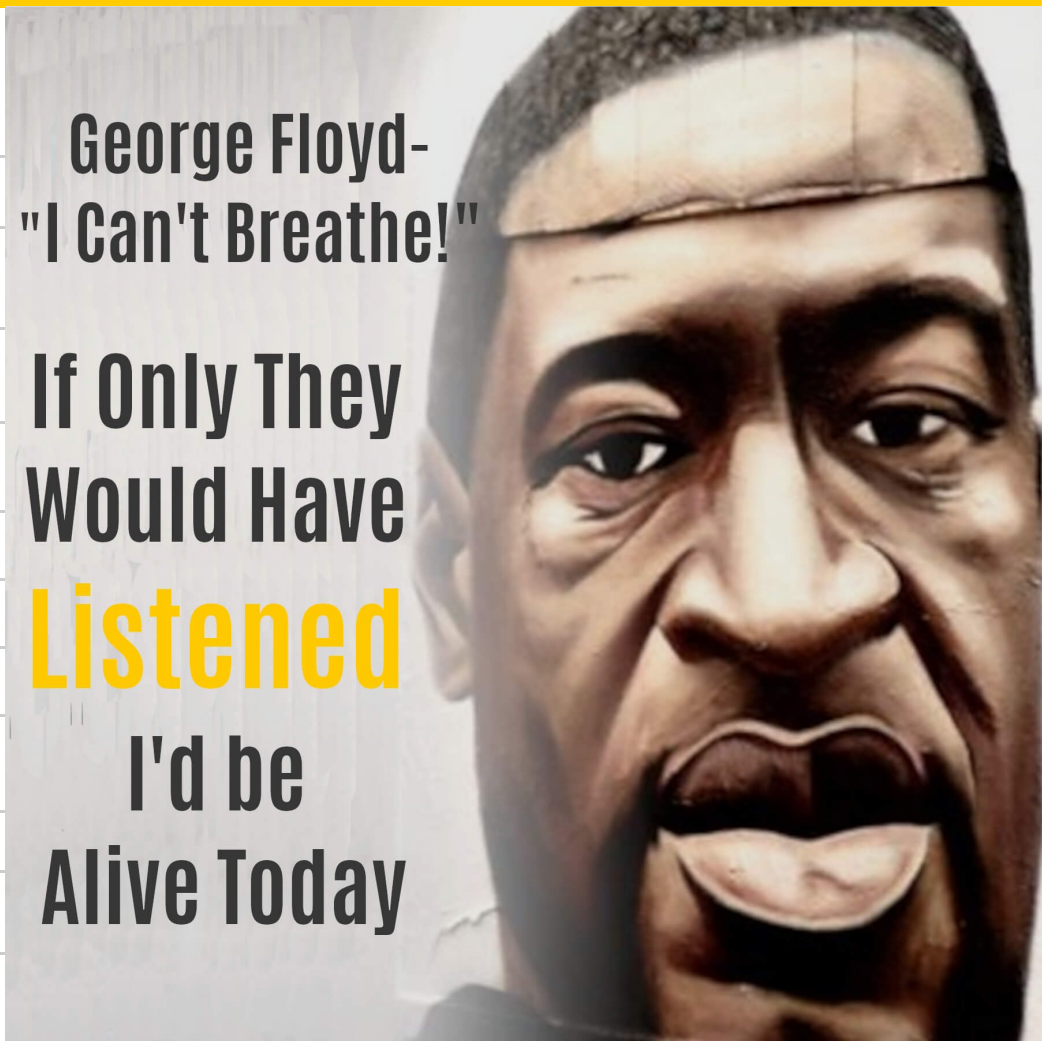




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Distinguished Humanitarian Award



Dr. Roger Kaufman
Father of needs assessment

Listening: The First Response to Racism



Dr. Steven A. Beebe
Regent's & Univ Dist Prof.
Listening Transforms Lives

The Top 25



in the World 2021

A Message from the Executive Editor

Dear Global Listening Centre Members and Friends,

As 2020 winds to a close, let's take a few moments to look back on a momentous year. We began the year with a global pandemic and in the summer we saw large-scale anti-racism protests. Now, we have some good news on the horizon—multiple vaccine candidates for the COVID-19 virus. We can see the importance of listening in each of these events. We have three articles in this newsletter, one by a top global leader in the field of communication and past president of the [National Communications Association](#), Dr. Steven Beebe, and two more from elite scholars Katherine van Wormer and Ray Donahue. Each of these articles focus on the various steps that we can take to avoid racism through better listening, and with that, better outcomes for society. Although the GLC was not able to hold our planned, in-person, mid-summer meeting in India, our Awards Committee completed their tasks and offered a full slate of GLC Awardees. We are very pleased to announce this year's award winners and I would like to personally congratulate each of them. I would especially like to point out the late Dr. Roger Kaufman, winner of the Distinguished Humanitarian Award. Dr. Kaufman was a Distinguished Research Professor, regarded as one of the founding figures and the father of the field of needs assessment. He published 41 books and 320+ articles on strategic planning and spent 42 years working in the area of listening on human rights. Two notable winners are Dr. Danielle Ofri, winner of our 2020 Listening Legend Award and Dr. Laura Janusik, winner of two awards, the 2020 Distinguished Listening Scholar and 2020 Outstanding Research Award. When advised of their awards, Dr. Ofri said "Thank you so much, I'm really honored," and Dr. Janusik responded by saying, "I was surprised and humbled to receive the Outstanding Research Award. I'm doing my best to help the world listen, one person at a time, and I appreciate it very much when my work is recognized." Additional recipients of the Distinguished Listening Scholar award are Dr. Andrew D. Wolvin, Dr. Michael W. Purdy, and Dr. Richard D. Halley, each dedicating more than 30 years to quality research in the field of listening. These contributors to our organization informed us that they were honored to receive this esteemed and prestigious award.



Professor Rebecca Day Babcock, Ph.D.

Next in our series of interviews with important listeners is Dr. Ivar Fahsing, a world-famous investigating management detective. The interview was conducted by Dr. William Patrick McPhilamy III. This very interesting article will provide you with another aspect of the importance of listening in police work.

The Global Listening Board would like to welcome its first President (Academia), Dr. Colette Mazzucelli. Colette has some big projects on her plate—*The Journal of Global Listening*, the Top 25 Outstanding Women Listeners 2021, amongst others. Congratulations go as well to Dr. Ivar Fahsing, Sr. VP (Listening in Law) and Dr. Robert Petersen, Sr. VP (Listening in Science).

Finally, we would like to enlist everyone's cooperation in the Top 25 Outstanding Women Listeners (25OWL2021) campaign for 2021. In order for this award to be truly global in scope, we need submissions and nominations from all countries, especially from those who do their work in non-English languages. We are especially interested in those who do their work in indigenous or endangered languages.

This 25OWL2021 project is the first of its type in the world. As I write to you today, it is Thanksgiving Day in the United States. So let's take a moment to be thankful in this time where it seems we don't have much to be thankful for. I am thankful especially to the Admin Department for their assistance in putting together this newsletter. Also, I am thankful for those who have pushed ahead with the GLC's agenda in these trying times. Let's hope 2021 brings more togetherness and less required distancing. Who knows, we may even be able to hold our first in-person meeting of the GLC.

Listening Transforms Lives.

Yours Sincerely,



Rebecca Day Babcock, Ph.D.
Executive Editor, *The Global Listener*
Director, Writing Studies, Global Listening Centre
William and Ordelle Watts Professor, UT Permian Basin

Listening: The First Response to Racism



Steven A. Beebe, Ph.D.

Regents' and University Distinguished Professor Emeritus
Texas State University, San Marcos

Prejudice against a person's race is not confined to one country or culture, nor is it a new phenomenon. But this spring's agonizing death of George Floyd, witnessed by the world via video, at the hands (and knees) of police, resulted in a world-wide firestorm of protest and violence.

New York Times columnist David Brooks, when asked during an interview how to solve racism, quickly responded: "The first thing we have to do is learn from each other and talk to each other." He then added, "May we make use of this moment of useful discomfort."

How can discomfort be useful during this season of warranted rage? Our discomfort, including justifiable anger, can be useful if it spurs positive action to address long-entrenched systems. We need to address both systemic racism and micro-aggressions—brief comments that reflect judgmental stereotypes based on race, ethnicity, gender, or group affiliation.

What should we do first? *Listen*. In the midst of collective anger and violent protests, listening may not be a natural initial response to bridge differences and facilitate healing. But as we seek to understand the corrosive daily drip of racial prejudice, along with the dramatic violation of human rights, listening is a rational response. Perhaps too rational. The admonition to listen may seem a too simplistic, anemic response to such a wide-spread, vicious problem. But it's a start. Some suggest it is *the* place to start. "The first thing we have to do is sit down and listen," proposed Bob Kroll, president of the Police Officers Federation of the Minneapolis Police Department, in direct response to protests and riots resulting from George Floyd's death. U.S. Senator John Cornyn, when asked what should be done to address the long-entrenched problem of racism, had a similar response: "It's critical now more than ever that we all take the time to listen."

Although listening may be perceived as a too tepid response to a problem at the boiling point, effective listening is not an easy, glib, or shallow technique. True listening, especially deep and compassionate listening, is not an inert, passive ritual, but requires focused, concentrated effort. That's why

theologian Henri Nouwen said, "To listen is very hard because it asks of us so much interior stability that we no longer need to prove ourselves by speeches, arguments, statements, or declarations."¹ Listening to the pain of others is uncomfortable. But perhaps we can channel our discomfort to first listening to the stories of others, and then responding in positive ways.

I join with the Global Listening Centre in advocating for the power and importance of listening as an essential first step in the process of addressing racial injustice and righting the wrongs of systemic racial prejudice.

Racial injustice calls for action. Consider these actions as we listen to the pain and anguish of racial prejudice:

Be authentically present when listening to the uncomfortable.

- Put your own thoughts aside to be there mentally as well as physically.
- Make a conscious, mindful effort to listen.
- Take adequate time to listen; do not rush or interrupt the speaker; be patient.
- Be open-minded.

Manage emotions. Neuroscience researchers discovered that when you are listening to information that clashes with your ideas, is against what you believe to be true, or arouses deep-seated emotions, your brain reacts the same way as if you were being chased by a bear. Of the three typical responses to trauma—fight, flight, or freeze—fight is all too often the first, unedited response to heightened emotions. To manage emotions does not mean to respond vacuously. To listen through discomfort is to be mindfully aware of our emotions, especially when emotions flare. We should speak respectfully and listen thoughtfully.

Admit when you are wrong. National Football League Commissioner Roger Goodell recently issued an apology regarding his previous position about race and player protests. "We, the National Football League, admit we were wrong," said Goodell, "for not listening to NFL players earlier and encourage all to speak out and peacefully protest." Be willing to admit past wrongs, acknowledge pain, and seek forgiveness for ineffective listening in the past.

Empathically care. The word *care* originated from the word *kara*, which means to lament, to mourn, to participate in suffering, to share in pain. Listening is a way to demonstrate caring and sharing in the presence of the pain of racial bigotry.

Racial prejudice is not confined to any one time, place, or culture. It is ancient and universal. The Duke Global Health

Initiative acknowledged that “Racism is woven into the fabric of...life, both overtly and subtly; within its institutions and policies.” In developing strategies to address racism, the first suggestion of the Duke Global Health Initiative is to listen, to be able to “receive and believe the truth and hurt of People of Color when they relay incidents of racism and bigotry.” Racism is a knot in the thread of humanity. Merely tugging harder on the knotted thread makes the knot intractable.

Listening is a first step in untying the knot of racial prejudice, but not the last. Listening, which includes being present, managing emotions, admitting mistakes, and empathically caring, is the prelude to actions to address systemic racism. Many communities in the U.S. hold “listening sessions,” during which citizens, community leaders, and law enforcement personnel meet to share and listen, followed with meaningful action. In structuring a listening session for the city of Long Beach, California, city officials used a four-step process

worth emulating: (1) Acknowledge the existence and long-standing effects of systemic racism; (2) Listen to stories and experiences of racial injustice, inequity, or harm of community members; (3) Convene stakeholders to evaluate the feedback from the listening process and shape policy, revise budgets, and chart programmatic reform ideas; and (4) Catalyze action by developing and implementing immediate, short-term, medium-term and long-term action plans. Just prior to hosting a listening session at the University of Nebraska Medical Center, Interim Director for Inclusion, Sheritta Strong echoed columnist David Brook’s observation: “We have to acknowledge that it’s OK to be uncomfortable.” She added, “And we have to be comfortable being uncomfortable with the topics we are going to discuss.” In the face of racism, bigotry, and hatred, may we first listen, and then demonstrate that listening has occurred by taking action to address intractable, systemic racism wherever it exists. May we use discomfort to motivate us to be a first responder to racism: Listen.

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¹H. J. M. Nouwen, “Listening as Spiritual Hospitality,” in *Bread for the Journey* (New York: HarperCollins, 1997), entry for March 11.
²Adapted from: H. J. M. Nouwen, “Life is a Gift to Be Shared,” *You Are the Beloved* (New York: Convergent Books, 2017), entry for June 25.
³Sheritta Strong, “Listening Session on Racism Stresses Hope, Need for Action,” *UNMC Newsroom* (June 10, 2020). <https://www.unmc.edu/news.cfm?match=25737> Accessed July 8, 2020.

★
“If They Would Only Listen”: Racism as Exemplified in Policing



Katherine Stuart van Wormer
 Ph.D.
 Professor Emerita of Social Work
 University of Northern Iowa

What are the qualities of listening that are relevant to the discussion of racism? And what is the legacy of racism in American society? This paper explores these issues based on principles from social psychology to explain how racist biases impede empathy and understanding. The starting points are an overview of listening in the context of empathy and a discussion of the impact of discrimination on African Americans in health care as well as in the criminal justice system. The savage killing of the crime suspect, George Floyd, is described as the epitome of racism and because the police consistently have inflicted violence on the most vulnerable people in society. This article concludes with a statement concerning how racism can be curbed through empathic listening.

The Quality of Listening

As discussed by Ray Donahue (2020) on the Global Listening Centre website, the terms of *hear* and *listen* are used in juxtaposition.

Listening, in this context, is mindful and more of an art as compared to the mere biological response associated with hearing. As a case in point, Pope Francis (2016) provides the following definition:

Listening is much more than simply hearing. Hearing is about receiving information, while listening is about communication, and calls for closeness. Listening means being able to share questions and doubts, to journey side by side, to banish all claims to absolute power and to put our abilities and gifts at the service of the common good. (par. 7)

And yet, as Donahue indicates, these terms do not always follow so neatly this distinction in usage. Often, the word hear is used in the sense of listening attentively, as for example, in the statement, “I hear what you are saying.”

An essential ingredient of close listening is empathy. Empathy involves putting yourself in the place of the other. Global listening, as defined on the GLC website, adds the dimension of intercultural understanding and trust to the formulation. Such close listening is never easy,” as Pope Francis explains:

Many times, it is easier to play deaf. Listening means paying attention, wanting to understand, to value, to respect and to ponder what the other person says. (par. 8)

The opposite of listening is tuning out. People who have a racial bias are adept at tuning out or playing deaf to the humanity of the other. A prime example of the disregard for the human life of a Black person famously took place in the horrendous chokehold killing of George Floyd by a White police officer as other officers looked on. “I can’t breathe”, the handcuffed man repeatedly cried out. The police had to hear the cries, yet they failed to respond. The police officers completely tuned out to the pleas of the victim. Similarly, they disregarded shouts by bystanders who begged the senior officer to remove his knee from the man’s throat. The end result is that one man is dead, four police officers were charged with murder, and mass protests broke out first in Minneapolis, then across the U.S. and parts of the world. The dispassionate cruelty revealed in this incident marks a turning point in racial history and is now considered only the most blatant example of institutional racism in U.S. society.

Racism in U.S. Society

Discrimination against Black people in America is revealed in data that show racial disparities in infant and maternal mortality, housing, life expectancy, employment, and disease. These long-standing inequities have placed African and Hispanic Americans at higher risk of dying from the COVID-19 pandemic. And according to a recent United Nations report, indigenous and other minority populations throughout the world face the same risks in the current public health crisis related to class, caste, and racial discrimination.

Not only is racism most apparent in health care and economics, but it is also pervasive in the criminal justice system. In the US with the highest incarceration rate in the world, African Americans are incarcerated at more than 5 times the rate of Whites. And in a country where around 1,000 people are killed by police each year, Black rates are two-and-a-half to three times as high as White rates. Within this context of racism, such acts as took place in Minneapolis can be considered part of the pattern.

The Psychology of Racism

People who discriminate on the basis of race or some other demographic category, generally do not see themselves as racists. Research from social psychology shows how people can turn away from the suffering of others in the midst of social inequities. We all have our defense mechanisms. Cognitive dissonance is the term used by psychologists to explain how people justify unfair treatment of others. As defined by social psychologists Tavis and Aronson (2020), cognitive dissonance is “a state of tension that occurs whenever a person holds two cognitions (ideas, attitudes, beliefs, opinions) that are psychologically inconsistent with each other” (pp. 17-18). The tension produces a state of discomfort that the person will feel compelled to reduce. Because people generally want to believe they are good, moral beings, and that they treat each other well, an important element of their self-concept is threatened when they are confronted

with facts that would seem to indicate the opposite. Many people also want to believe that if they see an instance of deliberate cruelty or injustice that they would take a stand against it.

From the literature on prejudice, I have filtered out the following factors that have special relevance to our interest in listening. One might say that these are all behaviors (psychological mechanisms) that relate to tuning out to the needs of others, or, in other words, “turning a deaf ear.”

Self-Justification of Unfair Treatment of a Minority Group

Self-justification is a defense mechanism that arises as people rationalize their prejudices as deserved and their behavior as appropriate given the circumstances. For example, older White women who had grown up in the Deep South under conditions of segregation, experienced a disturbing contradiction between American democratic ideals shared with the larger society and the harsh reality of race relations under the Jim Crow laws and customs. To reconcile the dissonance between values and the reality of injustice, Whites often argued that Blacks and Whites were “separate but equal” and that the races were happier that way (see van Wormer et al., 2012). Victim blaming is a related defense strategy that shields the privileged individual from any sense of responsibility for another’s pain and/or oppression. Such self-justification, according to Tavis and Aronson, can increase prejudice, distort history, perpetuate injustice, and warp relationships. But if people can understand this tendency to rationalize bad behavior, this can be the first step toward finding solutions that will defeat the rigidity in thinking.

Tribal Affiliation

Tribal affiliation refers to identification with one’s reference group, as for example, with one’s race or social class. There is nothing inherently wrong in taking pride through membership in an exclusive group, such as a professional organization, and group solidarity is reinforced by competition or threats from the outside. The outside forces may be seen as enemies, however, and dehumanized. This is especially true in the life and death situations of wartime. Now think of policing. The sense of brotherhood against people who commit crime, and might be armed and dangerous, is a powerful reinforcement of group solidarity. The fight against crime can then become a fight against crime suspects. Racial and ethnic differences can exacerbate the situation, which can escalate into violence. Police culture, as it has evolved in the United States, is notorious in this regard, traditionally exclusive of outsiders and racist and sexist (Balko, 2013). The tribal affiliation in policing serves to justify mistreatment of others, enforce a code of silence, and is strengthened through dehumanization and stereotyping.

Stereotyping

Tavris and Aronson define stereotyping as a convenient way of categorizing people based on expectations of their characteristics. All members of a given group are lumped together into one category. Racism and stereotyping go hand in hand.

Attending Only to Information Consistent with One's Preconceived Notions

Related to stereotyping is a disregarding of evidence that members of the minority group have positive attributes or that they are victims of circumstance beyond their control. Because of the wide variety in available media sources for information, TV viewers and Internet readers typically choose to be exposed to material that coincides with their own political views and biases.

Overreacting Due to Military Training

One additional aspect of racism that is unique to policing is the militarization of the profession. Law enforcement officers typically are armed with weapons such as those used in warfare. The military, in fact, passes down unused military weapons and vehicles to police departments. Another aspect of militarism in policing is the preference in hiring for persons who have served in the military. The way racism fits into the picture is that people trained for combat to defeat the enemy are likely to see law violators, especially those of a different race, in enemy terms. It becomes a situation of us versus them. Combat veterans suffering from post-traumatic stress disorder have been known to overreact in situations of conflict and engage in excessive violence. Inter-

estingly, the officer who tortured and killed George Floyd had been recruited from the military. Although there is no indication his violence was triggered by a flashback to combat, his military training undoubtedly played into his brutal behavior. (For a study on militarization of policing, see Balko, 2013)

Listening Breeds Empathy

Note that each of the delineated factors that serves to promote racism—self-justification of unfair treatment of a minority group, tribal affiliation, attending only to information consistent with one's preconceived notions, stereotyping, and overreacting due to past trauma—is a behavior that deters both listening and empathy. These defenses and reactions, however, can be broken down through the kind of understanding and empathy that listening entails.

Although empathy through listening does not automatically bring about fair and humane treatment of the other in a conflict situation, it is a key ingredient in effective communication. For this reason, the mental health professions teach skills of empathy to help practitioners work with potentially hostile or psychologically disturbed clients. Such training would be helpful to police officers as well.

The focus of the paper was on structural or institutionalized racism rather than on mere individual race hatred. The police killing of George Floyd was highlighted in this paper as a means of graphically representing racism in America. One man cried out, and the whole world listened. Because of the unprecedented media coverage of this event, the case represents something else as well—hope of systemic change in a world in which Black Lives Matter.

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Racism from the Inside Out: Toward Reconciliation and Cure



Professor Ray T Donahue

Ph.D.

Nagoya Gakuin University, Japan.

Click on the link to read Dr. Donahue's article for an inside look at racism today for why it's so intractable a problem, for its steps for remediation, and for the pivotal role listening can play.

<https://www.globallisteningcentre.org/wp-content/uploads/2020/09/racism-from-the-inside-out-ray-donahue.pdf>

Global Listening Centre Awards Recipients 2020

Distinguished Humanitarian Award



Late Roger Kaufman
Ph.D., CPT

Listening Legend Award



Danielle Ofri
MD, Ph.D., D.Litt (Hon), FACP

Leadership in Listening Award



"Listening ennobles the moment"

Monica Broome
MD, FACP, FAACH, FAMWA

Distinguished Listening Scholar Award



Andrew D. Wolvin
Ph.D.



Laura Janusik
Ph.D.



Michael W. Purdy
Ph.D.



Richard D. Halley
Ph.D.

Outstanding Research Award



Lance Strate
Ph.D.



Laura Janusik
Ph.D.

Outstanding Academic Paper Award



Katherine Stuart Van Wormer
Ph.D.

Significant Contribution Award



Rebecca Day Babcock
Ph.D.

Thanks
Chairs Awards Committee



Karl Ekdahl
Ph.D., MD, DTM&H



Colette Mazzucelli
MALD, Ed.M., Ph.D.

Interviews with Outstanding Listeners

Dr. William Partick McPhilamy interviewed Dr. Ivar A. Fahsing.



Ivar A. Fahsing (Ph.D.) is one of the world leaders in the field of investigative management. Dr. Fahsing truly holds that an improved understanding of the value of listening is fundamental to success within the law and the security sector. Dr. Fahsing is currently on a 1-year unpaid leave from his daily position as an Associate Professor and Detective Chief Superintendent at the Norwegian Police University College in Oslo. Dr. Fahsing has been hired as a subject matter expert by the International division at Centre for Human Rights - Faculty of Law, University of Oslo.



William Patrick McPhilamy III (JD) Director (Judicial Listening) GLC and a renowned lawyer who was recently appointed as Ambassador at Arbitrator Intelligence. He has been practicing law for over 20 years. He graduated from the University of Cambridge with a Master of Law degree; California Western School of Law with a Juris Doctor; and Virginia Commonwealth University with a BS. He also has a Diploma, Institute on International and Comparative Law in London, England, from the San Diego School of Law, and he has studied law at the University of Oxford.

William: Prof. Fahsing in 2009 you wrote an article on investigative interviewing, and suggested that training in the area was in development. Since that time you have written several



Investigations beyond Reasonable Doubt

Dr. Detective Fahsing

articles on this topic. Would you tell us how developed that training is now, and how you address listening in the context of an investigative interview?

Ivar: How the state meets a crime suspect in a high-stakes situation is in my view the acid test of a true democracy. As stated a very long time ago by Sigmund Freud: "The first requisite of civilization is that of justice." A better recognition in the global law and security sector of how something as elementary as listening might help us put into practice fundamental democratic principles, such as rule of law, equality, dignity and respect. Promoting listening in security and law may help us keep our societies safe and free. Therefore, all public servants should listen more than they talk.

I am currently on a leave from the police while working full-time with the Norwegian Centre for Human Rights at the University of Oslo. With the support of the Norwegian government and in companionship with other partners around the world, our aim is to improve human rights compliance within the chain of justice, including judges, prosecutors and the police. To this end, we teach judges, prosecutors and police detectives investigative interviewing methods that could contribute to preventing torture and errors of justice and cooperate with the UNODC (United Nations Office on Drugs and Crime), UNPOL (The United Nations Police) and UN Special Rapporteur on Torture to develop global standards for police investigation. Listening skills in combination open-ended questions have the power to help us counteract social stereotypes and cognitive biases that otherwise might

ruin criminal investigations, and a number of other critical and complex operations.

William: You are on the police academy faculty-- is listening taught in any

of the academy's coursework? If so, could you describe it?

Ivar: The way a police officer meets and communicates with a random bystander, a victim, a witness or a suspect of a crime is, in my view, the acid test of professionalism. That is why the Norwegian Police University College favours empathy and communication skills as a critical feature all the way from recruitment of future officers and through our three-year bachelor studies in policing. The ability to actively listen and think before you speak is essential at all levels of our education. We firmly believe that this helps us to solve our most difficult tasks in a better way--no matter what the case or your level of specialization. Still, how we communicate also affects how citizens think about us. Annual citizen surveys in Norway show that police officers are amongst the professional groups that score the highest when it comes to trust amongst the population. Hence, investigative interviews in their myriad forms are contact points between the state and the public -- their importance should not be underestimated.

William: I noticed 35 of your articles listed on your page of the police academy website. Do any of these describe your approach to listening in some detail?

Ivar: Yes--a number of my articles, books and book chapters do since listening is so fundamental in the scientific approach to communication in law which we call investigative interviewing. Here is a summary from a blog I wrote on the homepage of the British government in 2018:

<https://blogs.fcdo.gov.uk/fcoeditorial/2018/06/26/uk-interviewing-and-investigation-techniques-take-a-detour-through-norway-and-go-global/>

William: What is your approach to listening?

Ivar: A better recognition in the law and security sector of how something as elementary as listening might help us put into practice fundamental democratic principles such as the rule of law, equality, dignity and respect. The opposite of an open-minded listening approach is, in my view known as coercive interrogation techniques or even worse—outright torture. Sadly, are such highly unethical and dangerous methods still in use around the globe, causing nothing but suffering, distrust and unreliable evidence. Investigative interviewing and active listening techniques is a science-based approach which is developed as a human rights-compliant alternative to coercive interrogation methods. Listening in combination with open-ended questions will maximize the information obtained whilst minimizing the risks to the interviewee, the integrity of the investigative process and the overall criminal justice system.

William: Did any of your mentors, or teachers, emphasize or discuss the importance of listening?

Ivar: Oh—I could name several, but if I have to pick one, it must be Prof. Ray Bull from England. He is a pioneer and one of the world’s leading experts in forensic psychology investigative interviewing. I was fortunate enough to learn from him more than 20 years ago when we set out to change the way then Norwegian Police did their interviews with suspects. Prof. Bull and his colleagues have always pointed out that the interviewers ability to listen and to maintain the use of open-ended questions the most defining characteristic of an expert interviewer.

William: How do you think listening might promote peace and justice? Do situations like those of George Floyd and others in the USA point to issues with not listening?

Ivar: As stated above, I think good listening is perhaps the best indicator of a professional police officer. Listening requires and signifies both empathy and respect. At the same, it will give you information, and hence promote better judgements and decision-making. I understand that the problems which we now see unfolding in the US and elsewhere are complex, complicated and difficult. Listening alone will not solve all these problems. Still, I feel confident that officers with good communication skills run a much lower risk of having to resort to power or violence. Trust is essential. In smaller, more ethnically homogeneous countries like Norway, building trust is easier. There are, however, now shortcuts to a better relationship. Officers in should focus on building trust at the lowest level possible and multiply out from there. Officers should be on foot rather than in cars. They should talk to people, listen and get to know them. By doing more of that, you will slowly start building more trust. To be honest, I think all police services around the world should do more of this—more should also be done in my own country. Trust is something you have to create and earn, every day.

William: Most of us know about criminal investigation from what we see on television, in the movies, or in the news. How would you contrast what you do as an investigator with these characters and their behaviors? That is: How do you relate to the way detectives communicate and listen on television detective/crime shows.

Ivar: It should come as no surprise that the way detectives typically are depicted in movies, and TV productions are very far from how we train our officers. The heroes on the screen are often aggressive, stubborn and narrow-minded. This is the exact opposite of what we are looking for in a good detective. Listening is useful for a number of reasons, both inside and outside of the police station. On the other hand, it is probably not the most entertaining thing to watch on TV.

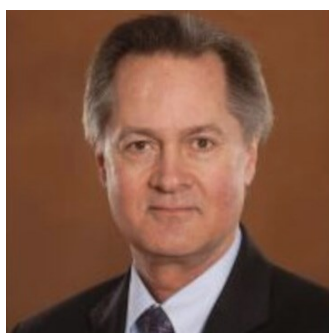
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New Position Announcements

**President
Academia**



Colette Mazzucelli
MALD, Ed.M., Ph.D.

**Senior Vice President
Listening in Science**



Robert B. Petersen
Ph.D.

**Senior Vice President
Listening in Law**



Ivar A. Fahsing
Ph.D.

Honoring Members



Lyz Cooper

Cert Ed, MA, MSc, FICNM,
MRSPh, MITSA

Meet our Vice Chair (Music & Arts Listening Division) and internationally renowned sound therapist **Lyz Cooper**. Lyz is a long term member of the GLC and holds a very important post. She has generously offered her time as well as ideas and vital suggestions to promote the importance of listening in music. Lyz has worked closely with Sardool Singh, Chief Global Strategist, to develop strategies that have been very successful for the GLC. Lyz Cooper is a sound therapist and founder of the British Academy of Sound Therapy (BAST) and has been working in this field since 1994. The BAST was the first organization to offer formal training and qualifications in Sound Therapy. Using her well-researched techniques, Lyz has helped to improve the health and wellbeing of many with sound therapy treatments and also through listening to specifically composed musical pieces that she calls *Consciously Designed Music* which she describes as containing certain ‘sonic vitamins’ that affect an individual’s psychological state.

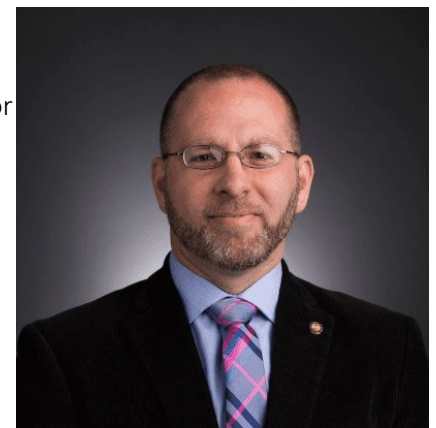
The human brain has evolved to respond to sound and music in certain specific ways, influencing the mind, body and emotions. Listening to music can improve health and wellbeing and also transform our thinking, helping us to be more open-minded and therefore open to the thoughts and feelings of another. Thanks Lyz we are so honored to have you.



Thomas H. Dahlborg
MSHSM

Meet **Thomas Dahlborg**. Thomas is the winner of the GLC’s **Joy of Giving Year** International Campaign Award for 2017-18. Thomas promoted Listening and GLC through interviews, social media, articles etc. Thomas is a keynote speaker and president of the Dahlborg Healthcare Leadership Group. He is an industry voice for relationship-centered compassionate care and servant leadership. An author, consultant and advisor, recognized speaker, partner and collaborator, Thomas has published two books which highlight the importance of listening—*The Big Kid and Basketball and the Lessons He Taught his Father and Coach* and *From Heart to Head and Back Again*, a journey through the healthcare system. Thanks Thomas and best wishes for your new book launch which is already doing so well. Thanks Thomas we are honoured to have you.

Meet **Jonathan H. Westover, Ph.D.** Jonathan is the Chair the GLC’s Corporate Listening Division. Dr. Westover is a professor and chair of Organizational Leadership in the Woodbury School of Business at Utah Valley University, Academic Director of the UVU Center for Social Impact and the UVU SIMLab, and Faculty Fellow for Ethics in Public Life (previously the Associate Director) in the Center for the Study of Ethics. Dr. Westover has been published widely in academic journals, books, and practitioner publications. He is a regular visiting faculty member in a number of international graduate business programs around the globe. Jonathan and is a thought leader, entrepreneur, management consultant, author, teacher, and research academic based in Orem, Utah. He serves on a host of non-profit, community, and association boards and committees and has received numerous awards for his teaching, research, and service to the community. Jonathan believes, “As we lead in organizations, we need to cultivate our self-understanding and our understanding of others through active and compassionate listening.” Jonathan is actively involved with the GLC and in bringing forward our noble mission.



Jonathan H. Westover
Ph.D.

Thank you Jonathan, we are honored to have you.

Dr. M. Chang-Smith presented on the need for effective listening for becoming productive managers held by ESSEC Business School, **Paris** (July 11, 2019).



Glimpses of our 'The Joy of Giving Year' Global Campaign 2017-18



Prof. Ray T. Donahue with **University of Calcutta** students. In Jan 2017 Dr. Ray presented a topic on "JOURNALISTS' LACK OF EFFECTIVE LISTENING."



Prof. Ray T. Donahue at a presentation at St. Xavier's College **Kolkata** on "LISTENING & JOURNALISM" (2017).



Prof. Swagata Sen Pro Vice Chancellor (Academic Affairs) University of Calcutta, welcoming our Honorable Listening Chairman Dr. Chennupati Jagadish (second from right) with a bouquet of flowers, 9th March 2017. Mr. Sardool Singh was also facilitated. Top eminent scholars, Ph.D. students, directors of state government (Education Dept.) were present to listen to our Chairman's presentation.



Prof. Swagata Sen Pro Vice Chancellor (Academic Affairs) University of Calcutta speaking on the importance of Effective Listening. Dr. Sen also highly appreciated the noble work done by the Global Listening Centre at global level. University of Calcutta is considered to be one of the important & prestigious universities in Asia.



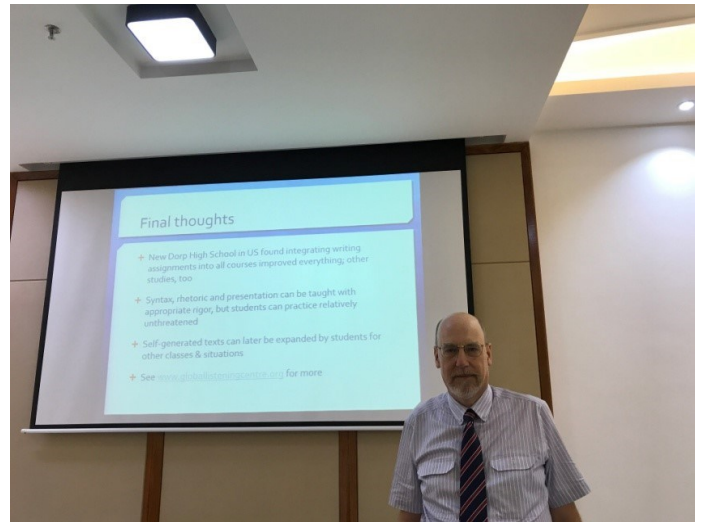
Serious Discussion on Technical Listening. Director From left: CCRN Director Dr. Nirmal Roy, Dean (Technical) Dr. Amlan Chakaraborti, Pro Vice Chancellor Prof. Swagata Sen and Prof. Chennupati Jagadish.



Prof. Alaric Naude Ed.D, Ph.D. in June 2017 doing a presentation to nurses on, "LISTENING TO PATIENTS OF EATING DISORDERS." It was a joint collaboration by Suwon Science College **South Korea** & GLC.



Prof. Grace McCarthy Ph.D., CDC, MBA (In blue coat) of Sydney Business School conducted managers workshop on the "ART OF LISTENING & QUESTIONING" 9th August, 2017. At UOW – Building 40A. G81, **Australia**. It was a highly productive workshop for managers.



Jinan University, **China** on 25TH Oct 2017 workshop on "TEACHING LISTENING SKILLS" presented by our eminent scholar Prof. Hal Swindal.



Thomas Dahlborg supported this campaign in many ways. He gave interviews on media promoting listening in 2017-18.



Lyz Cooper conducting a workshop on sound therapy: "HOW IMPORTANT IS LISTENING IN MUSIC?" It was held in **UK** 2017.

Listening in Healthcare



Monica Broome
MD, FACP, FAACH, FAMWA

Dr. Monica Broome, our dynamic Vice Chair presented on the importance of listening in the entrepreneur sector in the **World Summit WOSAM** in October 2020. Monica also spoke on our project of the **25 Top Outstanding Women Listeners in the World Award**.

Dr. Monica is an internationally renowned global educator in medicine, law, and business.

On November 9th, Monica also had the privilege to represent GLC and announce the award during the Medgar Evers College School of Business Faculty Workshop on Remote Learning. This informative and innovative workshop was developed and led by our own Dr. Jo-Ann Rolle, Dean of the School of Business. The Workshop was well attended and a great success. Recently Monica was greatly honored to receive the Inspiration Award from the American Medical Association.

On 3rd to 6th Feb 2021 Monica is teaching a CME faculty development course to provide clinicians (Physicians & Nurses) with new, interesting, and practical information to improve their knowledge and upgrade their skills when communicating with patients and colleagues. Effective listening will be a major focus and learners will leave this course with new skills and strategies to improve healthcare team performance and outcomes.

The Listening Legend



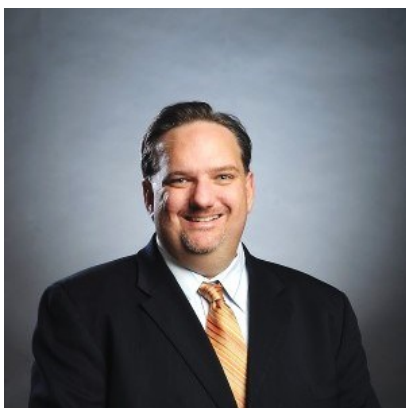
"Most medical technologies do only one thing in only one way. Compared to these, listening is a highly sophisticated and flexible technology. It allows us to make hundreds of different diagnoses, it allows us to assess treatment efficacy, it helps us prevent medical errors, and it enables us to establish trust with our patients—all with the simple act of listening."— Danielle Ofri

Danielle Ofri

MD, PhD, D Litt(Hon), FACP

www.danielleofri.com

Honorable Director (Healthcare Listening)
Global Listening Board



Christopher D. Bond
Ph.D.

STAY WELL ALL: The GLC wishes our entire membership, their families, and neighbours to stay healthy and safe until this terrible pandemic subsides. One of our members, Dr. Christopher Bond important scholar in the field of listening and his family has thankfully recovered from COVID-19 infections and we wish them best of health.

Message from our Executive Chair & Vice Chair



The Top 25 Outstanding Women Listeners In The World 2021 Global Listening Centre

Dear GLC Members,

As the Global Listening Centre (GLC) implements the 25OWL21 initiative, Executive Chair, Dr. Melissa Beall, and Vice Chair, Dr. Monica Broome, look forward to receiving nominations of Outstanding Women Listeners (OWL) from the membership as soon as the nomination forms are distributed with the details of the selection process. A Selection Committee as well as a Nominating Committee are in the creation process. The 25OWL21 initiative shall be headed by the President (Academia), Professor Colette Mazzucelli. The main program objective of this initiative is to promote the noble cause of listening during a most challenging time for our world. We look forward to your nominations for this prestigious award.

Respectfully,



Dr. Melissa L. Beall, Chair
Ph.D., CLP
Executive Chair



"Listening ennobles the moment"

Dr. Monica Broome, Vice Chair
MD, FACP, FAACH, FAMWA
Vice Chair

"Never allow your ego to diminish your ability to listen."

- Gary Hopkins

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For more on listening visit : www.globallisteningcentre.org

Contact : info@globallisteningcentre.org