



March 13-15, 2018

Listening: Tuning into the Uncomfortable

In the words of Jane Goodall, "Change happens by listening and then starting a dialogue with the people who are doing something you don't believe is right." How long is your list of things you don't agree with, want to change, or need to do something about? How long is your list of people you actually listen to – deeply, intentionally, with your mind open to learning? When was the last time somebody gave you a gift of true listening? There seems to be a lot of shouting lately, in one-on-one conversations and in public spaces, on Facebook and on Twitter, on college campuses and in workplaces. If we are all so busy talking who is listening? This highly experiential workshop will delve into listening as the most important component of effective communication. We will engage in various activities to examine personal and cultural aspects of listening and to develop and strengthen our own effective listening skills. We will explore silence and practice mindfulness. This workshop will build on intercultural communication, neuroscience, psychology, linguistics, and other areas of study. The main focus of the workshop will be on practical applications. Participants can expect to add a variety of useful tools to their own toolbox as facilitators, trainers, educators, and coaches. They will also bring better listening skills back home and to the office.



Tatyana Fertelmeyster, is the founder and principal of *Connecting Differences LLC*. She provides intercultural communication and diversity training to corporate clients, educators, and mental health professionals both nationally and internationally. She specializes in teaching how to facilitate trainings, meetings, and other group processes. As a licensed clinical counselor, her experience includes providing resettlement services to refugees and counseling to individuals and families going through cultural transitions. Tatyana is a co-author of *Cultural Detective® Russia* and a master trainer of facilitators for *Cultural Detective®*. She also co-authored the *Trainers' Guide for Working with Pre-literate Populations*. Tatyana is a past president of *SIETAR-USA (Society for Intercultural Education, Training, and Research)*.

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