Join us for the 41st ILA Convention in Seattle
By Lori Joubert

Dear ILA Members and Partners, Colleagues and Friends,
The last several months of service to the ILA has taught me that there’s no real limit for our capacity to reach out to each member and work together, learn together and build our relationships. We really have the whole world at our side to continue to develop our knowledge and skills about Listening. We have a profound body of Listening literature to draw from and to think afresh on Listening with new perspectives and imagination!
My experience so far is both very good and challenging as I have returned to full volunteer service to ILA and as an officer of the ILA board. During this past year I have focused all my energy and time on reconnecting with long-time friends and colleagues within and outside the ILA as well as making new connections with people I have not yet met. We have all been very hard at work to build the program for the ILA 2020 Annual Convention in Seattle coming in March. It is going to be a wonderful event for all who can join us.
2020 ILA Convention Theme:
Our convention theme this year is “Embrace the World: Listen to Build Relationships.” The theme was developed last Spring following the convention in Vancouver. A group of 47 ILA members participated in a very engaging email discussion in response to my question: “What should we be paying attention to in 2020”, building on my initial thoughts for the theme which were to address topics on “listening and resilience.” My goal was to listen to members and learn more about what people care about in the present day of Listening work. I was delighted to learn that an overwhelming majority found that paying attention to our relationships was a good direction for us to go. So here we are!
The email discussion about the thematic ideas for this year was filled with tremendous contributions, bursting with many extraordinary ideas from all. These ideas are captured in a summary document so that we can revisit the discussion during the convention in Seattle. The summary of thematic ideas will also be posted on the ILA website very soon.
ILA Convention Program Schedule:

I am also grateful to many ILA colleagues and friends that reached out to welcome my return to the ILA board. Many of you voluntarily offered your support with the planning and coordination of many details that require our good attention for developing a successful convention. As a result, I am pleased to say that we have completed the preliminary schedule and have a very robust group of Listening Champions scheduled to present. We are still making some changes and the finalized schedule will be posted and sent out by February 28 along with the full copy of the program.

Convention Location: Seattle

The ILA convention will be in Seattle this year. This is my home. I welcome you to my home. The emerald city in the evergreen state. It is a beautiful place with Mount Rainier, Seattle Center, Olympics and Cascade Mountains. We are the home headquarters to some organizations such as Microsoft, Amazon, Starbucks, University of Washington and Seattle University. We have very strong academic and corporate communities.

"With an estimated 744,955 residents as of 2018, Seattle is the largest city in both the state of Washington and the Pacific Northwest region of North America. According to U.S. Census data released in 2018, the Seattle metropolitan area’s population stands at 3.94 million, and ranks as the 15th largest in the United States."

What the convention has to offer you

This year’s convention has 46 presentations delivering topics related to the theme of “Embrace the World: Listen to Build Relationships” either directly or indirectly. Some examples of presentation topics include:


The schedule also has free time built in so you have the flexibility to gather together and collaborate on your Listening research projects, business projects and creative projects about Listening.

On Saturday morning the annual membership business meeting is scheduled along with time slots for us to meet and think about initiatives in our areas of interest: Business, Education, Research, Healthcare, Spirituality, Environment, Humanities and Arts and more.

Overview of the 2020 ILA Convention Program Schedule:

Wednesday, 3/25
* 4:00-5:30pm Registration, 3rd floor, Foyer
* 6:00-7:30pm Welcome Reception in the Visions Room

Thursday, 3/26
* 8:00-9:30am Plenary: “Be Surprised by Listening - Again and Again”
  Featured speakers: Michael Gingerich & Tom Kaden of “SOMEONE TO TELL IT TO,” and Raquel Ark of “Listening Alchemy”
* 9:30-10:00am Welcome and Introductions with

* 10:00-12:00pm Lori Joubert, First Vice President
  Presentations and Workshop Sessions
* 12:00-1:00pm Lunch Provided with ILA Col leagues and Friends
* 1:30-5:15pm Presentations and Workshop Sessions
* 5:15pm Free time with ILA colleagues and friends

Friday, 3/27
* 8:30-12:30pm Presentations and Workshop Sessions
* 12:30pm Enjoy the afternoon and evening to network explore Seattle with ILA colleagues and friends. https://visitseattle.org/site/ila2020/

Saturday, 3/28
* 8:00-12:00pm Presentations and Workshop Sessions
* 12:00-1:00pm Past Presidents Luncheon provided
* 1:15-4:45pm Presentations and Workshop Sessions
* 4:45-5:30pm Break and transition to evening activities
* 5:30-6:00pm Reception
* 6:00-8:00pm ILA Awards Banquet provided
* 8:00pm Evening free to explore Seattle nightlife with ILA colleagues and friends

Closing note for your reflection:

As we prepare to arrive in Seattle next month, I want to invite you to consider the following quotation for your reflection:

"When we come together to talk, or otherwise to act in common, can each one of us be aware of the subtle fear and pleasure sensations that ‘block’ one’s ability to listen freely? Without this awareness, the injunction to listen to the whole of what is said will have little meaning. But if each one of us can give full attention to what is actually ‘blocking’ communication while they are also attending properly to the content of what is communicated, then we may be able to create something new between us, something of very great significance for bringing-to-an-end, at present, the insoluble problems of the individual and of society.”

-David Bohm, On Dialogue

Before you come out to Seattle, ask yourself and others:

1. What may be blocking your ability to listen freely? Or to be open to others?
2. What can you do to unblock barriers to Listening?
3. Who do you want to know more about in the ILA? What relationships would you like to build with listening? What relationship would you like to repair through listening?

Please email me your response at Lori.Joubert@listen.org along with any other questions you may have about this year’s 41st Annual ILA Convention in Seattle, WA. At the end of the Convention in Seattle I will become your ILA President 2020-21. I look forward to continuing this dialogue and building a world of Listening with you!

Sincerely,

Lori Joubert, MA, CLP
ILA First Vice President
Plan Ahead for Bloomington, Minnesota in 2021!
By Melissa Beall

The Crowne Plaza Aire Hotel in Bloomington, Minnesota is the site of the March 17-20, 2021 ILA convention. The hotel is about 10 minutes from the Minneapolis-St. Paul airport and provides a free shuttle from and to the airport (runs every 30 minutes) as well as to the Mall of America and other nearby sites. For those of you who plan to drive the Hotel is easy to locate, as it’s just two blocks off I-494 E at a major intersection two blocks east of the Mall of America intersection. The hotel is also about ¼ of a block from the Minneapolis Light Rail stop that will take one downtown and to other spots in the area. A wildlife refuge is within walking distance of the hotel (as is the Mall of America, but remember, there’s a shuttle, too). And, if any of you are fans of Prince, his home and recording studio are a short distance away. The hotel provides free parking to guests.

Submissions for the convention program will be due in September (details to follow, online and in the Listening Post); early submissions are encouraged. We have signed for three meeting rooms so there will only be three sessions going on at any given time slot.

The convention theme is THE INTERSECTION OF TEACHING, RESEARCH, SERVICE, AND PRACTICAL APPLICATION IN LISTENING.

When I conduct convention sessions, organizational workshops and teaching sessions about listening the common requests and questions deal with: How do I teach listening? What does the research tell us? Can I use listening to help provide a service to the community? And, What are the practical applications of listening I can use in my business/classroom/organization? Planners and participants always ask me to provide practical applications and teachers ask, “How can I use this “Monday” morning?” Thus, the theme; it should provide an interesting intersection and all four aspects and provide opportunities for dialogue and conversation in sessions and in the conversation groupings in the hallways.

The Crowne Plaza Aire has ample conversation groupings on the second floor, a short distance away from the meeting rooms so you can meet with friends and colleagues and catch up on what’s going on in your lives and your teaching, research, and practical applications. In addition, I’m excited to have an interesting and worthwhile “service project” for all who wish to participate—one you can take back to your own areas and that provides an empathic response to others even if we’re not with them in person at that moment. I’ll provide more details on this project, as we get closer to the convention.

The photo, above, is the ballroom of the Crown Plaza Aire. The one below is a skyline view of Bloomington. (And, just so you know, I’ve ordered great weather for the days preceding, of, and succeeding our convention! If you have any “pull” with Mother Nature, you might put in your orders, too.)

I look forward to seeing you in a few weeks in Seattle and next March in Bloomington!
Bloomington, MN USA Skyline

Mall of America

Crowne Plaza Aire
Light Rail access directly across the street

Mall of America Interior
Meeting Dr. Ralph Nichols, the Father of the Study 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 the study 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!

Non-profit service: Helpful Hints
By Anita Dorczak, ILA president

If you attended the Vancouver Convention you heard me talk about the need for the organization to embrace change and be creative. In the previous edition of the Listening Post you will find a list of values that your past presidents listed in order for the ILA to flourish. Review them, be inspired and dream big!

Creativity is not new to Minnesota. Some 40 years ago a certain Manny Steil came up with an idea of the International Listening Association. That’s creative! Some 30 years ago a certain Stu Webb came up with an idea of resolving conflict out of court while focusing on the needs of the parties and the concept of collaborative law was born. That’s creative! Not sure what to expect when you actually become a board member? Well, other than sharing your new ideas, there are old rules to follow, but there is also helpful information available. Again, from Minnesota, where the ILA was born.

The Attorney General’s Office in Minnesota has prepared a Guide for Board Members to help directors understand their role and responsibilities as stewards of the non-profit organizations for which they serve. Under Minnesota law, directors of Minnesota non-profits are responsible for the management, finances, and other affairs of the corporation. They are subject to the fiduciary duties of care, loyalty, and obedience to the law, among others.

The duty of care generally requires that directors discharge their duties in good faith, in a manner the director reasonably believes to be in the best interests of the non-profit corporation. This means that a director must actively participate in the management and meetings, review financial documents and the performance and compensation of the Executive Director and the organization’s other officers and employees. Keep in mind that individuals who do not have the time to participate as required should not agree to be on a board. As a director you will be expected to have general knowledge of the books and records of the organization. The organization’s articles, bylaws, accounting records, voting agreements, minutes, and financial statements must be made available to directors and members of the non-profit who wish to inspect them for a proper purpose.

The board members should also fulfill the duty of loyalty. This means that directors should avoid using their position or the non-profit’s assets in a way which would result in monetary gain for them or a member of their family. Boards should establish a written policy on avoiding conflicts of interest. This policy should include written procedures for determining potential conflicts of interest and identify a course of action for when such conflicts arise.

Finally, you will also have a duty of obedience which means to follow the non-profit’s governing documents, to carry out the organization’s mission, and to ensure that funds are used for lawful purposes. Directors should be familiar with their organization’s governing documents (including articles of incorporation, constitution and, bylaws) and should follow the provisions of those documents. Directors should ensure that proper notice is given for board meetings, that directors are properly appointed or elected, and that the organization’s mission is being accomplished. Additionally, directors must comply with state and federal laws that relate to the organization.

On the ILA website you will find the Minutes, the Constitution and the Bylaws. It is advisable that you review them to understand your potential role on the board.

If in doubt, you may always contact me or other past presidents for guidance. We are here to listen.
You too can be a listening social influencer!

By Susan Timm

As a long-time ILA Member, I work hard at promoting listening and the ILA on social media. So can you. According to Simplilearn (https://www.simplilearn.com/real-impact-social-media-article, Dec 26, 2019), “almost a quarter of the world’s population is now on Facebook. In the USA nearly 80% of all internet users are on this platform. Because social networks feed off interactions among people, they become more powerful as they grow.”

Thus, we can use the momentum created in social media to help advance listening and to grow the ILA as well.

In addition, Simplilearn (2019) states that “the longer the information is in circulation, the more discussion it generates and the greater the impact of social media.”

How can we go wrong, then, when the topic of discussion is listening? By Following/Liking/Re-tweeting listening-related topics and the ILA on FB, Instagram, LI, Twitter, and more, we each can have a greater impact.

Connect with the ILA on Social Media—tweet, retweet, post, and like

https://www.facebook.com/listen.org
https://twitter.com/IntListening
https://www.instagram.com/ilalistening
https://www.linkedin.com/in/intlistening/

Seattle is the Place to be for the ILA Convention
March 25-29, 2020

Connect with Susan Timm, ILA Certified Listening Professional, at the 41st Annual Convention, Embrace the World: Listen to Build Relationships, Seattle, Washington, USA

facebook.com/susan.timm
instagram.com/susan.timm
linkedin.com/in/susantimm
twitter.com/susantimm
The International Listening Association Exchange

The ILA Exchange is ILA's newest online event to provide members with live, energetic, fun, interactive, fresh perspectives on listening. Join us at the ILA Exchange and learn how to transform the way that you listen.

**Movies and Listening**

ILA member Marc Wong from Hong Kong, will provide us with fun ways to think and talk about listening with the use of cinematographic metaphors.

These movie metaphors can:

*Provide you with simple and vivid ways to talk about listening
*Engage students in the thought and discussion of listening
*Enable you to think about how you listen

Come prepared to meet people from around the world and to participate in activities that engage you in new ways to think and talk about listening!

**When:** Monday, March 23, 2020  
**Time:** 8:00 am (NY time)  
**Duration:** 60 minutes

**Where:** online Zoom (link will be provided when you register)

**Contact:** Sandra Bodin-Lerner, Sandra@Be-Compelling.com

Registration Button will be provided online on the website

**About Marc Wong**

Marc Wong first started as a volunteer at a telephone crisis center. His passion for listening quickly turned into a mission. His book, Thank you for Listening, was cited as an invaluable self-improvement guide by Midwest Book Review. His fresh approach makes powerful listening ideas come alive. He believes everyone deserves to be heard.

**A Better Listening World**

**See You in Seattle, WA, March 25-29, 2020 and in**

**Bloomington, MN, March 17-20, 2021**