

The Official Newsletter of the Global Listening Centre



Philosophy



Listening

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Deeply Listening

by Professor Michael Purdy, Ph.D.

(I) Dive deep off the platform of speaking
A relationally sobering plunge
Slicing, sinking into (your) meaning

Immersed in dark self(ves), disoriented
Surrounded, lost and drowning?
Great pressure at this depth
Soundings are muted

Cannot stay long
Breath is strained
Deep feelings

I take a guilty inhale
Catch the scent, smell of you
Mood overwhelming—no air

Stroking away from your pull
Racing for the shallows
Surfacing I gasp

Breath comes in sighs
Of suffocation or attention
Listening
(I) jump to life, free to express

A Message from the Executive Editor

Dear Listeners,

There are numerous definitions of listening and approaches to its study and implementation. Scholars, students, researchers, and practitioners have perhaps slightly different ideas about what listening entails.

Appropriately, our newsletter begins with an article by Professor Ray T. Donahue presenting his thoughts on the field of listening. His article is followed by statements on the **philosophy of listening** by members of the Global Listening Centre. Readers will likely find, as do I, that these philosophical statements illustrate the expansive nature of listening and its exploration. They are sure to stimulate thought, evoke emotions, and challenge. I welcome your comments as you reflect on these philosophies as well as your own.

Next month, we celebrate the **Global Listening Festival 2024**, a unique academic event and the first of its kind in the world. The Global Listening Festival offers an opportunity for many to present the power of listening on a global stage in diverse and exciting ways. The festival begins October 26, 2024 with timely presentations from accomplished scholars and practitioners from around the world speaking on topics of international interest. Please see the flyer included in this issue for specific topics. As an added attraction, the festival includes an interactive interview with two internationally renowned personalities — Honorable Chair Carin-Isabel Knoop and Honorable Vice Chair Jo-Ann Rolle. Listeners of this interview will gain insights into the relevance of listening skills to business practices and productive relationships. There will also be an interview with the always-outstanding and insightful Professor Steven Beebe. Be sure to let us know if your university wishes to include a link to the festival.

We wish to extend our gratitude to all the presenters who have agreed to share their ideas with this global audience. And, we owe a special thanks to our Chairperson for the 2024 Global Listening Festival, Professor Gayle Pohl, for taking the initiative to host the Global Listening Festival at the University of Northern Iowa. Thanks also to our Academic Chair, Professor Claude-Hélène Mayer, from South Africa, for her many contributions.

Please consider submitting to *The Listening Connection*, a peer-reviewed journal of the Global Listening Centre. The focus of the next December 2024 issues is on war and the prevention of war. Please send all submissions and questions to globallisteningcentre@gmail.com by October 30, 2024.

On a personal note, I am delighted to be a part of an organization which consists of such wonderful people from cultures and countries spanning the globe. Together, we work for a common cause to promote listening to make the world a better place in which to live. In my roles as Executive Chair of the Global Listening Centre and Executive Editor of this newsletter, I would like to share a letter (page 20) from the Premier of Cayman Islands. This great honor was presented to the founder of the Global Listening Centre, Sardool Singh, who has sacrificed his best years of his life selflessly promoting listening across the globe. We can all be proud of Sardool and can learn from his many acts of service.

Listening Transforms Lives!



David T. McMahan, Ph.D.

Executive Editor, *The Global Listener*
Executive Chair, Global Listening Centre.
Professor of Communication at
Missouri Western State University.



David T. McMahan, Ph.D.



Campaign coming soon



The Global Listening Festival 2024
Virtual

“Global Listening for Harmony and Healing”

Hosted by



October 26 (Sat.) to November 2 (Sat.), 2024 (Virtual)

[Link to follow for details](#)

The Global Listening Centre in collaboration with the University of Northern Iowa is proud to announce The **Global Listening Festival 2024**. Throughout this 8-day virtual festival, you will be able to join in and hear eminent listening scholars and professionals presenting on effective listening concepts across various disciplines and contexts.

Advance your knowledge and skills in the art and science of listening by choosing the right video presentations for you, whether researcher, practitioner, or student, from among such areas as:

- **Global Impact of Ineffective Listening**
- **Theoretical Frameworks of Effective Listening Across Relational Contexts**
- **Academic and Listening**
- **Listening in the Arts (e.g. music, poetry)**
- **Listening in Law**
- **Listening in Healthcare and Audiology**
- **Organisational Listening & Leadership**
- **Suicides**
- **Techniques to Improve Listening Skills**
- **Listening for Career Success**
- **Environmental Listening**

Tune into our panel discussions and interviews with listening experts to learn more about the topic and how to improve one’s effectiveness as a listener.

This Festival serves to bring people together throughout the world for our betterment and a peaceful world. Join us October 26 – November 2, 2024 @.....[Link to follow](#)
We will be listening for you!

Thoughts on the Philosophy of Listening



Ray T. Donahue, Ph.D.

Senior Vice President (Research)
Global Listening Centre.
Professor of Intercultural Studies at
Nagoya Gakuin University, Japan.

My Thoughts on the Field of Listening: We Are a Science!

My thoughts come from the experience of being the first Chair of the Academic Board, Global Listening Centre (GLC) and tasked in 2016 with co-authoring GLC's Definition of Listening as approved by the Membership. Since then I have served GLC in various capacities including at present, Senior Vice-President, Research. These "thoughts" follow related remarks I made in our 2016 discussions during the founding of the GLC.

Listening is both art and science: Art, as effective use of a skill repertoire; science, as a source of research and principles that guide effective practice. Put another way, I strive for a blend between theory and practice in recognition that "there is nothing more practical than a good theory," known as Lewin's Maxim (1943) (McCain, 2015). That listening is a science, academically, is attributable to the fact that the father of listening, Ralph G. Nichols, called it just that—a science (Nichols & Stevens, 1957); and to the fact that courses in listening generally are within departments of communication studies, a field squarely in social science. Inspirational or feel-good stories, so much the stock of the listening literature, targets just a small part of the listening process. As Nichols (2009, p. 76) states, "There's a big difference between showing interest and really taking an interest [as a listener]."

Beyond intention lies the most difficult barrier in the process, which might only be lowered through science: The command of both sympathy and empathy, concepts largely misunderstood by society at large. Sympathy in its classical sense is a "fellow feeling" with the other, often automatically felt. Few know that sympathy was originally the approach in therapeutic psychology until the popularization of empathy grew from the mid-1950s. It often becomes the foil to empathy but exaggeratedly so by trainers, such that sympathy gets cast as fake or inauthentic feeling. Whereas previous idiom in English was "I sympathize with you," many today scramble to substitute the word "empathize" in keeping with tenants of pop-psychology. Are moderns really so much more sophisticated about human relations than the generations past? Sorting through such questions—advancing the knowledge about listening—requires science.

By the latter part of the 20th century, the field focused on three types of listening: comprehensive, critical, and empathic (term, Rogers, 1951) (Arnett & Nakagawa, 1983), which gave way to the 21st century's more nuanced hierarchy of types namely: discriminative, comprehensive, therapeutic, critical, and appreciative (Wolvin, 2010). Here, therapeutic is substituted for empathic while discriminative focuses on more the physical or biological aspects while appreciative balances the heretofore critical. Some scholars consider empathic listening to be most challenging of the types (University of Minnesota, 2013), likely depending on definition between therapeutic or empathic.)

Evidently the elemental types came from the influence of listening legend, Ralph G. Nichols, but the therapeutic or empathic surely, from the father of empathic (or active) listening, Carl R. Rogers, an early pioneer of the listening field (History of ILA, 2014). Rogers, a former President of the American Psychological Association, saw listening as a science as much as an art: for example he was the first to tape record his own actual counseling sessions for the purpose of research. Recognition of types of listening as a hierarchy can only be fathomed scientifically, for they draw liberally from across the sciences—physical, biological, and social—besides the fact that the fathers of listening—Nichols and Rogers—viewed listening so much in scientific terms.

Everyone involved in field of listening should recognize this rich history of science—whether it be physical or social— from which the field of listening developed. Although Ralph G. Nichols was a professor of rhetoric and debate—thus from a humanities background--his aim for the field was to be scientific. Clearly a humanities vs. science debate is pointless: While some purposes of listening involve subjective appreciation of beauty, so utilizing the humanities, overall the field of listening is a social scientific discipline by being a sub-field in communication studies and best figures to advance its knowledge through scientific methods.

Only focusing on attitudinal change while laudible, risks rise of self-righteousness (“I want to be a good listener; therefore I am.”) The corollary of this are such social beliefs as “I want to be non-racist/non-sexist, etc.; therefore I am.” In whichever case, wishful thinking leads to an imagined leap in skill (or being). While the attitudinal realm relies more on humanistic, feel-good story-telling; skill-building must find guidance from social science.

From a business management view (solely for present purposes), it is interesting to note the common pitfalls in listening as noted by Brandon (2022):

1. Excessive self-focus
2. Faulty focusing skills
3. Reacting instead of briefly paraphrasing
4. Forgetting the feelings
5. Under-shooting or over-shooting the feelings
6. Sounding unnatural and technique

Overcoming these pitfalls depends as much on skill as attitude if not more so. However we wish to dunk a basketball, make a convincing speech, or console a dear friend, success will depend much on skill. “I want to be a good listener; therefore I am” will not carry it. Fostering good attitudes for listening is important but just one small part of the challenge.

Is listening a study in the humanities or the sciences. For listening icons Nichols and Rogers, if up to them, their choice would likely have been a resounding, “a study in science!”

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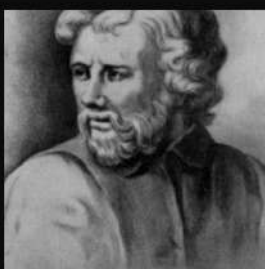


Photo taken from AZQuotes

Whoever is going to listen to the philosophers needs a considerable practice in listening.

Epictetus.

Thoughts on the Philosophy of Listening



Alan R. Ehrlich

Past President, Global Listening Centre.
Director and Chair (Listening Disorders) Global Listening Centre.

“Listening is the main conduit we have for learning. It is through listening that we learn to speak, read, and write. It is a skill often overlooked in our educational system leading to academic underachievement. Many people struggle with this essential skill to no fault of their own. One has difficulty listening when afflicted with hearing loss, auditory processing disorder, or one or more of the other barriers to effective listening. Studying why people can’t listen requires knowledge across many scientific areas: physics, audiology, anatomy, neuroscience, neurochemistry, neurobiology, ototoxicity, otology, and more. Without a doubt, listening is science-based and requires a solid background to fully understand and teach it.”



Andjelka Mihajlov, Ph.D.

Director (Environmental Listening) Global Listening Centre.
Environmental Scientist & Consultant.

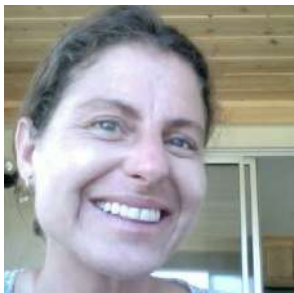
“Philosophy of listening is openness to learning from the people you listen to - essential openness, not only to hear but to listen. But, with a personal ‘continuously walking’ mission of strengthening the environmental pillar within the framework of sustainable development, I would also emphasize that the philosophy of listening should include the signals and messages that nature sends us — nature is loud, changes in the living environment are strong — let’s be open to learn from nature and the environment. Without that component, it seems to me that the philosophy of listening is incomplete.”



Andrew D. Wolvin, Ph.D.

Honorable Director (Academic) Global Listening Centre.
Professor Emeritus at University of Maryland, US.
Retired Adjunct Professor at the Georgetown University Law Center, US.

“The Florida State University Department of Philosophy describes philosophy as ‘. . . an activity people undertake when they seek to understand fundamental truths about themselves, the world in which they live, and their relationships to the world and to each other.’ (philosophy.fsu.edu) The heart of this activity is (or should be) listening, engaging all of the senses for a deeper understanding of the communication experience. In today’s world, we very much need to center our relationships on listening at all levels. Our future as a civilization depends on it.”



Barbara Ann Bush, Ph.D.

Principal at The British School Bern in Rüfenacht, Switzerland.
International Primary Day School.
Pacific Conservatory of the Performing Arts (PCPA)

“There are many ways to listen, but I often think about two kinds of listening: listening to others (people and animals) and listening to ourselves. What is clear is that listening is more than what happens with the ears. I know many who hear well, but don’t listen well at all. And I know others who cannot hear, but are excellent listeners. Listening is what happens when we pay attention to every part of a message, not just words or sound. What we actually need to do in order to listen is to pay attention. Pay attention to body language, tone, context, silence, eye contact, and whatever else is available to us. Fully concentrating on whomever or whatever it is you are listening to requires a kind of decentering of self. Listening turned inward on the other hand, is a centering of self, though without ego. To become curious and honest about what you find as you listen to your thoughts and the messages from your body. Nestling into your self without judgment, observing. Listening to ourselves in this nonjudgmental way can become a place to find traction and center. Both listening to the world and people around us, and to ourselves, we find the next thread to pull, the next idea, the next friend, the next opportunity, and the next job to avoid. Listening well brings us to the heart of things.”

Thoughts on the Philosophy of Listening



Cher McGillivray, Ph.D.

MPSYCH(CLINPSYCH), GDIPPSYSC, GDIPPSYCH, MAPS
Director (Academic) Global Listening Centre
Assistant Professor at Psychology Department/Faculty of Society and Design Bond University, Australia.

“As a scholar of listening and communication, my philosophy of listening centers around ensuring that all individuals in a listening relationship are

engaged with equity, dignity, and respect. I believe we must strengthen our listening methods to eradicate oppression of marginalized voices or lived experiences.”



David T. McMahan, Ph.D.

Executive Editor, *The Global Listener*
Executive Chair, Global Listening Centre.
Professor of Communication at Missouri Western State University, US.

“We are ontologically, epistemologically, and ethically driven to listen. Ontologically, listening underscores our being and existence in this world. The deceptively simple yet incredibly complex act of receiving stimuli in its various forms signals a presence. We exist, and we exist

in relation to other things, to other beings. Our existence, our perceptions of realities, and our position in these multiple realities are established through listening. Epistemologically, listening enables us to develop our ability to know and understand. We ultimately realize that our capacity to gain knowledge is associated with our willingness and capability to listen. Ethically, we are compelled to listen to others. When we encounter another, we have an obligation to recognize their presence and enable them to express their existence and distinctiveness. In essence, they become real because we enable them to become real through acknowledging them, through listening to them. These foundational elements of listening enable societal development and mindfulness of the self.”



Gayle Pohl, Ph.D., APR

President (Academic) Global Listening Centre.
Department of Communication Studies at University of Northern Iowa, US.

“Listening is an essential aspect of communication and plays a significant role in our interactions with others. It is a skill that can be developed and honed through conscious effort and practice. In philosophy, listening is often considered an important component of empathy, understanding, and fostering meaningful dialogue.

One influential philosopher who emphasized the importance of listening is Martin Buber. Buber believed in the power of *I-Thou* relationships, where individuals truly engage and connect with one another. In such relationships, listening is not just hearing words but also understanding and empathizing with the other person's experiences and perspectives. Buber argued that by truly listening, we can establish authentic connections and create a deeper sense of community.

The philosopher Hans-Georg Gadamer also highlighted the significance of listening in the context of hermeneutics, the art of interpretation. According to Gadamer, understanding is not solely based on our individual preconceptions but is a collaborative process that involves active listening to the perspectives of others. Through engaged listening, we can bridge the gap between our own horizons of understanding and those of others, allowing for a more comprehensive and enriched interpretation of the world.

In the realm of ethics, philosopher Emmanuel Levinas stressed the ethical responsibility of listening to the other. For Levinas, listening is an act of acknowledging the alterity and unique existence of the other person. Through attentive listening, we recognize the vulnerability and humanity of the other, leading to ethical encounters and the possibility of responding to their needs and concerns.

Listening also plays a role in philosophical practices such as dialogue and dialectics. These methods involve engaging in thoughtful conversations where participants actively listen to one another's arguments, perspectives, and critiques. By attentively listening to opposing viewpoints, we can challenge our own assumptions, expand our understanding, and potentially reach a more comprehensive understanding of complex issues.

In summary, philosophy emphasizes the importance of listening as a means of fostering empathy, understanding, ethical encounters, and meaningful dialogue. By cultivating the skill of listening, we can create more authentic connections with others and deepen our understanding of ourselves and the world around us.”

Thoughts on the Philosophy of Listening



Helen Meldrum, Ph.D.

Chair (Listening in Healthcare Div.) Global Listening Centre. Associate Professor of Psychology in the Program in Health Sciences and Industry Department of Natural and Applied Sciences at Bentley University in Waltham, Massachusetts. US.

aspect of listening’... She was correct. Most of what I value about effective listening comes from my study of Carl Rogers (credited with coining the term *Active Listening*). Rogers’ belief is that everyone is the author of their own experience and that we all can resolve our own dilemmas when provided with non-judgmental human connection. With this humanistic belief as our guide, we can listen without giving advice or offering our solutions to other people’s problems. We instead provide the gift of communicating our sense of our peer’s worldview because we can look with fresh eyes at the parts that provoke deep emotions. Rogers believed that this empathic way of being includes sensing meanings that our peers are scarcely aware of until the listening interaction puts them on display. In moments when I was in doubt as to what I should say (e.g., with the grief-stricken), I simply listened and let the bereaved lead. It was surprising to me that what seemed like a more passive role in the interaction could evoke what clearly needed to be said. Done well, active listening responses are one of the most delicate and yet potent proficiencies that we can cultivate. As Rogers once observed: ‘When I have been listened to and when I have been heard, I am able to re-perceive my world in a new way and to go on.’ I cannot think of a better way to make ourselves helpful to the humans that share our world.”

“I remember once chatting with a listening scholar at a professional meeting. She said to me: ‘you are one of those academics who is really interested in the response



Irakli Javakhishvili, Ph.D.

Associate Professor at Webster University Georgia, Georgia. Adjunct Professor at Webster University in Tashkent, Georgia.

patience. As a Bible verse says, Everyone should be quick to listen, slow to speak and slow to become angry (James 1:19). Therefore, we should never get tired of listening, never make talking our priority, and last but not least, never lose our temper and never get angry. Listening is a mutual process, the participants of which enjoy equal rights. Plato made a great contribution to the development of this philosophy, whose dialogues perfectly present the relationship between the speaker and the listener. Listening is an integral part of dialogue. The same can be said about the teacher-student relationship; it is a classroom dialogue focused on mutual listening.”

Being Quick to Listen

“Listening is not just silence; it helps us understand more and earn a skill of



Jeffrey H. D. Cornelius-White, PsyD, LPC

Director (Academic) Global Listening Centre Distinguished Professor of Counseling, Missouri State University, US.

from and value. Allowing empathy to lead our listening not only helps others communicate better, it also helps us to understand ourselves as we go beyond ourselves before resonating the meaning in ourselves. In this way we are simultaneously drawn towards others and paradoxically towards ourselves when we listen in this way.”

“My philosophy of listening involves remembering that we always owe others more than they owe us. Every single person is a gift to us to learn



Judi Lee Brownell, Ph.D.

Professor Emerita at Nolan School of Hotel Administration, SC Johnson College of Business, Cornell University, US.

shouted, the more likely her students would be to follow her direction. We’ve all learned a lot about listening since then. Perhaps the most important insight I’ve gained is that communication begins with listening; it’s the foundation that makes human interaction and productive dialogue possible. Only when you practice listening-centered communication—that is, when you work to understand the other person and their perspective first—can

“Many years ago I witnessed a junior high school teacher shouting loudly at her class, Listen! You’ve got to listen to me! She assumed that the louder she

Thoughts on the Philosophy of Listening

you make informed choices about how to respond.

While listening may seem intangible, it can be viewed as a system of interrelated components that include both cognitive processes and observable behaviors. By identifying and practicing the six skill components of the HURIER model communicators can improve their listening effectiveness. I would like to think that effective listeners then have a social responsibility to use their skills to foster authentic understanding and respectful communication without boundaries. Listening is a powerful force that can transform and elevate the communication experience.”



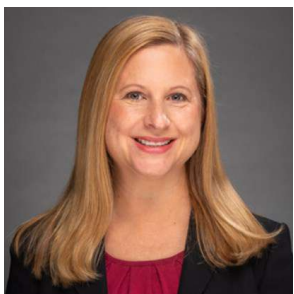
Katherine van Wormer, Ph.D.

Professor Emerita of Social Work,
University of Northern Iowa, US.
Co-Author of *The Maid Narratives*.

“My personal philosophy is shaped from pacifism, and pacifism has a lot to do with the power of empathic listening. The key to listening is empathy. By putting yourself in the place

of the other person, we can hear what he or she is saying, and then going behind the words to see where the person is really coming from, even, as in therapy, to know where the person has been. Only in this way, will the words become more than words as we begin to feel what this person feels. On a global level, empathy is paramount as

well. If only our national leaders and diplomats knew this. Many wars start because of a lack of recognition of the threats as experienced by each from the other side. Empathy, in contrast, brings forth understanding. Empathy informs listening, and empathic listening, in turn, enhances empathy.”



Katie R. Place, Ph.D., APR

Director (Academia), Global Listening Centre.
Professor at Department of Advertising &
Public Relations at Quinnipiac University. US.

“As a scholar of listening and communication, my philosophy of listening centers around ensuring that all individuals in a listening relationship are engaged with equity, dignity, and respect. I believe

we must strengthen our listening methods to eradicate oppression of marginalized voices or lived experiences.”



Kirk Hazlett, APR, Fellow PRSA

Chair (Ethics Div.) Global Listening Centre.
Adjunct Professor, Communication,
The University of Tampa, US.
Faculty Adviser, UT PRSSA / UT Ad Club
Newsletter Editor, PRSA College of Fellows

“My philosophy when it comes to listening is the Two E's...empathy and engagement. I do my best to assure the person with whom I'm having the conversation that I understand their situation and that I am here to help in whatever way possible. I

maintain eye contact as much as possible and indicate physically (nods of head, for example) and verbally (questions and comments) that I truly am listening.”



Lance Strate, Ph.D.

Senior Vice President (Academic Affairs), Global Listening Centre.
Professor of Communication and Media Studies at Fordham University in New York City, US.

Listening and Openness

“The idea of listening, when considered from an ecological approach or systems perspective, is based on a measure of openness. A system cannot be completely open, or else it loses its identity and ceases to be. Systems require boundaries, and some degree of closure against its environment. But no system is entirely closed, except perhaps the

universe in its entirety, assuming there is nothing else outside of it. Living systems must be open enough to take in energy, whether directly in the form of heat and light, or indirectly by absorbing oxygen, water, and nutrients. They must also take in information, to distinguish friend from foe, nourishment from poison, etc.

Thoughts on the Philosophy of Listening

Listening begins with this most basic form of openness, but evolves into more complex forms of processing sensory data, cognitive functioning, and learning. For social animals, the need for openness further evolves into an acute awareness of and sensitivity towards other members of the group or social system. For human beings, a linguistic component is added, requiring of us to be open to the words, the symbols, and above all the meanings of others. We listen to decode, we listen to understand, we listen to enter into the subjectivity of others. Typically employing theory of mind, the theory that others have a mind much like our own, we bring into our own interiority what others have exteriorized, knowing that their utterances are outerances, coming from the depths of their own interiorities. Through listening, we mediate between ourselves and others. We seek to bridge the gap that divides us, to find the common ground that we can share. The boundary that separates us from the world can seem like an impenetrable wall. The world outside is like a void that threatens to consume us, but through openness and listening we can find that we are not alone. We can discover the comfort of connection. We can encounter the sacred and the beautiful. We can realize inspiration, growth, and love. Through listening, we can know others, and in doing so, we can more fully know ourselves.”



Larry Edmonds, Ph.D., ED.D.

Past Lecturer Honors Faculty at
Arizona State University, US.

“Listening is an active endeavor that has the purpose of learning and engaging with the speaker(s) in various contexts and is a major part of overall communication. The primary goal of human communication is to achieve shared meaning and listening is a key component of that shared meaning and knowledge acquisition. Shared meaning through listening provides humans with opportunities to form closer bonds, learn about others and situations, and to better understand the perspectives of individuals from cultures other than their own. Communication requires a speaker to send a clear message and a receiver to receive that message and to understand the meaning that is being shared between the two, within the context of the surroundings, psychological noise, physical noise, and other potential distractions. Without listening there can be no communication.”

“Three things cannot be long hidden: the sun, the moon, and the truth.”- Buddha



Laura Ann Janusik, Ph.D., MBA

Director (Academia) Global Listening Centre.
Professor Emeritus Rockhurst University, US.

“The philosophy of listening is an interesting topic. About it, I would say it's important to recognize that listening is an action. That is because it is a cognitive process that can only be perceived behaviorally in communication. And, it really doesn't matter how good of a listener you think you are. It's how good of a listener that others think you are.”

Listening as Receptivity



Michael Purdy, Ph.D.

Past Vice Chair, Global Listening Centre.
Professor Emeritus, Governors State University, US.

“‘Philo Sophia’ is a love of knowledge. My philosophy is more love of action, or relationship.

My philosophy of listening is a philosophy of both thought and wisdom, but also philosophy of process, a process that involves all parties in dialogue, a dialogue that brings people together and builds bridges. The more we build bridges, the more we are all connected and can work together. We cannot develop or maintain relationships or get anything accomplished without each of us listening to others. Because of that listening, leading to understanding what we are about—what we need and want, what we appreciate in another human being, we can receive from the other and give through our attention. Even classical rhetoric expects the speaker to listen as best she can to those she will be speaking with—the audience. Without listening we do not know what is meaningful to say, how to respond to the speaker. If we listen, we know what our audience is interested in. If we listen to share our interests with others, we hear what others really want or need to hear.

Thoughts on the Philosophy of Listening

Besides a listening rhetoric, there is also the midwifery (maieutics) of Socrates the Classical Greek philosopher—listening to help give birth to what is important to others, arriving at careful thinking, and hence at its best, to the art of bridge-building. Also, known as Socratic Dialogue, and introduced by him in Plato's Theaetetus as midwifery because it is employed to bring out definitions implicit in the interlocutors' beliefs, or to help them further their understanding. Why is the Socratic method considered intellectual midwifery? If one is fully attentive while listening, one can respond in a manner that supports them and their concerns, and helps them birth their goals in life. But what is also called Socratic dialogue is a dead-end if the one supporting the midwifery is not listening. Only a conscious listener, who knows and practices the art of listening first, can know the right questions to ask. Without being fully engaged as a listener any question will be a product of our own thought and not oriented by the intentions of the other. Therefore, the process of listening and questioning can be constructive or it may be skeptical or even cynical. So listening is not just action but driven by an awareness and an ethic of being open and concerned for the best for those in relationships, communities, and even cultures. Listening includes, careful and artful attention, a Zen-like practice of just being present and attending. We must be observing to the whole situation, we must be seriously listening and letting what we hear sink in, we dwell together through patience, curiosity and caring.

In the end listening is the fullness of receptivity. It is the adventure of observing, questing together, presenting, and being fully there for the other person. We develop an artful listening habit through conscious listening. We have to listen to each other consciously until it becomes a habit, a habit that is the epitome and height of civilization.”



Myrene Agustin Magabo, Ph.D.

Director (Instructional Listening Div.) Global Listening Centre.
Director, Social Advocacy and Community Engagement Office
University of San Agustin - Iloilo City, Philippines.

“Listening is filtering the deepest thoughts within the message.”

And also:

“Listening is highly purposeful; one that renders soulful communication.”



Philip J. Auter, Ph.D.

Professor of Communication at
University of Louisiana at Lafayette, US.
Hubert Bourgeois Endowed Professor
in Communication, Faculty Senate President
and Graduate Program Coordinator.

“Listening is a way of being open to the possibility of learning from others, even if they have different perspectives or beliefs. It is a skill that can be cultivated and improved through practice and reflection. It involves paying attention, asking questions, clarifying meanings, and challenging assumptions.

Listening is a form of respect and care for the speaker and the dialogue. It shows that one is interested in understanding and contributing to the conversation, rather than dominating or dismissing it. It can be a cooperative and collaborative activity that fosters mutual understanding and growth. It enables the participants to explore and address philosophical problems together, rather than in isolation or opposition. It is the key to building trust, respect, and understanding among people. Listening is not a passive or simple act, but a complex and active skill that requires attention, curiosity, and compassion. By listening, we can communicate more effectively and meaningfully with others. Listening, in fact, is the heart of communication.”



Renee Guariello Heath, Ph.D.

Past Chair (Academic Division) Global Listening Centre.
Professor and Co-Director at Civil Discourse Lab at
University of New Hampshire, US.

“My thoughts: Rather than focusing on technique, such as eye contact and paraphrasing, which can be good practice when genuine, instead focus on the purpose of listening. Why are we listening? If we are listening to understand someone, then our bodies, our eye contact, our openness will authentically follow. If we are listening to gain strategic advantage, those with whom we engage are likely to detect our purpose as well. Authenticity is at the heart of listening.”

Thoughts on the Philosophy of Listening



Richard D. Halley, Ph.D.
Emeritus Professor of Communication
Milledgeville, Georgia, US.

“To listen well requires

- 1) developing an extensive set of skills,
- 2) committing to the attempt to understand the meaning space of the other,
- 3) developing a set of values that support quality listening,
- 4) experiencing extensively in areas relevant to the situations you are likely to have the opportunity to listen within, and
- 5) learning to develop an effective imagination to help you get to the meaning space of the other.”



Steve Joordens, Ph.D.
Professor of Psychology and
Director of the ALT Lab at
University of Toronto Scarborough, Canada.

“Carl Rogers was a psychologist who changed the way therapy is performed. Instead of directing his clients how they should change their actions he simply listened, occasionally asking probing questions but mostly allowing the client to explore the problem space on their own until they stumbled upon a potential different path they might follow. This leads to a formal description of what is now called active listening ... if we take the time to just listen to those we love we can help them to help themselves. We all love to talk, but our true power comes when we learn to listen.”

Powerful Presentation



Professor David T. McMahan, Executive Chair, conducted a listening workshop for educators of the Cayman Islands. Following this presentation, he was asked to present a special presentation for the Cabinet Ministry. Attendees of both presentations came to realize the power of listening in our lives.

Announcement Ceremony OWL 2023 Cayman Islands

Program on Saturday , 25th November 2023 at
Ritz Carlton, Grand Cayman



On November 25, 2023, the Ministry of Education of the Government of the Cayman Islands hosted a major event. The primary purpose of this historic event was to celebrate the importance of listening skills and to promote listening as an integral part of various projects to educate students, educators, and the general public. The board and members of the Global Listening Centre wishes to express their gratitude to the Cayman Islands government for the emphasis they have placed on enhancing listening skills throughout their country and for the role they played in hosting The Top 25 Outstanding Women Listeners in the World 2023 (25OWL2023) Awards Program.



From (L TO R) Tejinder Kaur (Chair, Governing Body GLC), Sardool Singh (Secretary, GLC), Hon' Mrs. Jane Owen, Lyneth - Monteith (Chief Officer Ministry of Education Cayman Islands.), Hon' Juliana O'Connor-Connolly (Premier Cayman Islands), Dr. Delroy Jefferson Medical Director Health Service Authority, Mrs. Winsome Jefferson, Dr. Courtney Cummings Dy, Medical Director Health Services Authority.



Welcome speech by Her Excellency Mrs. Jane Owen Governor.



Hon' Juliana O'Connor-Connolly, Premier, Cayman Islands received the Top 25 Outstanding Women Listeners in the World 2023 in the field of politics. Juliana's contribution is huge in demonstrating her outstanding listening skills and expertise in the field of listening for betterment, making her own country and world a better place to live. The award was given by Tejinder Kaur, Chair Governing body, Global Listening Centre. Bouquet of flowers was presented by Dr. Paaige Turner, Chairperson 25OWL2023 and Dean Ball State University, US. In the year 2021 Angela Merkel and Jacinda Kate Laurell were the recipients in the field of politics.



A keynote address given by Hon' Juliana O'Connor-Connolly, Premier, Minister of Finance and Education. District Administration & Lands and Cabinet Office.



Ministry of Education Cayman Islands Government recognized and awarded Mr. Sardool Singh for his exceptional contribution to the field of listening, for championing global listening, uniting voices, empowering women, and inspiring others. In picture Hon' Juliana (right) handed the letter of recognition and Lyneth Monteith Chief Officer (Acting) Ministry of Education gave the plaque.



Internationally renowned French composer Dr. Andrea Marsili, a recipient of the Top 25 Outstanding Women Listeners in the World 2023 in the field of Music & Arts, was presented by Dr. Jo-Ann Rolle (R) Vice Chair GLC and Dr. Paaige Turner (L) Chairperson 25OWL2023 project .



Dr. Andrea Marsili performed a beautiful piece written especially for the event.



A token of thanks and appreciation on behalf of the entire team of Global Listening Centre handed by all the GLC members to Hon.' Juliana O'Connor-Connolly, JP, MP, Premier Cayman Islands. (From L to R) Dr. Paaige Turner, Tejinder Kaur, Hon Juliana, Sardool Singh, Dr. David T. McMahan (Executive Chair, GLC) and Dr. Jo Ann Rolle (Vice Chair, GLC).



Cultural performance by the George Town Primary School.



Indian Raga presented a classical dance.
Founder and CEO Sriman Emani discussed the importance of listening in classical dance.



Ministry of Education
Cayman Islands Government

24 November 2023

Mr. Sardool Singh
Secretary
The Global Listening Centre

Dear Mr. Singh,

On behalf of the Cayman Islands Government and the Ministry of Education, I would like to express my deepest gratitude for your unwavering commitment to the Global Listening Centre and its mission to foster a global culture of listening.

Your dedication and hard work have been instrumental in bringing together individuals from diverse backgrounds to focus on the power of listening and its ability to promote understanding, connection, and positive change.

I am particularly impressed with your efforts in executing the 25 Most Outstanding Women Listeners in the World 2023 programme. This initiative is a powerful recognition of the transformative impact that women can have in promoting listening as a tool for peace, social justice, and personal growth. By highlighting the achievements of these exceptional women, you are inspiring countless others to embrace the power of listening and use it to make a positive difference in the world.

Your dedication to the Global Listening Centre and its mission is truly commendable. The Cayman Islands Government is committed to supporting your endeavours and working alongside you to create a world where listening is valued and practiced by all.

Thank you again for your exceptional contributions to the field of listening. Your efforts are making a real difference in the lives of individuals and communities around the globe.

Sincerely,

A handwritten signature in blue ink, appearing to read "Juliana O'Connor-Connolly".

Hon. Juliana O'Connor-Connolly, JP, MP

Premier, Minister for Finance, Education, District Administration & Lands and Cabinet Office

Thanks to our Committees!

Chairperson
25 OWL 2023 Project



Paaige Turner, Ph.D.

Dean and Professor of the College of Communication, Information and Media at Ball State University. Past Executive Director, National Communication Association, **US**.

Chairperson
Selection Committee



Snježana Prijić-Samaržija, Ph.D.

Rector and Professor at University of Rijeka, **Croatia**.

Outstanding Women Listeners 2023 Selection Committee



David T. McMahan, Ph.D.

Professor at Missouri Western State University, **US**.



Donna Elizabeth Wright,

M.Ed., LLB,
Principal Bandiana Australia,
Australian Principal of the Year,
Australia.



Kerri-Lee Krause,

Ph.D., PFHEA, FSRHE, MAICD,
Vice Chancellor, President and
Professor at Avondale
University, **Australia.**



Paul Vita, Ph.D.

Vice-Chancellor, President and
Professor at James Hope Univer-
sity Lagos,
Nigeria.



Roseann M. Mandziuk,
Ph.D.

Distinguished Professor at
Texas State University,
US.

Outstanding Women Listeners 2023 Nominating Committee

Chairperson Nominating Committee



Amy Lorette Damron Kyle, Ph.D.
Musicology, teacher at Sorbonne University and at Université Catholique de l'Ouest, Angers, France.



Lynette Louw, Ph.D.
Deputy Dean and Professor at Rhodes University, South Africa.



Cher McGillivray, Ph.D.
MPSYCH(CLINPSYCH), GDIPPSYSC, GDIPPSYCH, MAPS
Assistant Professor at Bond University, Australia.



Gina Valenti, Ph.D.
Full Professor at the Faculty of Humanities and Arts of the National University of Rosario, Argentina.



Graciela Arizmendi, Ph.D.
Associate Professor at Universidad de Guanajuato, Campus Guanajuato, México.

Coordinator 25 OWL 2023



Katarzyna Drogowska, Ph.D.
Player Editorial Director & VOD.pl Product Owner at TVN Warner Bros. Discovery Academic researcher in the field as Media Ecology, Poland.



Sun Jicheng, Ph.D.
Associate Professor at Shandong University of Technology, China.



Jennifer Gröner
Director (Global Engagement) and Operations Incharge, Global Listening Centre. Germany.

Honoring Our Members



Claude-Hélène Mayer (Dr. habil., Ph.D., Ph.D.)

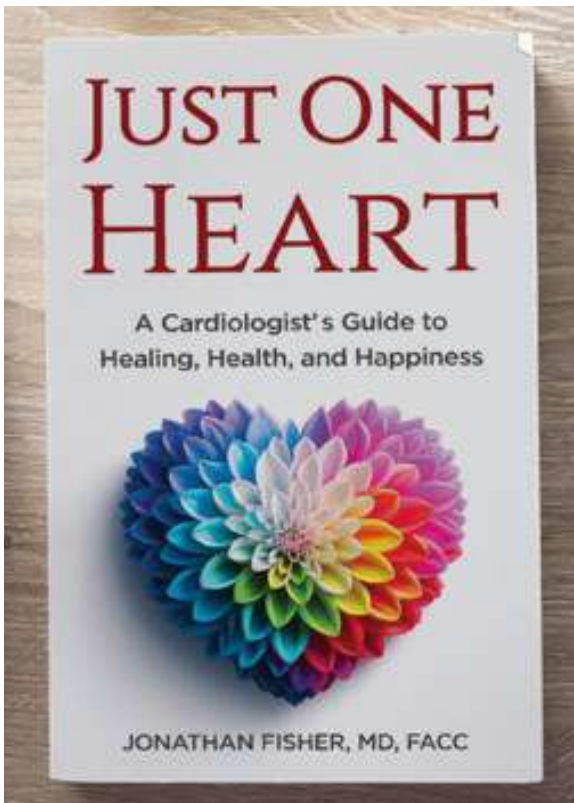
Chair (Academic Division), Global Listening Centre.
Professor in Industrial and Organizational Psychology at University of South Africa, Johannesburg, South Africa.

Internationally renowned **Claude-Hélène Mayer** is a Professor in Industrial and Organisational Psychology at the Department of Industrial Psychology and People Management at the University of Johannesburg, South Africa. She is a Semester at Sea Alumni (SASFA22) and a Board member of the International Academy of Intercultural Research. Further, she is an Associate Editor for *Frontiers in Psychology* (Positive Psychology) and for the *International Journal of Cross-Cultural Management*. She holds Doctoral degrees in Psychology, Management and Cultural Anthropology. Her *Venia Legendi* is in Psychology with focus on

Work, Organisational and Cultural Psychology from Europa Universität Viadrina, Frankfurt (Oder), Germany. Her research areas include transcultural mental health, salutogenesis, transcultural conflict management and mediation, women in leadership, shame and love across cultures, The Fourth Industrial Revolution, and psychobiography. Her teaching areas are cross-cultural psychology, mental health, psychobiography, organizational theory, systems and design thinking, coaching, positive psychology, organizational behaviour and transcultural conflict management and mediation. She works as a licenced (Germany) systemic family therapist and facilitator in family therapy (SG), constellation facilitator (KI), mediator and mediation facilitator (BM 2001-2021) and hypnotherapist (TIM) in private practice. Since 2005 she is an international consultant and leadership coach in international organisational contexts. Claude is with the the Global Listening Center since 2022 and believes that “Listening is an art that requires attention, over talent, spirit over ego, others over self,” as emphasised by Dean Jackson. Therefore, listening is a skill that goes beyond the usual practice of paying attention the others, but is rather a form of self development towards mindful empathy and a deep connection with people, the world and the spiritual realm.

Claude-Hélène Mayer’s contribution to the Global Listening Centre is significant, and we are honored to benefit from her important insights .

Members News



Jonathan Fisher, MD, FACC

Cardiologist
Director (Healthcare Div.)
Global Listening Centre.



Listening with the heart means genuinely connecting with others, fostering empathy, and deepening our relationships. In *Just One Heart*, Dr. Jonathan Fisher, a cardiologist, organizational well-being leader, and mindfulness teacher, explores how mindful listening can transform our interactions and promote holistic well-being, helping us heal and thrive together.



Listen to your Heart



Interview—Power of Listening for Business Leaders in Academia



Jo-Ann Rolle, Ph.D.

Vice Chair, Global Listening Board,
Global Listening Centre.
Past President of the National HBCU
Business Deans Roundtable,
Past Dean at School of Business Medgar Evers
College, City University of New York, US.



Carin-Isabel Knoop

Chairperson, Global Listening Board,
Global Listening Centre.
Executive Director at Harvard Business School,
Case Research and Writing Group,
Harvard University, US.
Co-Founder of HSIO

Carin-Isabel: How important is listening for business leaders in academic settings?

Dr. Jo-Ann: In universities and colleges, strong listening skills are crucial for business leaders. Effective communication goes beyond just talking. By actively listening to faculty, staff, students, and external partners, leaders can:

- Align strategies with institutional goals: When leaders listen to the needs and concerns of their stakeholders, they can develop strategic plans that truly reflect the institution's mission and vision.
- Foster collaboration and respect: Active listening creates a space where everyone feels heard and valued. This fosters a more collaborative and respectful environment, leading to better problem-solving and innovation.
- Improve decision-making: Leaders who consider all viewpoints can make more informed decisions. Listening ensures a well-rounded understanding of any situation before a course of action is chosen.

Carin-Isabel: How can young business leaders de-

velop their skills?

Dr. Jo-Ann: Young leaders can hone their management and leadership skills through:

- Academic programs: Many universities offer courses and programs specifically designed to develop leadership skills.
- Leadership roles in student organizations: Participating in student government or clubs provides valuable experience in leading teams, managing projects, and navigating group dynamics.
- Mentorship: Engaging with experienced faculty mentors can offer guidance and support as young leaders develop their skills.
- Committee participation: Serving on administrative committees allows them to observe decision-making processes firsthand and contribute their own ideas.

Crucially, listening skills training is an essential part of this development. Leaders should learn active listening techniques like summarizing key points, asking clarifying questions, and showing genuine interest in what others have to say.

Carin-Isabel: How does Artificial Intelligence (AI) impact business management in academia?

Dr. Jo-Ann: Artificial Intelligence (AI) has a noticeable effect on business management in academic settings. AI can analyze vast amounts of data to provide insights on areas like:

- Student performance: AI can identify at-risk students and recommend interventions to improve their success.
- Resource allocation: AI can analyze data on course enrollment and faculty workload to ensure resources are distributed efficiently.
- Personalized learning: AI can develop customized learning pathways for each student, catering to different learning styles and needs.

Listening to AI outputs is becoming an important skill for business leaders. By critically analyzing AI recommendations, leaders can leverage this technology to improve educational practices, streamline administrative operations, and ultimately benefit students, faculty, and staff alike. However, it's crucial to ensure AI serves the institution's mission effectively, not replace human judgment and understanding.

Dr. Jo-Ann: Based on your own experience and research, how important would you say, effective listening is in achieving and maintaining one's mental health and personal stability?

Carin-Isabel: Let me start with a definition because it is essential to agree on terms here. According to the World Health Organization, mental health is the ability to deal with normal stressors of life and work and contribute to your community to the extent desired. To me, this is impossible without being able to be listened to (that includes listening to ourselves and others). Without being able to be listened to it is hard to make connections. Without the ability to connect, we lose our ability to operate as a compassionate person who can show concern for the misfortunes or suffering of other people—but also for our own. Only thus can we be sympathetic to the situation. So, I believe there really cannot be any compassion without listening and paying attention—to understand the situation. This is the first and fundamental part.

The second is respect. Nodding distractedly while someone expresses anguish is not compassion—it is dishonest and erodes trust. It is then better to politely ask to postpone a conversation unless it is

urgent.

Third, I would say honesty and vulnerability – showing compassion requires my being comfortable expressing how the situation might make me feel. It might be having what a 2016 book called *Emotional Agility* (by Susan David). This implies a leader who can recognize her thoughts and feelings and be flexible with them so that she can "show up," as Americans say. But this means that she will also treat herself with compassion and not dwell on mistakes—which is essential for leaders—especially in our period of rapid digital change, but also rapid social change, high performance and reputational risk.

Dr. Jo-Ann: Has the evolution of Artificial Intelligence contributed to or detracted from overall mental health maintenance?

Carin-Isabel: The pandemic upset the balance of power in many workplaces and inflicted significant psychological damage on many generations. Some employees demand more flexibility and seem less willing to trade off their health and well-being for classic measures of organizational success. The pandemic and working at home also dramatically increased our use of technology for information, discord, and comfort. This seems to have been ever more the case with children who were kept at home and schooled online.

There is an unpopular saying by former President Ronald Reagan in the US—Guns don't kill people, people kill people. We are blaming social media for additional and depression problems, but those might have been the very reason why people turned to phones and technology. One of the most popular apps on OpenAI is "AI Girlfriend"—which fills a loneliness gap. People are also "recreating" lost ones and using mental health apps with little grounding in science.

On the bright side, GenAI can get our work done faster, lowering our stress and helping us apply to better jobs or companies that will pay fairly and support better work conditions.

And GenAI can be a good companion—always there, always kind, always patient. It does not sleep or have a bad day. We are blurring lines with affective technology. It is too early to understand its impacts, in my opinion.

Dr. Jo-Ann: What would you say are today's major challenges when it comes to effective listening and mental health maintenance?

Carin-Isabel: With empathy usually comes emotion. With compassion, there is emotion but also action or an expectation of action.

So being empathetic is about putting ourselves in a position that allows us to feel what others might feel in a situation; compassion, of course, also requires emotion, but it is also associated with the desire to do something about it. When I am feeling unwell or struggling with anxiety and depression, this becomes more difficult. I might be more impatient or judgemental.

Talking to leaders but also anyone who can understand and share our feelings can be very powerful – it enables us to feel understood and cared for even if nothing concrete happens. The connection and reassurance that we are seen and heard is the re-

ward. Taking another person's perspective can be very challenging, so it can create strong bonds when people do it genuinely.

When we don't our mental health usually suffers – perhaps not immediately but the corrosion will occur progressively until suddenly we break.

Compassionate leaders and managers listen enough to know when they are moving too much, too hard, or too fast. Because they understand they also know how much to challenge in a productive way to make the best use of the company's resources and the opportunities it can seize. And because they are honest, they present as post-heroic—and make people feel more at ease with sharing mental health struggles.

Nominate The Top Outstanding Women Listeners for 2024



The Top 25
Outstanding Women Listeners
In The World 2024
Global Listening Centre

Dear GLC Members,

Last year, the GLC presented “The Top 25 Outstanding Women Listeners in the World 2023” (25OWL2023) awards on Cayman Islands. It was an incredibly successful program that highlighted the importance of listening and the Global Listening Centre to a truly global audience. As people deeply involved in the academics and practices of listening, we know just how important a skill it is. It is therefore our job to highlight listening's importance in the lives of every individual and every community across the globe. Poor listening has real costs - poorer relationships, lower academic achievement, lower earning potential, in addition to the social impacts of polarization, and the inability to have productive conversations around approaches to climate change. “The Top 25 Outstanding Women Listeners in the World-2023” was just the first as we embark on making this extraordinary program even better in 2024 as we honor the women of 2024. But we can't do it without you! Who would you nominate for this high honor? Please, over the next few weeks, think of someone that you consider an Outstanding Woman Listener in the year 2024. We will be sending out nomination forms for 25OWL2024 and program details over the next few weeks. Please watch your email and be prepared with the nominations of your choice. We are looking forward to a very successful “The Top 25 Outstanding Women Listeners in the World-2024” program in 2024.

Yours Respectfully,

Jo-Ann Rolle, Ph.D.

Vice Chair, Global Listening Board. Global Listening Centre.

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For more on listening visit : www.globallisteningcentre.org

Contact : info@globallisteningcentre.org