

The Official Newsletter of the Global Listening Centre



**Our first Global Listener interview,  
President Dr. Jeffrey D. Senese,  
Saint Leo University.**

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## A Message from the Executive Editor

Dear Global Listening Centre Members, Friends, and Supporters,

It is with great pleasure and humility that I greet you and offer to you the first edition of the GLC's new newsletter *The Global Listener*, a publication that focuses on all aspects of listening on a global scale.



**Professor Rebecca Day  
Babcock, Ph.D.**

The Global Listening Centre has recently observed its fifth anniversary, making this is an opportune time for us to introduce this new publication. As you know, the GLC is founded on the belief that "Listening Transforms Lives"; with this in mind we want to listen to you on how we can make our newsletter best serve your needs. We welcome your input and suggestions and plan to listen and act on each one as we develop this new publication.

In *The Global Listener* we will attempt to provide multiple views and perspectives on listening and offer a global viewpoint and outlook based on the contributions of our members and expert guests.

As we look back on the year 2019, we can happily say that it was a very exciting one for the GLC. We expanded our global outreach with some incredible new members. On August 3rd we had our awards presentation during our international board meeting. As part of that program, Dr Colette Mazzucelli, Sr. VP (Academia), presented a program about Listening for Peace and Dr Emmanuel Kane Ngwainmbi gave a presentation about listening and social media. We also launched our Environmental Listening campaign, more of which is presented below.

Looking ahead to the new year, the new decade, we expect to expand our membership by reaching out to listening experts from around the world so that they may share with us, and our global audience, the importance and nuances of this important life-skill.

Soon we will be launching a sister publication to this newsletter, *The Journal of Global Listening*, which will be the pre-eminent, peer-reviewed academic journal in the fields of listening. For the Journal to meet the high expectations that we have for it, we will need the cooperation and assistance of all of our members. We ask that you read the submission requirements and submit your article for peer-review followed by publication. You can use the submittal form on the GLC website (available shortly). I take this opportunity to introduce my team members of the The Global Listener newsletter Dr Suzi Hall, (from Australia), Dr Jicheng Sun (China), Kirk Hazlett (US), and also thanks to Dr Gayle Pohl, Sr. VP (Academic Advisor), for her special assistance and especially to Sardool Singh Director (Global Strategy), for his guidance and encouragement throughout the preparation of this newsletter.

Yours sincerely,

Rebecca Ely Babcock

**Professor Rebecca Day Babcock, Ph.D.**  
**Executive Editor**

## Reflecting on Listening, Interviews with Global Listeners

*Our Executive Editor, Dr Rebecca Babcock, interviewed Dr Jefferson Senese, President, St Leo University, one of the top universities in Central Florida.*

### 1. What type of leader do you believe yourself to be and how does that leadership style effect your listening?

I believe I am more in the listening leader quadrant than the others. While I often bring ideas and ask for results as in the Driver quadrant, I listen to others, gather data and rely upon our team to help make decisions or empower them to make decisions.



**Jeffrey D. Senese, Ph.D.**  
**President**  
**Saint Leo University**



**Figure 1. Leadership Archetypes by Shane Safir**

### 2. Give me an example of your leadership style affecting your listening. Do you feel your listening was positively or negatively affected? Why or why not?

So for example, when I was appointed president, I asked the senior leadership team whether we should consider revising our value statements to move from 6 core values to 3 or 4 to better focus our efforts and context. The team respectfully discussed this and then they suggested we survey the community.

In the end we found out that the values, while numerous, are clearly where the university community at large thinks we need to be. So I moved on to other matters given that that is the sentiment of the community.

### 3. Listening is a very complex process. What aspects do you consider when you listen?

For instance environment, non-verbal, relationship, physiological, psychological, age, race, ethnicity, power, experiences, gender, etc.

Most of these and clearly, I believe listening is contextual. In some contexts, I am expected to speak and not listen. In those contexts, I try to ask questions, refer to the work of others and recognize others. Watching nonverbal communication is very important and given the university has faculty and staff that are of a range of ages and experiences, it is important to think through communications and how we ask them to listen and how we listen to ourselves.

### 4. Do you engage in active listening? If so, how do you define active listening and what does it entail?

I certainly try to actively listen. I do this through repeating what I understand what people say. I ask if I understand correctly what their point is. I also give credit where credit is due and try to focus on others' ideas. I tend not to speak from behind a podium in public events which I am told suggests that when I ask questions, I am open to hearing.

*"I believe people would indeed be happier if they listened to each other more!"*

**5. Give me an example of when you listened actively and how you deconstructed a surface narrative.**

For example, just this morning I was having coffee with a faculty member who suggested a colleague was interested in helping the university accomplish something. I sat with him for 20 minutes asking what that meant, how I should approach his colleague and the context of the situation. I took the time, which I did not have, to sit and listen and not just talk at this faculty member.

**6. What issues or problems could be solved if people were better listeners?**

I believe people would indeed be happier if they listened to each other more! I believe part of the real problem in the world today is that everyone seems to be expressing themselves of social media with too little listening to the facts or thinking about listening to others. Much of social media is hurtful and not good communications. Too many in the social media crowd jumps to conclusions and **does not listen enough**.

## An Ode to Listening



**Professor Yoel Nitzarim,  
M.A., M.Ed.**

It is the spaces between the keys on the piano, the intervals between drops of rain in a storm, the branches of a tree swaying in a breeze, the vertices of a snowflake cascading its way down through the crispy icy air, the sun's rays hitting the pedestrian as he wends his way home, the time passing between unhurried breaths and the time hastily spent worrying about how a breath may be delivered in a song or a speech or even in a kiss, the love between two people or maybe an entire nation, the color of a favorite food or the sky or the earth, the longing of a distant cry or the sniffing cry nearby, the warmth of a parent toward child, the length and breadth and depth of a lifetime or the span in nanoseconds of a moment, the need to be heard alongside the one who's being summoned to hear, the invocation of praise, the excommunication of a heretic, the willingness to proceed with a desired action, the denial of a given action, the imprints as they are squished in ecstatic merriment made in puddles left by a persevering rain, the cautious croaking of a bullfrog or the majestic squawking of a goose or a swan or a crane or a heron in flight--such an exhausting array of listening--too much for one listener to internalize at one time, never enough to realize the scope of the living.

As a son, I often heard approbation and sometimes was addressed longingly as if I bore the responsibility for a succeeding generation. As a father, I heard my two daughters' first cries. As a husband, I listened for quiet moments with my wife. As a teacher, I heard my students' initial wonderment at novel ideas. As a member of the congregation, listened to the cantor chant ancient prayers in glorious cantillations and majestic pride. As a child of God, I cannot refrain from listening to His silent voice providing His creations with sustenance as they furnish their living provisions with meaning. As one who listens, listens, listens--forever listening--I cannot believe how much the unwavering voice of the still silence influences the soul steps of every creation and the spirit trots of the heavenly bodies as these galloping constellations continue to mend and disrepair an unrelentingly growing universe.

Never too late to listen. Never too much to be heard. Never the nonexistence of a listener. Never the voices quietened. Never a baby's cries unheeded by at least one angel at his side. Never an endeavour loses admirers, participants, adherents, if not wistful sentiments of longing engagement.

Always open to the cries for meaning amongst the vagaries of cognitive dissonance I witnessed in the questions of my daughters as well as my students in their quest to oppugn authority, upend the status quo, and limit the powers to be to make room for their own forays into the realm of the future. I have survived these sixty-eight years to help tell the story of the art of listening as it necessitates attention to the details together with awareness of the broad strokes everyday life brings to my ken. Today's momentous solar eclipse reminds me that just as a grain of sand is like a scintilla of dust in size and shape and meaning in the whole picture that is unfolding in quiet shades as the eclipse is barreling across the earth, each one of our lives breathes and sighs, snorts and cries out to a limitless Being and Presence.  
... if only we listen.

## If They Would Only Listen



**Professor Richard D. Halley, Ph.D.**

If they would only listen: How many times have, we heard someone say these words? The issue of concern shifts and changes. It could be global warming; it could be plastics in the oceans; it could be any harm to our environment. There are many issues that people seem to believe that if only those who disagree would listen to each other, the problem could be resolved. However, the truth is often that those who disagree listen just fine. They just disagree. This is often particularly true when negotiating internationally. Think for example of the long negotiations at the end of the Viet Nam war. Both sides understood very well the positions of the other side. They just clearly disagreed and the search was for any tiny piece of common ground.

Listening practitioners have to understand that the first requirement of listening is to want to understand another's point of view. We can teach others how to listen and they can learn to listen well, but if at any particular moment they do not wish to understand or to adjust their positions about something then knowing how to listen will not end with them understanding the position of the other, no positions will change and they end up where they started.

Many times the difference in point of view occurs because of competing goals. The other person wants something that agreeing with your position will prevent him or her from having something they want. For example, currently there is a controversy in the United States regarding drilling for oil off the coasts of the country. The side opposed wants to protect fishing, recreation, and the environment for some species. Those in favor of drilling wish to keep the US from being dependent on others for its oil supply and of course some want to make money from drilling for the oil. Some openness to adjusting positions at least slightly must occur before any alternative solutions can be considered. Is this an all or nothing situation or can there be a search for solutions that take care of the desires of both sides?

If any change in position from either side would require giving up some portion of their goals, to suggest that a solution

lies in listening to each other may be seen as asking them to give up on their goal. When we ask two competing parties to listen to each other and believe that this act will resolve the problem, we are often forgetting we are asking for one or both parties to give up on a portion of their goal. Doing so requires a major shift in someone's view of the world and may be one of the most difficult things one can be asked to do. In some ways such a situation is asking someone to conclude that the other's view of the world is better than one's own. That can be a big pill to swallow.

Such differences can also be based in competing value systems. Or what can be worse, the belief that value systems are opposed to each other when they may not actually be. Thus the real issue turns out to be something like who shall be in power.

Therefore, if someone wants another to change their position on such an issue, the first efforts must be to open to at least understanding the other's position and to try to develop a positive (trusting?) relationship with that person so that the possibility of a thoughtful conversation might develop. Doing so is no guarantee that the other will eventually make the desired change in perception, but not doing so will surely work against them choosing to listen to a different point of view.

We should also acknowledge that phrasing the claim this way, i.e. "If they would only listen," suggests that it is the other person who needs to listen, not the you. Assuming we are not in physical control of the other person, the only person any of us can control the behavior of is our self. Therefore, focusing on changing the behavior of the other is most likely a waste of time. Thus trying to develop a positive relationship with this person is the most promising route to any positive change. The other possible focus that occurs to me is to spend one's efforts in trying to attract others to his/her point of view. Send a message out and hope that it will reach someone who chooses to join you. Perhaps if there are enough people who join you, the social situation changes.

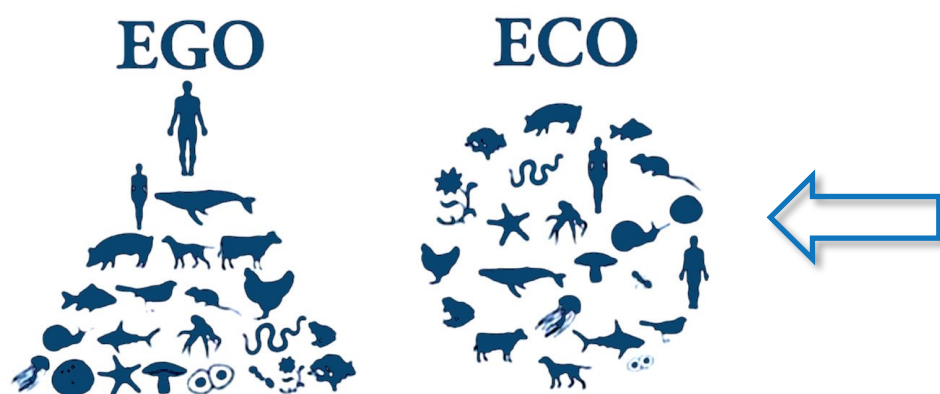
I believe that listening can at least provide the opportunity to see an opposing view as coming from a person with honorable intentions. And if by some chance both sides manage this, there might at least be a reduction in the tension between the parties. Whether a solution develops that both sides can accept may need other surrounding issues to shift in a way that gives one side or the other a way to adjust their position. Sometimes, at least in the short run, such an outcome is the best we can hope for.

## Listening to Environment

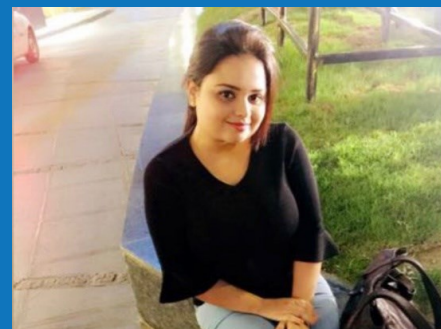


To raise our environmental awareness the Global Listening Centre has initiated a campaign for Listening to the Environment (lasting three months, 'til Dec 2019).

The diagram *below* shows how ECO Centric based poor listening results in the destruction of our species / ecology, while active listening is necessary to maintain our ECOLOGICAL balance.



### LISTENING IN SCIENCE



**Ms. Preeti Kaur, MSc.**

Student Preeti Kaur has been working on a special project under world renowned Prof Michael Purdy PhD in the field of listening: Preeti believes through more active listening, each of us can find a different connection to the environments we inhabit. A simple example Inactive Listening leads to EGO & active Listening leads to ECO.

### "Listen to the Scientists."

#### Young Activist Thunberg Implores World's Politicians

Teen climate activist, [Greta Thunberg](#), speaking on behalf of younger generations, recently addressed members of the United Nations and members of the U.S. Congress, imploring them to

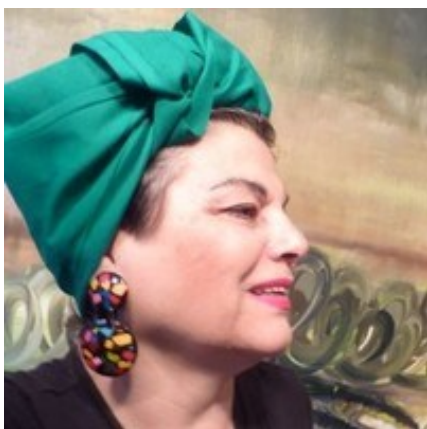
- 1) listen to climatologists on climate change;
- 2) unite behind the related science; and
- 3) take action to save the Earth.

*Trees are the earth's endless effort to speak to the listening heaven.*

**Rabindranath Tagore  
Nobel Laureate**



## Art: Shahin de Heart



**Shahin de Heart**

### Let's Listen First

World famous painter, Shahin de Heart of Germany, exclusively created a series of painting on canvas for the Global Listening Centre. She would like to send a message that we should begin to Listen—at all levels—in order save our environment.



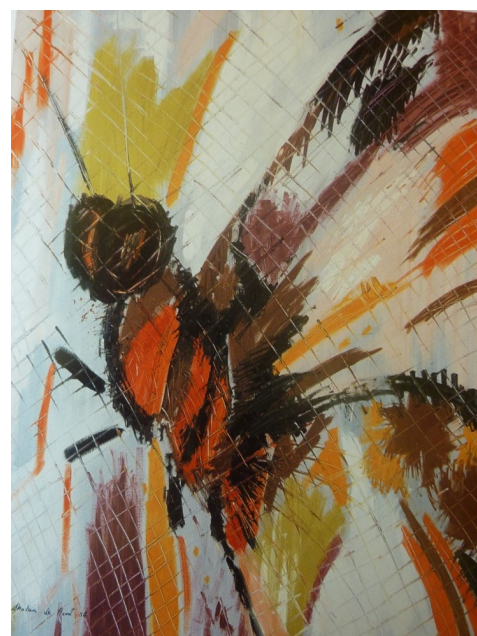
**Dragonfly Oil on Canvas**

The natural environment is the focus of Shahin de Heart has been painting on canvas for more than 30 years. Her subjects are in the form of animals, water, sky and earth. She also paints the smallest members of our natural world: insects.

90 percent of the world's animals are insects. Science knows almost a million species of insects and expects many millions more living undetected in tropical rainforests. Forests produce fresh air but they also support insects. In addition,



**Dragonflies Oil on Canvas**



**Butterfly Oil on Canvas**

good air, water and soil quality need insects. The fact is that every tree supports 600 insect species, which live only on this and no other tree. And the many tons of fallen leaves can only be shredded with the help of insects and returned to the soil. Without insects in the soil, we would probably have large amounts of waste organic matter that cannot be mined.

The main cause of the decline of insects is the loss or lack of habitat connectivity – often caused by changes in land use and the intensification of agriculture. Other causes include climate change, more frequent and stronger fires, and tourism. When talking about endangered species, there are usually meant big, distinctive animals like pandas or tigers, but one must not forget that the 'small' species are at least as important, and maybe critical to the survival of our planet ecosystem.

## Awards 2019

### Chair Awards Committee 2019



**Prof Karl Ekdahl**  
Ph.D., MD, DTM&H  
Director (H) GLC AND HEAD OF PUBLIC  
HEALTH CAPACITY AND  
COMMUNICATION,  
EUROPEAN CENTRE FOR DISEASE  
PREVENTION AND CONTROL

#### Distinguished Listening Scholar Award

**Prof Graham Bodie Ph.D.**  
**Mr Daniel Levy**

#### Listening Legend Award

**Late Prof Carole Grau, MA, MEd.**

#### Distinguished Humanitarian Award

**Dr Chikwe Ihekweazu MD**  
**Dr Delroy Jefferson MD**  
**Mr Keneth Youngstein**

#### Outstanding Academic Paper Award

**Prof Michael W. Purdy Ph.D.**  
**Prof. Yoel Nitzarim, MA, MEd.**

#### Outstanding Research Award

**Prof Ray T Donahue Ph.D.**

#### Listening in Leadership Award

**Prof Melissa L Beall, Ph.D., CLP**  
**Prof Michael W. Purdy Ph.D.**  
**Prof Graham Bodie Ph.D.**  
**Mr Sardool Singh**  
**Mr Alan Ehrlich**

#### Significant Contribution Award

**Mr Alan Ehrlich**  
**Prof Ray T Donahue Ph.D.**  
**Dr Smarajit Roy Ph.D.**

## Member Highlights

### “How to Really Listen”

Global Listening Centre **advisor** [Dr Marshall Goldsmith](#) is considered one of the top management consultant in the world. Dr Marshall recently interviewed Chris Cuomo, an internationally renowned journalist and one of the best interviewer on the CNN network. on the topic HOW TO REALLY LISTEN. It's really interesting to watch. [Check the link to watch the interview.](#)

### *The Two Listening Giants*



*Dr Marshall Goldsmith with Chris Cuomo*

## Listening For Peace



**Nobel Laureate Shirin Ebadi (Left) with Prof Colette Mazzucelli**

### Paris Peace Forum 2019

MAIR Professor Colette Mazzucelli MALD, ED.M., PH.D. SENIOR VP (ACADEMIA) GLOBAL LISTENING CENTRE was invited by the Stiftung Mercator, Essen, Germany, to participate in the Paris Peace Forum 2019. The Paris Peace Forum was established on 4 January 2018 on the initiative of **French President Emmanuel Macron. Nobel Prize Winner Shirin Ebadi** with whom Professor Mazzucelli caught up after one of the opening panel sessions.

## Presentation

Dr Lance Strate our member and Prof at Fordham university New York gave a presentation on: [I HEAR YOU : Comments on the Sound Practice of Listening](#) at the 67th Alfred Korzybski Memorial Lecture

The entire event was held at the Princeton Club in New York City, October 11-13, 2019. Dr Lance's presentation was hugely applauded. Thanks Dr Lance for taking ahead our noble mission.



**Lance Strate, Ph.D.**

## Honoring Our Members

**Lecturer Maria-Antònia Guardiola**

Chair of the  
Membership Selecting Committee

*Thanks for doing a very  
important job!*



Dr Hal Swindall, a widely respected member of the Faculty of Education at the University of Malaya, Malaysia. Recently he conducted a highly successful academic writing workshop for non-native English speaking graduate students. Dr Hal is one of our editorial board members and is specifically charged with checking and editing your manuscripts.



*Thanks Hal for your contribution to the GLC!*

## News & Personal Achievements: Congrats and Best Wishes

**Dr Monica Broome**

**M.D., FACP, FAACH, FAMWA**

Our Vice Chair and Director of the University of Miami Miller School of Medicine's Communications Skills Program, has received the

- ⇒ Exceptional Mentor Award 2019 from the American Medical Women's Association (AMWA).
- ⇒ HCMBA Service Award 2019 was awarded to Monica Broome from Florida International University.

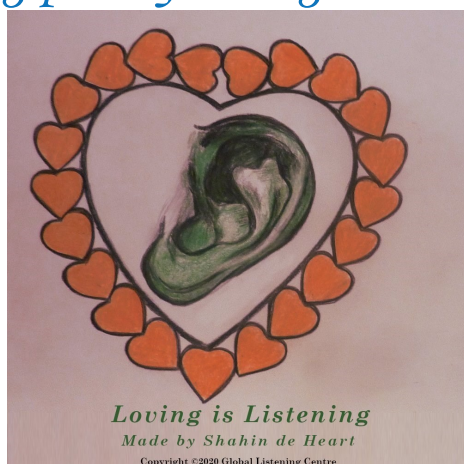


**Dr. Szabolcs Nagy Ph.D.**

*"Dr. Szabolcs Nagy has received the Teaching Excellence Award 2019 at the Faculty of Economics, University of Miskolc, Hungary. Teaching is not just a job for him, but an important part of his life. He's always listening to his students and very proud to be recognized by them."*



*A big part of loving is listening*

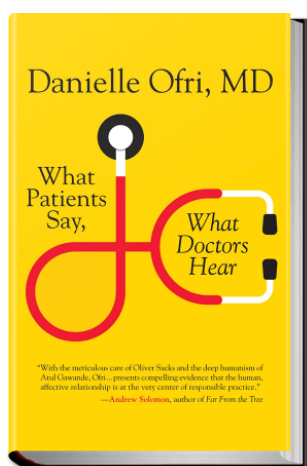


**Launching soon**

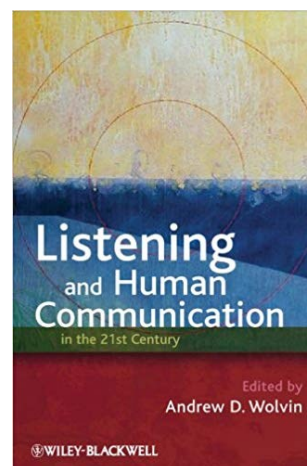
*The Journal of Global Listening*

**A new peer-reviewed journal**

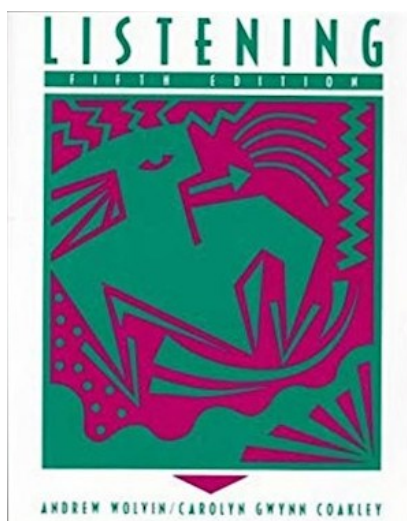
## Books & Media



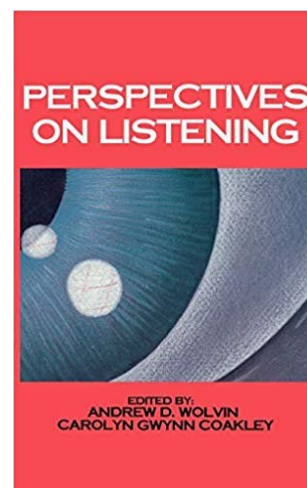
Dr. Danielle Ofri, MD, Ph.D., DLitt (Hon), FACP



Dr. Andrew D. Wolvin Ph.D.



Andrew D. Wolvin and Carolyn Gwynn Coakley



Andrew D. Wolvin and Carolyn Gwynn Coakley

And Then I was Surprised by What You Said:

The Impact of Love and Listening on Community

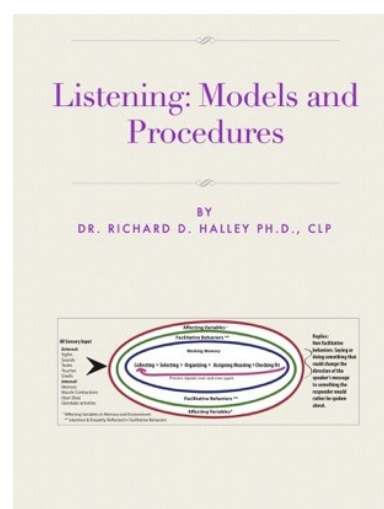
by

Richard D. Halley, Ph.D., CLP



Listening Involves the Entire Self

Richard D. Halley, Ph.D., CLP



Richard D. Halley, Ph.D., CLP

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For more on listening visit : [www.globallisteningcentre.org](http://www.globallisteningcentre.org)

Contact : [info@globallisteningcentre.org](mailto:info@globallisteningcentre.org)