listening and conflict.

On behalf of the International Listening Association I invite you to book your spot today and come listen with us on March 21-23, 2019! For more information about registration visit our [2019 registration information page](#). Click here for a direct link to register: [40th Annual ILA Convention, Listening to Conflict, Harbour Center, Simon Fraser University, Vancouver, Canada](#). Please login in to receive member rates; if you are not yet a member, [join](#) the ILA for discounted rates.

For further information, please contact Anita Dorczak at [anita.dorczak@listen.org](mailto:anita.dorczak@listen.org)

## And the winner is .....Listening!



The 2018-2019 **International Listening Association Awards** will be announced during the ILA Awards ceremony and dinner at Simon Fraser University, Vancouver British Columbia, Canada. We will be presenting Listening Awards and Research Awards.

Please submit your Listening Award nominations and supporting documentation outlining the nominee's qualifications to Kelly Brion, Chair of the Awards Committee at: [kbrion1971@verizon.net](mailto:kbrion1971@verizon.net).

Please submit your Research Award nominations to Dr. Tuula-Riitta Valikoski at [Tuula-Riitta.Valikoski@staff.uta.fi](mailto:Tuula-Riitta.Valikoski@staff.uta.fi). You will find a list of awards, previous winners, and detailed criteria at [www.listen.org/awards](http://www.listen.org/awards). **Deadline:** December 31, 2018.

**The International Listening Association Hall of Fame Award** is the highest award of the Association. It is presented to an individual ILA member as recognition of notable Listening achievements over a number of years in academic, business or other settings.

**The International Listening Association Special Recognition Award** is presented to individuals or organizations who have performed outstanding service to the ILA for an extended period of time, or have provided unusual service in the promotion of Listening.

**The International Listening Association Listener of the Year** will be a nationally, or internationally, prominent Listener epitomizing the highest standards and principles of Effective Listening. Membership of the ILA is not a prerequisite for this award.

**The International Listening Association Business Sector Award** is presented to an individual or organization recognized for notable Listening achievements in business settings. Nominees will have contributed to the advancement of effective Listening in the current year. Membership of the ILA is not a prerequisite for this award.

**The International Listening Association Outstanding Educator Award** is presented to an individual who is a current member of the ILA; is a teacher (including elementary, secondary, college, and university); is knowledgeable about Listening; teaches Listening (as part of a course, such as language arts, communication, speech, business, leadership, etc.); and shares knowledge and techniques for teaching Listening through convention presentations, publishing, teacher in-service.

**The International Listening Association Carolyn Coakley-Hickerson Scholarship** is awarded to an elementary-secondary teacher. Criteria include: excellence in teaching at the elementary-secondary level and a desire to contribute to the field of Listening.

**The International Listening Association Lifetime Achievement Award** is presented to an individual who is recognized for lifetime achievements involving the ILA and its growth and development.

**The International Listening Association President's Award** is presented to individuals or organizations, at the discretion of the President of the ILA. To suggest nominees, contact Dr. Helen Ralston, President of the ILA [Helen.Ralston@listen.org](mailto:Helen.Ralston@listen.org)

## ILA Research Awards 2018-2019

**The ILA Listening Research Award** is presented for outstanding achievement in research by an ILA member or group. To be considered, the research should have been published or, if unpublished, the data should have been collected during the last calendar year. Nominations may be made by self-nomination, or by another ILA member, or with recommendation of the ILA Research Committee.

**The ILA Graduate Thesis or Dissertation Award** nomination is open to any full-time graduate student (current or previous graduate student) who has completed outstanding research in the form of a thesis or dissertation. To be considered, the research should have been published or, if unpublished, the data should have been collected during the last calendar year. Nominations may be by self-nomination, by another International Listening Association (ILA) member, or with the recommendation of the ILA Research Committee. The award recipient, if a non-member, will receive a one-year complimentary ILA membership.

**The ILA Undergraduate Research Award** is open to any full-time undergraduate student (current or previous student) who has completed an outstanding research project who is a current member of ILA. To be considered, the research should have been published or, if unpublished, the data should have been collected during the last calendar year. Nominations may be made by self-nomination, by another ILA member, or with the written recommendation of the ILA Research Committee.

### The ILA Synergist Award

The Synergist Award promotes the advancement of listening knowledge and research through a targeted focus. Using a deductive process, listening scholars and educators have developed a set of priorities for listening research. <https://listen.org/Priorities-white-paper> The ILA Synergist Award was developed to encourage researchers to address one or more of the stated priorities.

These priorities include four initiatives and seven research questions, as well as contextualized questions in the areas of Business, Education, Healthcare, Religion/Spirituality, and Theory/Research. Achieving these priorities will assist researchers in providing a solid foundation for future listening research in terms of future theory development. A Synergist is one who cooperates with another. Thus, the researchers granted the ILA Synergist Award will be those cooperating with international listening scholars to build listening theory. We encourage multi-author proposals as well as cross-cultural research but will accept single authored work assuming it meets relevant objectives. The researcher(s) are awarded a small cash prize (up to \$500 for the team - not each individual) and are expected to present the findings at the next ILA conference as well as to permit the International Journal of Listening the first right of publication for the first manuscript stemming from this work. To be eligible for the ILA Synergist Award a researcher or a team of researchers must submit a proposal for a research project including the goals, the projected theory and method, and specify how the project addresses one of the research questions specified in the white paper, and timeline with milestones (max. 5 standard pages). To be eligible for the ILA Synergist Award the lead author must be an ILA member.

### ILA Top Convention Student Paper

This ILA Award honors the best student paper which was presented at the ILA convention. To qualify you need to submit a proposal to the

Convention Planner as directed on the convention proposal page, and a full paper to Dr Tuula-Riitta Välikoski at [Tuula-Riitta.Valikoski@staff.uta.fi](mailto:Tuula-Riitta.Valikoski@staff.uta.fi) before December 30, 2018. The paper must be presented at the ILA convention of the current year. The lead author must be a student and an ILA member. The criteria for identifying the top papers are in line with the reviewer guidelines of the International Journal of Listening.

### ILA Top Convention Paper

This ILA Award honors the best paper which was presented at the ILA convention. To qualify you need to submit a proposal to the Convention Planner as directed on the convention proposal page, and a full paper to Dr Tuula-Riitta Välikoski at [Tuula-Riitta.Valikoski@staff.uta.fi](mailto:Tuula-Riitta.Valikoski@staff.uta.fi) before December 30, 2018. The paper must be presented at the 2019 ILA convention. At least one author needs to be an ILA member. The criteria for identifying the top papers are in line with the reviewer guidelines of the ILA International Journal of Listening [https://listen.org/IJL\\_TF](https://listen.org/IJL_TF)

## A New Listening Blog

By Tamsin Hartley

Annie Rappaport, a 32-year-old American PhD student, was recently interviewed about her experience of chronic illness as part of a listening project for the [International Listening Association](#). “Clean questions” were used to invite Annie to consider what has worked well for her in navigating the past six years of ill-health. It is hoped that her very eloquent and moving answers might provide a useful resource for others who find themselves in a similar situation and for the healthcare providers who work with them.

A recording of the interview with a summary of the issues raised is available at <https://www.thelisteningspace.co.uk/single-post/2018/10/15/Navigating-the-challenges-of-chronic-illness>

## Call for Convention Proposals

By Anita Dorczak

I am delighted to advise that next year the International Listening Association will be hosting its annual convention on March 20-23, 2019 in Vancouver, Canada and the *Call for Proposals* is now open.

The theme for 2019 is “Listening to Conflict”. We are seeking proposals that explore the breadth and depth of listening and conflict across diverse perspectives, disciplines, methodologies, theories, and arts, in various settings.

For more information please visit [www.listen.org/2019-ILA-Convention](http://www.listen.org/2019-ILA-Convention).

For questions or concerns, please contact Anita Dorczak, ILA 1st VP and Convention Planner [Anita.dorczak@listen.org](mailto:Anita.dorczak@listen.org)

## Tribute to Carole Grau

We are deeply grieved to let you know that one of our Founding Members, Carole Grau, passed away on Saturday October 13th.

During our Dublin convention we were thrilled to see our founder Manny Steil announce that the ILA Lifetime Achievement Award had been won by Carole Grau. Many of us are in the ILA because of Carole Grau, having been influenced and inspired by her superb listening and organizational skills. Carole did not just talk about Listening – she really listened! We were deeply honored to be her friends.

Carole Grau had a successful and rewarding career as a communications professor, consultant, speaker, executive coach, and facilitator of adult learning. She was the founder of Taliaferro/Grau Associates, currently Grau Interpersonal Communication, now headed up by Jennie Grau.

Carole was an instructor at Brooklyn College, a division of the City University of New York, for 15 Years, teaching both undergraduate and graduate course work. For 16 years she was an adjunct for Cornell University's School of Industrial Labor Relations. Carole conducted speaking and listening workshops for Cornell's Management Development Program and conflict resolution workshops for the Labor Studies Program. She held a B.A. and an M.A. from Brooklyn College and an M.Ed. from Teachers College, Columbia University.

A skilled mediator, Carole was certified by the International Center for Cooperation and Conflict Resolution (ICCCR) at Columbia University. She served on staff as a senior trainer in Negotiation and Mediation Skills. She developed a curriculum model for a peer mediation program for the New York City Board of Education. She also established peer mediation and negotiation services in several New Jersey High Schools for students, faculty and administration. As a specialist in listening instruction, she was a consultant for the listening component of the National Teachers Exam. Carole was a dynamic speaker and an insightful listener who consistently modeled the skills, techniques, and behaviors developed in her workshops. She was an active member of the New York Society for General Semantics for more than 10 years and sat on their Board of Directors. She was a Founding Member and Lifetime Member of The International Listening Association. In 2001, Carole Grau received the International Listening Association award for Listening in the Business Sector. In 2010, she was inducted into the International Listening Association's Hall of Fame, the organization's highest honor. She richly deserved her latest honor: the ILA Lifetime Achievement Award.

Underlining her commitment to Listening she has nominated the ILA as the organization for donations in her memory. There is an online donation page set up for donations. Donations can also be sent to ILA, 943 Park Drive, Belle Plaine, MN 56011. Donors can also request an online invoice if you prefer not to use the donation link.



Carole, on far right, after receiving the ILA Lifetime Achievement Award.

## What Does the ILA's Future Hold?

By John Backman

The 'traditional organization' is a stable hierarchy – goals and decisions flow down from the top. The structure may be strong, but is often rigid and slow moving. An 'agile organization' is both stable and dynamic at the same time. It has stable backbone elements - and also dynamic capabilities that can adapt quickly to new challenges and opportunities. It is a network of teams that operates in rapid learning cycles, enabled by technology, co-creating value for all.

How agile is the ILA? Who are we right now? Who can we be in the future?

A number of ILA members have addressed these questions over the 40 years we have been in existence; we continually review where we are going, and the best ways of getting there. Now, with Helen's leadership and the Board's assent, I've assembled a small taskforce to think about these strategic questions and the future of the ILA.

Currently, the Taskforce consists of four ILA members: Jennie Grau, Phil Tirpak, Nicole Bodin, and me. Our task, as we see it, is to draw on previous vision and planning efforts, consult members' opinions, then draw on the resulting stew of ideas and insights to imagine ILA's best and brightest place in the field of Listening internationally.

The outputs from previous ILA strategic work are a treasure trove in themselves. We will be diving deeply into the results from the "What Do You Want from the ILA?" membership survey from 2016, and the 2017 Strategic Planning Report, as well as the recent SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis from our 2018 Board Meeting in Dublin. We will also go right back to the ILA five-year plan developed in the mid-1990s to get the widest possible input. Our "final product" will be a picture of our future which we can use to plan and evaluate future initiatives.

In the meantime, if you have specific insights into the three questions at the beginning of this article, we would love to hear them. Please write me at [johnb@backwrite.com](mailto:johnb@backwrite.com), and I will be happy to send them on to the taskforce.

This is an exciting time for ILA, with plenty of energy and new initiatives coming from ILA members. Let's all play our role in moving the ILA forward.

## ILA Partner Brio Enterprise introduces ECHO Listening Intelligence

BRIO Enterprise is excited to share what's new. First and foremost, we have decided to change our name to ECHO Listening Intelligence, since we live, eat, and breathe listening. We continue to apply the latest in listening research to help teams and companies in corporate, non-profit or academic settings be more productive, collaborative, and efficient through improved listening.

Effective communication leads to a competitive advantage. In fact, recent research shows that organizations with highly effective communication are 3 times more likely to outperform their industry peers. At ECHO, we focus on listening as 50% of the communication equation, and believe our individual listening habits influence the very framework of conversation that drives high value communication and improves team performance and productivity. We offer a suite of solutions including an assessment to identify your personal listening profile, workshops, and coaching. Our approach goes well beyond traditional concepts of "active listening" to help teams harness what we call Listening Intelligence to improve their business relationships, decision-making, overall performance and the bottom line.

Listening Intelligence begins with understanding that everyone listens to and for different kinds of information. According to the latest neuroscientific research, listening is an incredibly nuanced cognitive function, and because no two brains are alike, no two people will hear the same information exactly the same way. Once we become aware of our own cognitive filters, we can start listening for, and recognizing, an expanded range of input. Additionally, we can work on speaking into other people's listening preferences to enhance the chance that the information we intend to share is being successfully communicated.

A Holmes Report recently estimated that poor listening costs Fortune 500 companies \$37 billion annually. Since information sharing is a critical component of the day-to-day operations of any organization, we believe Listening Intelligence is the missing link that reduces missed deadlines, rework, missed budgets, and failed projects. We are proud to be working with companies like Adobe, Genworth, Cliff Bar, Manchester University, and Teach for America who are already taking steps to establish healthy listening cultures through increased collaboration, efficiency, productivity, and team cohesion.



ILA Partner, Manchester University has lots of exciting stories to tell about all the Listening events they are coordinating as a result of connections with Listening experts in the ILA. These are a few of them:

ILA member, Mary Lahman, Professor of Communication Studies, building on her work with ILA colleagues, has held a series of Listening Habits workshops with Manchester's HR, Cabinet, Admissions, Advancement and Communication Departments.

All Manchester University students enrolled in first-year experience courses will take the Listening Habits Profile. They will then use insights gained to work in teams to complete service projects. Mary Lahman, Graham Bodie and John Winter have Institutional Review Board approval to collect data, which will inform Manchester's retention efforts.

Students in Manchester's "Listening: A Relational Approach to Sales" class provided Free Listening for students on the ILA International Day of Listening. These activities were based on the sessions at the ILA Dublin Convention with Benjamin Mathes from Urban Confessional.

Mary Lahman and her colleagues are using the metacognitive pedagogical sequence, which ILA participants helped to revise. Laura Janusik and Mary Lahman will present the latest findings at the USA National Communication Association in November.

Sandra Bodin-Lerner's students at Montclair State University and Mary Lahman's Manchester students plan to share their Storytelling Projects in November.

Manchester Communication colleagues have also included Listening Habits in the 2nd edition of their textbook, **Communication Across Contexts: A Listening-Centered Approach**. Details at <https://listen.org/books-and-articles-by-ILA-members>.

For more details on these exciting projects contact:

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## Leaders Today (Switzerland), an ILA Affiliate Partner

By Jean Francois Mathieu

Hello ILA listening friends,

We were invited to write a few words about how Leaders Today finds it beneficial to be an ILA Partner and what is our originality.

Our main idea, goal and mission can be summarized as:

**Leaders Today Coach!**

And, of course, to be able to coach you have to be able to listen.



*To us, listening is a core quality one needs to become an effective Leader.*

Leaders Today is the flagship brand of “Mathieu & Cie / Coaching and Consulting” based in Geneva Switzerland, a partnership firm that provides organizational consulting and coaching skills solutions.

We are an agile boutique firm, coaching since 2005 and serving international clients.

Among our clients are international organizations such as the United Nations, global multinationals, business schools, sustainable enterprises and non-profits.

Saba Imru-Mathieu, MA, PCC, Executive Leadership Coach, brings a unique perspective to our programs thanks to her long experience developing international leaders and fostering collaboration in multicultural workplaces.

The originality of our “Listen & Lead” program comes from the multiple experiences of Jean Francois Mathieu as civil engineer, music composer, trainer and Listener (ILA member), and his unstoppable passion for sound, music and interactions amongst people.

All details at [www.leaderstoday.co](http://www.leaderstoday.co)



When Leaders Today became an ILA Affiliate in August 2017, even a few words’ description and our logo published on the ILA Partner page with a link to our website, raised our credibility with potential clients for our newly built “Listen & Lead” program. We present this program as grounded on the research on listening of the last 60 years and specifically, on the exceptional pool of competencies of the International Listening Association. Our

audience are very impressed that such an organization exists and frequently ask to know more about the ILA. We have been regularly invited by ILA to present our work and one of the advantages of being an ILA Affiliate Partner is that there are excellent learning opportunities for our representatives which in turn, helps us to constantly improve our products with the latest research in the field of listening.

 <p><b>SNAPSHOT of your LISTENING SKILLS</b></p> <p>1/2-day workshop</p> <p>Get rid of your unproductive listening behaviors</p> <p>Optional individual session follow-up</p>	 <p><b>APPRECIATIVE LISTENING</b></p> <p>1/2-day workshop</p> <p>(re)Discover the motivation to listen to people</p> <p>Optional individual session follow-up</p>
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Through my individual member status, I had the opportunity to present at Tucson and Dublin Conventions, write articles in The Listening Post, be invited to write about Appreciative Listening in a book written by two famous ILA Authors, and more recently serve as Chair of the ILA International Day of Listening. All these activities have had direct positive repercussions on Leaders Today.

Through the ILA you can get to know other ILA Partners working in the field of Listening. This facilitates establishing direct contacts and engaging in fascinating discussions. These are opportunities to inspire each other and develop new learning and teaching tools. It makes us feel part of a meaningful listening movement and shows the world that there is one!

We look forward to meeting all our family of listeners in person at future Conventions and continuing with you all to promote the value of listening around the world and to all people.



Saba, Kado, Jean Francois. Picture by Mayoke

Jean Francois Mathieu  
Listening Culture Designer of Leaders Today

Music composer,

Chair of the ILA International Day of Listening 2018

[www.leaderstoday.co](http://www.leaderstoday.co)

[www.jfmathieu.com](http://www.jfmathieu.com)

Related writings:

“A Listeners’ Convention?!”

<https://leaderstodayblog.com/2016/04/06/a-listeners-convention/>

“Back from the ILA Convention”

<https://leaderstodayblog.com/2018/07/07/back-from-the-ila-listening-convention/>

**The International Listening Association is governed by the ILA Executive Board. The current Board is as follows:**

President	Helen Ralston
1st VP	Anita Dorczak
1st VP Elect	Lori Joubert
Secretary	Kae Van Engen
MAL, Public Relations	Gayle Pohl
MAL, Global	Kathy O'Brien
2nd VP Membership	Sandra Bodin-Lerner
MAL Special Projects	John Backman
Student Member	April French
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