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VETERANS NEWSLETTER

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Most people do not listen with the intent to understand; they listen with the intent to reply.

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The Art of Active Listening

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Chief Connecting Officer & Curator of Memorable Experiences

It's absolutely true, listening is an art. And sadly, it has become a lost art. Few actually do it well. It would seem to be a pretty simple concept, but there are several deterrents that get in the way.

Many of us are guilty of starting a conversation and putting a thought or question out there. Instead of giving the other individual time to formulate a response, we immediately re-phrase the question or remark and answer it ourselves. In other words, we don't give ourselves a chance to listen since we never stop talking.

The second reason is that even when we stop and wait for a response from the other person, we often don't hear, or worse, comprehend, what they say because we are so busy formulating our reply to what we assume they will say. We want to be perceived as quick witted and always prepared with a snappy comeback to any question or comment. The problem with all of this is that we are missing so much vital and crucial information.

I make my living organizing and producing corporate conferences and special events. My clients are usually executives who understand the value of gathering a group of customers and holding their attention for two or three days with a packed meeting agenda during the day and entertainment in the form of receptions and dinners during the evenings. These corporate undertakings are detail heavy and typically not inexpensive. However the cost can merit exponential returns when meticulously planned and well crafted and that's where I come in.

When a client calls and tells me they want to discuss a new project, I listen. I want to hear every word, pick up on each nuance, and watch their non-verbal body language. When a person is excited to share information, or tell you a very key point, they intuitively lean forward as if to say, "don't miss this next point because it is very important". So I remain quiet to hear every word, notice the inflection of their voice, whether they raise or lower the volume and the tone they use and watch for non-verbal hints.

People ask me all the time what I attribute to creating a successful meeting and my answer, without a doubt, is to be a good listener. Hear what your client tells you, and how many times and ways they tell you the same thing. When they mention a particular element, such as the need for a timely and topical speaker or opening the conference with a

themed party that will set the mood and tone, then I take note. It tells me what the core component needs to be and allows me to build and frame the other aspects of the meeting to correlate and coordinate from that point.

Here's my last tip to share about listening. Count to eight before you reciprocate. I have been guilty of hi-jacking a conversation and realizing that I spoke too soon and cut off the other individual's response. It will seem like an eternity, but be smart and give the person with whom you are communicating the time to acknowledge your comment or statement. It builds respect and credibility. Not only does this expand the opportunities for communication, but you also allow yourself time to hear and take notice of their cerebral nuances.

Happy listening. You'll be surprised what you hear!

Upcoming Events:

Governor's Veteran Affairs
Advisory Committee (VAAC)
Town Hall Meeting

July 12, 2018, 10am – noon

Omak City Hall
2 Ash Street N., Omak, WA 98841

Veteran Job & Resource Fair / Stand Down

Saturday, September 29, 2018, 10-1

Grant County Fairgrounds
4H Building, 3953 Airway Drive
Moses Lake, WA 98837

Did you know: --

VA and Small Business Administration Team up to Help Veteran Entrepreneurs

WASHINGTON —The U.S. Department of Veterans Affairs (VA) is working with the U.S. Small Business Administration (SBA) to provide education and support to Veterans with disabilities interested in self-employment.

VA's [Vocational Rehabilitation and Employment](#) (VR&E) services entered into an agreement with [SBA's Office of Veterans Business Development](#) in early December to provide self-employment guidance, assistance and on-the-job training to Veterans with disabilities.

“Our partnership with the Small Business Administration brings together the best of public and private business resources to help Veterans with disabilities start their business on a firm footing,” said VA Acting Secretary Robert Wilkie. “This program is available to Veterans who want to transition to self-employment and want the guidance and mentorship provided by SBA partners to increase their success.”

To qualify for the program, Veterans must meet three conditions: a service-connected disability, an employment handicap and acceptance into the VR&E program.

SBA partners include SCORE, Small Business Development Centers, Veterans Business Outreach Centers, Women's Business Centers and U.S. Export Assistance Centers.

The VA-SBA memorandum of agreement formalizes a working relationship that has been in place for many years. Hundreds of Veterans with disabilities have worked with SBA partners to establish and build their businesses.

In some cases, training opportunities are available for Veterans to work with existing businesses and gain valuable business skills through the [Non-Paid Work Experience program](#). This program is similar to an internship, and participants receive a monthly VR&E housing allowance.

VR&E assists Veterans with service-connected disabilities to prepare for, obtain and maintain suitable employment in meaningful careers. For Veterans with service-connected disabilities that are so severe that they cannot immediately consider work, VR&E provides services to improve their ability to live as independently as possible.

VR&E employs nearly 1,000 professional vocational rehabilitation counselors and delivers services through a network of nearly 350 office locations. For more information on the VR&E programs go to <https://www.benefits.va.gov/vocrehab/>

Free Classes & Workshops

Dept of Vocational Rehabilitation Orientation Every Tuesday, 10:00-11:00

Strategies for Success Module 6-Work Concepts July 2-3 & 4-5, 10:00-3:00

Note: Class is Mon-Tues then Thurs-Fri -due to July 4th

Strategies for Success Module 1-Work Concepts July 9-12, 10:00-3:00

Strategies for Success Module 2-Health & Wellbeing July 16-19, 10:00-3:00

Strategies for Success Module 3-Communications July 23-26, 10:00-3:00

***Attendees must provide an external memory device (Thumb/Stick Drive).*

WorkSource Omak will be closed on July 4th, 2018

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Hot Jobs!

Go to *WorkSourceWA.com* for over 325 job listings!

WorkSource is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay Service 711.