



**Listening:
The Language
of Peace**

*International
Listening
Association*

**April 19 - 23, 2006
Salem, Oregon**

**Revised Preliminary Program
27th Annual Conference**

www.listen.org

ILA BUSINESS PRE-CONFERENCE

Wednesday, April 19, 2006
Salem Convention Center
Salem, Oregon

SCHEDULE/PROGRAM

8:00 a.m. – 9:00 a.m.	Sign In/Registration
9:00 a.m. – 10:30 a.m.	Change: Communicating the Why, Dealing with History, and Listening to Resistance Sheila Bentley, Bentley Consulting
10: 30 a.m. – 10:40 a.m.	Break
10:40 a.m. – 12:00 noon	Lean Change Support: Best Practices in Change Support Barbara Nixon, Wisconsin Public Service Corp.
12:00 noon – 1:00 p.m.	Lunch
1:00 p.m. – 2:30 p.m.	Initiating and Maintaining Two-Way Communication between Management, Supervisors, and Workers Rochelle Devereaux, Business Efficacy
2:30 p.m. – 2:40 p.m.	Break
2:40 p.m. – 4:00 p.m.	Working with Different Cultures Linda Harris, Harris & Associates
4:00 p.m. – 4:15 p.m.	Maintaining & Renewing the Passion to Succeed/ Wrap up Rochelle Devereaux, Business Efficacy
4:20 p.m. – 5:00 p.m.	Listening Basics (optional—please indicate attendance)

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Program Descriptions - ILA BUSINESS PRE-CONFERENCE

1. **Change: Communicating the Why, Dealing with History, and Listening to Resistance.**
Change starts with an idea, a perceived need which, effectively communicated, shapes a new vision. This session explores techniques for removing the cloud of the past, thus, clearing the way for effective exchanges in the present. Listening through the change process also requires different skills and approaches to be applied depending on where the speaker is in the change process.
2. **Lean Change Support: Best Practices in Change Support**
Learn best practices in change management, with a specific focus on listening, in lean change support. Walk out the door with tools you can use to support the change to a lean environment and measure your success in the change efforts.
3. **Initiating and Maintaining Two-Way Communication between Management, Supervisors and Workers**
Pave the way for more consistent and effective up-and-down communications and smooth transitions in change, whether to a Lean Process or to a new vision/mission for the organization. This session addresses some of the issues in management that get in the way of two-way communications and how to overcome them.
4. **Working with Different Cultures**
Culture, the way things are done around here, influences how people listen and participate in Lean and other change processes. Learn how ethnic culture can impact the ability to engage people; have them hear and embrace new ideas and ways of operating. Find ways to communicate to different internal and external company cultures, have them hear you, and teach yourself to hear their messages.
5. **Maintaining and Renewing the Passion to Succeed, Communicating the Vision**
After the first blush of success, when routine sets in, how do you keep people focused on the vision, renew their commitment to the process, and re-engage their passion to succeed? Learn to listen and understand when people's attitudes need adjusting and how to keep them focused and engaged.
6. **Listening Basics:** Brief overview of listening barriers and the five steps of dynamic listening. This session is a must for those of you with limited or no listening training.

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Wednesday, April 19, 2006

- 8:00-9:00 a.m. Registration – Business Pre-Conference Only
- 9:00 a.m.-5:00 p.m. Business Pre-Conference
- 1:00-6:00 p.m. Registration – ILA 2006 Conference
- 1:00-5:00 p.m. ILA Executive Board Meeting
- 7:00-9:00 p.m. Welcome Reception – Newcomers and Old Friends

Thursday, April 20, 2006

- 7:30 a.m.-5:00 p.m. Registration – ILA 2006 Conference
- 8:00-8:45 a.m. Opening Ceremonies
Maria F. Loffredo Roca, Florida Gulf Coast University, USA,
First Vice President, ILA
Featuring: Trina Willard and Trilium, Seattle, WA, USA
- 9:00-10:15 a.m. Concurrent Sessions
- 1A “Effective Listening: Identifying Component Factors and Relevant/Appropriate Behaviors”
Sheila Bentley, Bentley Consulting, USA
Margaret Fitch-Hauser, Auburn University, USA
Jan Flynn, Georgia College and State University, USA
- 1B “Pursue Peace Through Laughing, Learning and Listening”
Jennifer Grau, Taliaferro/Grau Associates, USA
Carole Grau, Taliaferro/Grau Associates, USA
- 1C Global Outreach Committee Meeting
- 1D Membership Committee Meeting

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Thursday, April 20, 2006 (Continued)

10:15-10:30 a.m. Break

10:30-11:45 a.m. Concurrent Sessions

2A “Exploring Intercultural Listening Competencies”
Margarete Imhof, Goethe-University, Germany
Laura Janusik, Rockhurst University, USA
Tuula-Riitta Valikoski, University of Tampere, Finland

2B “Planning an Online Course”
Nanette Johnson-Curiskis, Minnesota State University, Mankato,
USA

2C “World Peace Through Inner Peace – Listen In For Peace”
Erin Tobiasz, Florida Gulf Coast University, USA

2D Research: Listening, Dialogue & Conflict Mediation
“Listening to Foster Peace: What We Can Learn From Conflict
Mediators”
Chris Kennedy, Western Wyoming Community College, USA

“Dialogic Speaking, Listening & Communicating”
James Floyd, Central Missouri State University, USA

12:00-1:45 p.m.

Lunch

Keynote Speaker:

Dr. John Fitch, Florida Gulf Coast University, USA

“Listening: An Essential Step to Peace and A Sustainable Future”

Thursday, April 20, 2006 (Continued)

- 2:00-3:15 p.m. Concurrent Sessions
- 3A “ILA and Service Applications: Listening Training for the Volunteer”
Richard D. Halley, Weber State University, USA
Melissa L. Beall, University of Northern Iowa, USA
- 3B “Cognitive Consistency, Listening and Peace”
Roberta K. Ray, Montana Tech of the University of Montana, USA
John W. Ray, Montana Tech of the University of Montana, USA
- 3C “Perspectives on Listening and Gender: Making Peace With Similarities or Keeping Conflict With Differences?”
Session Sponsored by the ILA Research Committee
- Laura Janusik, Rockhurst University, USA
 Michael Purdy, Governors State University, USA
 Graham Bodie, Purdue University, USA
 Jerry Catt-Oliason, Boise State University, USA
 Jennifer Gill, Auburn University, USA
- 3D “Lean Change Support: Best Practices in Change Support”
Barbara Nixon, Wisconsin Public Service Corp., USA
- 3:15-3:30 p.m. Break

Thursday, April 20, 2006 (Continued)

- 3:30-4:45 p.m. Concurrent Sessions
- 4A “ILA and Service Applications: Creating ILA Service Projects
Work Session”
Richard D. Halley, Weber State University, USA
Melissa L. Beall, University of Northern Iowa, USA
- 4B “Practice 11 Listening Exercises Used With A Global Marketing
Team”
Peter deLisser, Responsible Communications, USA
- 4C Research: Accent, Culture & Conversation
- “Listening to Accent: Identifying the Processing Time Required
for Listeners of Accented Speech”
William Faux, Valdosta State University, USA
Ray Young, Valdosta State University, USA
- “Active Listening and Ting Hua in Conversation”
Carol Montgomery, LaGuardia Community College, NY, USA
- “Does That Make Sense? Mm hm: Promoting Active Listening in
Teacher-Student Writing Conferences”
Margaret Artman, Western Oregon University, USA
- 4D “Listening Techniques in the University Classroom: A Student-
Faculty Dialogue”
Jennie Gill, ILA Student Board Member, Chair
Laura A. Janusik, Rockhurst University, USA
Amanda Jones, Florida Gulf Coast University, USA
Kehrin Hassan, Florida Gulf Coast University, USA
Fadeke Oresanya, University of Lincoln, England
Maria F. Roca, Florida Gulf Coast University, USA
Gail Schultz, Florida Gulf Coast University, USA
Erin Tobiasz, Florida Gulf Coast University, USA
- 5:00-7:00 p.m. Wine Tasting

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Friday, April 21, 2006

- 7:30 a.m.-5:00 p.m. Registration – ILA 2006 Conference
- 8:00-9:45 a.m. Business Meeting
- 9:45-10:00 a.m. Break
- 10:00-11:00 a.m. Concurrent Sessions
- 5A “Listening to Messages of Tolerance and Peace: Picture Books for All Ages”
Carol Christy, University of Idaho, USA
- 5B “Understanding Poverty: Progressing from Blaming to Listening”
Louisa Eckert, Minnesota State University, Mankato, USA
- 5C “The Quality of Qualitative Research: Current Methods”
Session Sponsored by the ILA Research Committee
Marvin Cox, Boise State University, USA
Michael Purdy, Governors State University, USA
Jerry Catt-Oliason, Boise State University, USA
- 5D “Listening to the Forgotten Language: A Journey into Stillness & Peace”
Jim Wohlpart, Florida Gulf Coast University, USA
- 11:00 a.m.-12:30 p.m. Spotlight Program
“As I Remember Dr. Ralph G. Nichols”
Chair, Dr. Manny Steil, International Listening Leadership Institute, Minnesota, USA
Carole Grau, Taliaferro/Grau Associates, USA
Kenneth Paulin, Hospice Volunteer, Michigan, USA
Kathy Thompson, Alverno College, USA
Harvey Weiss, Retired, USA
Andrew D. Wolvin, University of Maryland, USA
- 12:30-1:45 p.m. Lunch
Archives Presentation
Nanette Johnson-Curiskis, Minnesota State U., Mankato, USA
Harvey Weiss, Retired
- 1:45-2:45 p.m. International Fall Listening Forum Planning Session

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Friday, April 21, 2006 (Continued)

- 3:00-4:00 p.m. Concurrent Sessions
- 6A “Teaching the NCA Standards for Listening”
Melissa L. Beall, University of Northern Iowa, USA
- “An Exploration of Listening Instruction in the K-12 Curriculum”
Joanne Hopper, Sanilac Intermediate School District, Mich., USA
- 6B “Hearing and Auditory Neuroscience”
Robert L. Folmer, Oregon Health & Science University, USA
- 4:00-4:15 p.m. Break
- 4:15-5:30 p.m. Concurrent Sessions
- 7A “Citizen Diplomacy: A Voluntary Lifelong Listening/Learning
Program”
George Dwyer, Voice of America, USA
- 7B “At Peace In Retirement: Are You Kidding?”
Edie Cole, Retired, USA
Don Berkheimer, Retired, USA
Susan S. Berkheimer, Retired, USA
Tom Hickerson, Retired, USA
Diana Schnapp, Retired, USA
Harvey Weiss, Retired, USA
- 7C Professional Development Concerns
“Applying to Graduate School: Questions from Students and
Answers from Professors”
Jennifer Gill, Auburn University, USA
Melissa L. Beall, University of Northern Iowa, USA
Margaret Fitch-Hauser, Auburn University, USA
Charles Roberts, East Tennessee State Univ., USA
- “Talking About Listening Research”
Research Committee
- 7D Committee Meetings
- 7 p.m. Dinner Cruise
- 7:30 p.m. Student Night Out, Lefty’s Pizzeria & Blues Club, 1230 State
Street, Salem

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Saturday, April 22, 2006

7:30 a.m.-2:00 p.m. Registration – ILA 2006 Conference

8:00-9:15 a.m. Spotlight Program
“Listening: The Big Picture”
Andrew D. Wolvin, University of Maryland, USA
Melissa L. Beall, University of Northern Iowa, USA
Laura A. Janusik, Rockhurst University, USA
Kathy Thompson, Alverno College, USA

9:15-9:30 a.m. Break

9:30-10:45 a.m. Concurrent Sessions

8A “Sounds of Peace, Tolerance, and Liberty: Listening to the
Philosophy of Jazz”
Miles Mancini, Florida Gulf Coast University, USA

8B “Creating Educational Materials for Health Care Providers”
Helen Meldrum, Massachusetts College of Pharmacy and Health
Sciences, USA

8C Research: Listening in Context
Research: Time Studies & Interpersonal Context
“24 Hours in a Day: A Listening Update to the Time Studies”
Laura A. Janusik, Rockhurst University, USA
Andrew D. Wolvin, University of Maryland, USA

“Listening in Public Leadership: Mike Johann’s Listening
Sessions”
Andrew D. Wolvin, University of Maryland, USA

“Sexism and Women Sportscasters”
Ray Young, Valdosta State University, USA

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Saturday, April 22, 2006 (Continued)

9:30-10:45 a.m. Concurrent Sessions (Continued)

- 8D Listening In School Settings
“The Current State of Listening Education: An Analysis of Syllabi and Textbooks”
Margaret Fitch-Hauser, Auburn University, USA
Debra Worthington, Auburn University, USA
- “The Listening Solution to Interpersonal Communication”
Raynette Williams, Trinity University, Washington, D.C., USA
- “Listening Theory and Student Development Theory: Implications for Students and Academic Advisors”
Clay Cox, Boise State University, USA

10:45-11:00 a.m. Break

11:00 a.m.-12:15 p.m. Concurrent Sessions

- 9A “Listening & Healing: Listening With A Loving Heart”
Kenneth Paulin, Hospice Volunteer, Michigan, USA
- 9B “Listening: The Language of Peace – Why Asians and Americans May Misunderstand Each Other”
Melissa L. Beall, University of Northern Iowa, USA
Joyce Chen, University of Northern Iowa, USA
Pamela Cooper, University of South Carolina, Beaufort, USA
Kazuo Akasaka, University of Healty & Welfare, Amori University, Japan
Richard D. Halley, Weber State University, USA
- 9C Committee Meetings
- 9D “Perspectives on Listening”
Session Sponsored by the ILA Research Committee
Laura A. Janusik, Rockhurst University, USA
Nathaniel I. Cordova, Willamette University, USA
Robert L. Folmer, Oregon Health & Science University, USA
Miles Mancini, Florida Gulf Coast University, USA

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Saturday, April 22, 2006 (Continued)

- 12:30-2:00 p.m. Lunch – Past Presidents Celebration
“Preparing for ILA in Germany 2007”
Margarete Imhof, Goethe-University, Germany
- 2:00-3:15 p.m. Concurrent Sessions
10A “The Rewards and Challenges of Listening to the Elderly”
Kathy Thompson, Alverno College, USA
Noelle Pratte, Occupational Therapist, Tacoma, WA, USA
- 10B Reinventing the Wheel Task Force
- 10C Elementary/Secondary Education Committee Meeting
- 10D Publications Committee Meeting
- 3:30-4:30 p.m. Concurrent Sessions
11A Top Student Research Panel
Session Sponsored by the ILA Research Committee
“An Exploration of Listening Instruction in the K-12 Curriculum”
Joanne Hopper, Sanilac Intermediate School District, Michigan, USA
- “The Listening Solution to Interpersonal Communication”
Raynette Williams, Trinity University, Washington, D.C., USA
- 11B “The Sandwich Generation: Listening to Caregivers”
Louisa Eckert, Minnesota State University, Mankato, USA
- 11C Business Committee Meeting
- 11D Site Selection Committee (for 2009)
- 4:30-5:15 p.m. Committee Meetings
- 6:00-7:00 p.m. Cocktail Party – Cash Bar
- 7:00-10:00 p.m. ILA Closing Banquet

Sunday, April 23, 2006

- 8:00-11:00 a.m. ILA Executive Board Meeting

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Program Descriptions - ILA 2006 CONFERENCE

Thursday, April 20, 2006

9:00-10:15 a.m. Concurrent Sessions

- 1A “Effective Listening: Identifying Component Factors and Relevant/Appropriate Behaviors”
Sheila Bentley, Bentley Consulting, USA
Margaret Fitch-Hauser, Auburn University, USA
Jan Flynn, Georgia College and State University, USA

This program advances research and the available tools into the components of effective listening and how to train the co-communicators in identifying appropriate behaviors for a given situation.

- 1B “Pursue Peace Through Laughing, Learning and Listening”
Jennifer Grau, Taliaferro/Grau Associates, USA
Carole Grau, Taliaferro/Grau Associates, USA

Over the years our understanding of listening has been informed by the work of sociologists, anthropologists, communication scientists, audiologists, psychologists, medical practitioners, religionists and many others. Today we seek to learn from a less traditional source, the cartoonist. Cartoons are great motivators. They are fun to work with, often revealing perceptive insights about listening and conflict. Using a few drawings and minimal text, these captivating images have powerful lessons to teach. Let’s “take a walk on the lighter side”. We will facilitate discussion and small group interaction using cartoons as a springboard for identifying listening concepts and their importance to pursuing peace.

- 1C Global Outreach Committee Meeting
1D Membership Committee Meeting

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Thursday, April 20, 2006 (Continued)

10:30-11:45 a.m. Concurrent Sessions

- 2A “Exploring Intercultural Listening Competencies”
Margarete Imhof, Goethe-University, Germany
Laura Janusik, Rockhurst University, USA
Tuula-Riitta Valikoski, University of Tampere, Finland

Although it is staple knowledge that culture specific characteristics exist that have an impact on the way we listen and communicate, we may not have a clear concept of what exactly makes the difference and how to bridge the gap between communicators from different cultures. This workshop is designed to explore the specifics of „culture“, to investigate the ramifications for listening, and to generate creative solutions that might carry in intercultural contexts.

- 2B “Planning an Online Course”
Nanette Johnson-Curiskis, Minnesota State University, Mankato, USA

Good course planning is essential. Participants will receive a model that has been successfully used for 3 years in 7 online courses/sections including effective listening. Participants will learn how to begin online course planning including determining online readiness, aligning course outcomes with course goals; preparing content and activities, and discussion. Whether you are required to teach an online course or are just interested in doing so this session will be helpful to you.

- 2C “World Peace Through Inner Peace – Listen In For Peace”
Erin Tobiasz, Florida Gulf Coast University, USA

Listen in for peace through relaxation, visualization and meditation. Clear negative thoughts and mental clutter to create space for more positive and productive listening, thinking and being. Invite peace into your self and into your life. By inviting peace, one is better equipped to spread peace on interpersonal and even international levels. Evoke an overall sense of wellbeing and learn to develop techniques to maintain this cleansed, balanced feeling through daily life.

Thursday, April 20, 2006 (Continued)

10:30-11:45 a.m. Concurrent Sessions (Continued)

2D Research: Listening, Dialogue & Conflict Mediation

“Listening to Foster Peace: What We Can Learn From Conflict Mediators”

Chris Kennedy, Western Wyoming Community College, USA

Conflict mediators are neutral third parties who assist disputants in creating collaborative solutions that satisfy the needs of everyone involved. Successful mediators possess excellent listening skills and encourage disputants to listen effectively as well. This paper summarizes and discusses an array of listening skills employed by mediators with the assumption that we can borrow from mediation professionals to foster peace in our personal and professional lives.

“Dialogic Speaking, Listening & Communicating”

James Floyd, Central Missouri State University, USA

This paper examines the challenge to listeners to distinguish between and evaluate speakers dialogically--without violating the principles of dialogic listening.

2:00-3:15 p.m. Concurrent Sessions

3A “ILA and Service Applications: Listening Training for the Volunteer”

Richard D. Halley, Weber State University, USA

Melissa L. Beall, University of Northern Iowa, USA

Often, it is the disadvantaged person or the person who most needs to be listened to who is not! ILA can do something to help others. Come to this working session to help create ILA listening training sessions that can go out to community groups. This working session is set up for the express purpose of creating the outline and activities that can be taken out to community groups to provide listening training.

Thursday, April 20, 2006 (Continued)

2:00-3:15 p.m. Concurrent Sessions (Continued)

- 3B “Cognitive Consistency, Listening and Peace”
 Roberta K. Ray, Montana Tech of the University of Montana, USA
 John W. Ray, Montana Tech of the University of Montana, USA

Peace is not the absence of violence or war but is a condition of balance, harmony and congruity—both within the individual as well as between individuals. Without effective listening, achieving balance and equilibrium—intrapersonally, interpersonally, in groups and politically—is impossible. This panel examines the role of the act of listening in achieving inner and external peace. The panel’s focus is on achieving peace through listening in politics and intrapersonal and interpersonal relations.

- 3C “Perspectives on Listening and Gender: Making Peace With Similarities or Keeping Conflict With Differences?”
 Session Sponsored by the ILA Research Committee
 Laura Janusik, Rockhurst University, USA
 Michael Purdy, Governors State University, USA
 Graham Bodie, Purdue University, USA
 Jerry Catt-Oliason, Boise State University, USA
 Jennifer Gill, Auburn University, USA

This panel explores the recent research on gender and listening. After each panelist explores this topic through a unique perspective, audience members will be encouraged to discuss research findings suggesting gender differences and similarities in listening behavior.

- 3D “Lean Change Support: Best Practices in Change Support”
 Barbara Nixon, Wisconsin Public Service Corp., USA

Learn best practices in change management, with a specific focus on listening, in lean change support. Walk out the door with tools you can use to support the change to a lean environment and measure your success in the change efforts.

Thursday, April 20, 2006 (Continued)

3:30-4:45 p.m. Concurrent Sessions

4A “ILA and Service Applications: Creating ILA Service Projects
Work Session”

Richard D. Halley, Weber State University, USA

Melissa L. Beall, University of Northern Iowa, USA

This is an ILA Service Project Work Session. Many of us want to give back to our communities. We will design and plan implementation for one or more ILA Service Projects. We will develop projects to help others take advantage of our listening skills. We might give a voice to some group that cannot seem to get the ear of the world. Most of us would like to be able to help in so many places. Together we will find some places where our listening can make a difference. Let’s choose one or two projects and make them happen.

4B “Practice 11 Listening Exercises Used With A Global Marketing Team”

Peter deLisser, Responsible Communications, USA

Participants will leave this workshop having practiced up to 11 exercises, with a partner. This interactive workshop provides only sufficient theory to present objective of each exercise. Peter deLisser, a Global Teambuilding coach, used these exercises to build trust between a 15 member Global Team, which meets only 4 times a year in-person. During a 6-month commitment, exercises were done on both monthly team Videoconferences and 2 in-person Workshops in Switzerland.

4C Research: Accent, Culture & Conversation

“Listening to Accent: Identifying the Processing Time Required for Listeners of Accented Speech”

William Faux, Valdosta State University, USA

Ray Young, Valdosta State University, USA

This study explores interactions between the accented speech of non-native speakers of English and listeners recognizing that sole responsibility of constructing understanding is not left to the accented speaker. Specifically, this study identifies the processing time listeners require for understanding accented speech by measuring the time listeners of accented speech react to that speech. Perceived discrimination may result from extended processing times. The findings illustrate intercultural contexts and their influence upon conflict, perceptions, and competencies.

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Thursday, April 20, 2006 (Continued)

3:30-4:45 p.m. Concurrent Sessions (Continued)

4C Research: Accent, Culture & Conversation (Continued)

“Active Listening and Ting Hua in Conversation”

Carol Montgomery, LaGuardia Community College, NY, USA

This paper compares the listening styles and behaviors that are emphasized in the United States and China. It tests the hypotheses that active listening, valued in the United States, is associated with an individualist culture. The Chinese concept of Ting Hua is related to the more collectivistic nature of Chinese society that places emphasis on modesty and harmony.

“Does That Make Sense? Mm hm: Promoting Active Listening in Teacher-Student Writing Conferences”

Margaret Artman, Western Oregon University, USA

This case study of college teacher-student writing conferences examines how participants respond to talk through the use of response tokens. Further, it addresses how the conference dynamics, including verbal and nonverbal interaction, affect the types of revisions students make in their essays and how teachers can utilize more effective conference practices.

4D “Listening Techniques in the University Classroom: A Student-Faculty Dialogue

Jennie Gill, ILA, Student Board Member, USA

Laura A. Janusik, Rockhurst University, USA

Amanda Jones, Florida Gulf Coast University, USA

Kehrin Hassan, Florida Gulf Coast University, USA

Fadeke Oresanya, University of Lincoln, England

Maria F. Roca, Florida Gulf Coast University, USA

Gail Schultz, Florida Gulf Coast University, USA

Erin Tobiasz, Florida Gulf Coast University, USA

Students and faculty will present perspectives on listening challenges and opportunities in today’s undergraduate and graduate classrooms. Suggestions for how to improve both general and context specific listening skills for both students and faculty will be discussed. One of the goals of this panel is to generate ideas for research on student-faculty listening.

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Friday, April 21, 2006

10:00-11:00 a.m. Concurrent Sessions

- 5A “Listening to Messages of Tolerance and Peace: Picture Books for All Ages”
Carol Christy, University of Idaho, USA

This session will present a sample of some of the best picture books that deal with issues of tolerance and peace. The stories will be drawn from the repertoire of contemporary and traditional literature. The content of the stories will vary from dealing with alienation at school to the effects of war on children. Listen to the voices that speak to our children.

- 5B “Understanding Poverty: Progressing from Blaming to Listening”
Louisa Eckert, Minnesota State University, Mankato, USA

Students often stereotype the poor, using blame and demonization to further oppress. A discussion of lesson plans, assignments and service learning opportunities that can be incorporated into communication and diversity classes is important to explore. Students can help make poverty history by listening to real voices of poverty in order to understand the complexities of social stratification in our changing society. Communication educators who participate on this panel discussion can share and gain insight by exchanging assignments and ideas.

- 5C “The Quality of Qualitative Research: Current Methods”
Session Sponsored by the ILA Research Committee
Marvin Cox, Boise State University, USA
Michael Purdy, Governors State University, USA
Jerry Catt-Oliason, Boise State University, USA

This Panel reviews current qualitative research methods with a focus on interpretive-phenomenological analysis as the ‘grounding’ ‘essential’ to every research method, qualitative and quantitative alike.

- 5D “Listening to the Forgotten Language: A Journey into Stillness & Peace”
Jim Wohlpart, Florida Gulf Coast University, USA

The paper describes the way in which we need to learn to listen to a “forgotten language,” to recapture an ancient wisdom, often seen in native peoples and women, that allows for a deeper connection to Earth. The ultimate goal of this paper is to describe, through literary analysis and story-telling, a journey that opens up our ears to a language of stillness and peace, allowing us access to the sacred.

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Friday, April 21, 2006 (Continued)

11:00 a.m.-12:30 p.m. Spotlight Program

“As I Remember Dr. Ralph G. Nichols”

Chair, Dr. Manny Steil, International Listening Leadership
Institute, Minnesota, USA

Carole Grau, Taliaferro/Grau Associates, USA

Kenneth Paulin, Hospice Volunteer, Michigan, USA

Kathy Thompson, Alverno College, USA

Harvey Weiss, Retired, USA

Andrew D. Wolvin, University of Maryland, USA

"As I Remember Dr. Ralph Nichols" will provide an opportunity for those who knew Dr. Nichols well, to pay tribute and share their personal and special stories about the "Father of the Field of Listening." In the process, the personal and professional accomplishments of Dr. Nichols will be highlighted, and his colleagues and friends will honor Dr. Nichols.

1:45-2:45 p.m. International Fall Listening Forum Planning Session

Rockhurst University and the International Listening Association are proud co-sponsors of the Fall Listening Forum, entitled *Measuring the Effects of Listening on Learning, Earning, and Healing*, to be held in Kansas City, MO, October 19 – 22. This forum is designed to set the listening research agenda for the next 5 years within the contexts of Business, Education, Healthcare, Religion/Spirituality, and Research. Participants will actively identify the challenges of measuring listening and design pilot studies to overcome them. Participants will have the opportunity to publish based on the ideas generated from the forum and subsequent research. All ILA members are invited to attend the Forum.

Today's events will include a brief plenary session to explain that purpose and process of the Forum, and then we will split into the five context areas to begin the discussion of what we need to know about listening within that context. Ideas from today's mini-forum will be incorporated into October's Forum, so this is the opportunity for you to participate in shaping the research agenda for listening. Everyone is invited and encouraged to participate.

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Friday, April 21, 2006 (Continued)

3:00-4:00 p.m. Concurrent Sessions

- 6A “Teaching the NCA Standards for Listening”
 Melissa L. Beall, University of Northern Iowa, USA

The focus of this presentation is on understanding the standards for listening, and experiencing hands-on activities that can be used to teach listening in Elementary and Secondary School classrooms.

- “An Exploration of Listening Instruction in the K-12 Curriculum”
 Joanne Hopper, Sanilac Intermediate School District, Michigan, USA

Even though the importance of effective listening skills is well recognized, and many K-12 language arts standards include listening, there are limited quality instructional resources to enable effective teaching of listening as a two-way communication process. This session presents an examination of Michigan’s K-12 listening standards, and an accompanying search for quality resources to support listening instruction. A significant void was identified that should be addressed.

- 6B “Hearing and Auditory Neuroscience”
 Robert L. Folmer, Oregon Health & Science University, USA

Robert L. Folmer, Ph.D., is an Associate Professor of Otolaryngology and the Chief of Clinical Services at Oregon Health & Science University (OHSU) Tinnitus Clinic. His work includes hearing and mechanisms of how the brain processes sound. Dr. Folmer will review the scientific research on hearing.

4:15-5:30 p.m. Concurrent Sessions

- 7A “Citizen Diplomacy: A Voluntary Lifelong Listening/Learning Program”
 George Dwyer, Voice of America, USA

This program, launched in March 2005 at Georgetown University, seeks to develop volunteer “Citizen Diplomats” by encouraging a lifelong listening/learning project centered on a specific nation and/or people. It is designed to challenge notions of an insular, ignorant, and arrogant American public, by encouraging Americans of every stripe to demonstrate an eagerness to learn about the history, language, culture and concerns of people in some other part in the world *through active listening*.

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Friday, April 21, 2006 (Continued)

4:15-5:30 p.m. Concurrent Sessions (Continued)

7B “At Peace In Retirement: Are You Kidding?”

Edie Cole, Retired, USA
Don Berkheimer, Retired, USA
Susan S. Berkheimer, Retired, USA
Tom Hickerson, Retired, USA
Diana Schnapp, Retired, USA
Harvey Weiss, Retired, USA

This session provides an opportunity to retirees to share their experiences in retirement. Potential topics for discussion include: preparation for, and adjustment to retirement; feeling needed, worthy and useful; and too much spouse time.

7C Professional Development Concerns

“Applying to Graduate School: Questions from Students and Answers from Professors”

Jennifer Gill, Auburn University, USA
Melissa L. Beall, University of Northern Iowa, USA
Margaret Fitch-Hauser, Auburn University, USA
Charles Roberts, East Tennessee State Univ., USA

This workshop will answer the many questions students have about applying to graduate school. Specifically, presenters will be addressing five areas of the application process including, organizing vitas, making personal statements memorable, choosing appropriate recommenders, how and when to ask for assistantships, and knowing what to look for in a graduate program.

“Talking About Listening Research”

Research Committee

7D Committee Meetings

Saturday, April 22, 2006

8:00-9:15 a.m. Spotlight Program

“Listening: The Big Picture”

Andrew D. Wolvin, University of Maryland, USA

Melissa L. Beall, University of Northern Iowa, USA

Laura A. Janusik, Rockhurst University, USA

Kathy Thompson, Alverno College, USA

This panel reports the National Communication Association "Big Picture" document on listening (which developed from our ILA panel in Minneapolis). This state-of-the-art review is in response to NCA's need to respond to "What do we know about..." inquiries about communication areas.

9:30-10:45 a.m. Concurrent Sessions

8A “Sounds of Peace, Tolerance, and Liberty: Listening to the Philosophy of Jazz”

Miles Mancini, Florida Gulf Coast University, USA

Listen to the subtleties of Thelonious Monk and the *bebop* sound. What does it mean? How does it make you feel? Listen to the lyrics of *Gloomy Sunday* and the distinct voice of Billie Holiday. Could any other vocalist sing this piece and still convey the emotion, the controversial issue, or the overall meaning of the song? How should we listen to their messages of pain, protest, peace, tolerance, and liberty? What does it teach us?

8B “Creating Educational Materials for Health Care Providers”

Helen Meldrum, Massachusetts College of Pharmacy and Health Sciences, USA

For over fifteen years, I have created listening skills training modules through the sponsorship of several large pharmaceutical companies. These materials designed for both pre and in-service health care professionals have also been used in my college classroom. Through an extensive train-the-trainer network, these programs have reached over two-hundred thousand professionals in the U.S., Canada, Europe and Israel. This session will share the evolution of this work.

Saturday, April 22, 2006 (Continued)

9:30-10:45 a.m. Concurrent Sessions (Continued)

8C Research: Listening in Context

“24 Hours in a Day: A Listening Update to the Time Studies”

Laura A. Janusik, Rockhurst University, USA

Andrew D. Wolvin, University of Maryland, USA

Most who teach and study listening are familiar with Rankin’s (1930) landmark time study as well as Barker et. al (1980) update. However, much has changed since the 1980s, as technological advances, including the personal computer, the walk-man, and the I-POD are now commonplace items. This paper reflects the results of an updated Time Study that includes the advanced media of the 21st century.

“Listening in Public Leadership: Mike Johann’s Listening Sessions”

Andrew D. Wolvin, University of Maryland, USA

This paper explores the use of listening sessions by the U.S. Department of Agriculture cabinet secretary, Mike Johanns, to get input from Americans on revisions to the U.S. Farm Bill. The use of listening sessions as a public leadership strategy is detailed.

“Sexism and Women Sportscasters”

Ray Young, Valdosta State University, USA

This study tests the hypothesis that visual cues will be significantly stronger predictors of sexism and low credibility ratings of women sportscasters than will audio cues. One group of participants just listened to a tape of a woman sportscaster. Another group listened to the same tape and were shown a photograph of the attractive women sportscasters. Subsequently, each group answered questions about the credibility of the sportscaster and sexism.

Saturday, April 22, 2006 (Continued)

9:30-10:45 a.m. Concurrent Sessions (Continued)

8D Listening In School Settings

“The Current State of Listening Education: An Analysis of Syllabi and Textbooks”

Margaret Fitch-Hauser, Auburn University, USA

Debra Worthington, Auburn University, USA

This research presents an analysis of what is currently being covered in listening courses in higher education. The data consists of syllabi from numerous universities and colleges and the existing listening textbooks in print.

“The Listening Solution to Interpersonal Communication”

Raynette Williams, Trinity University, Washington, D.C., USA

Listening is an intricate part of interpersonal communication and should be thoroughly taught. This research specifically examines how listening is represented in interpersonal communication textbooks. There are some notable differences in the extent and manner in which listening is mentioned among authors. Linear vs. transactional listening models, content, information structure and author gender are among the differences.

“Listening Theory and Student Development Theory: Implications for Students and Academic Advisors”

Clay Cox, Boise State University, USA

There is strong relationship between leading listening theories and student development theories. Both theories place the responsibility for understanding with the receiver. The importance of this connection goes beyond understanding the primary role of the listener. This comparison needs to be examined to reveal the primary role of the student in developmental theories. Recognizing this key role is essential for students as part of their developmental progress and in their roles as listeners. Exploring this relationship would be beneficial in college advising, particularly advising within the student development model. Proposed is a comparison of several listening models such as those explained by Burtis in 1989 and various student development models including Chickering in 1994 and Crookston in 1972. Their similarities will be examined, particularly in relation to the role of the receiver, in listening, college advising, and student development. Connecting these theories has significant implications for students and academic advisors. Beginning with an exploration of both theoretical models, this paper will examine how they are related and how that connection could positively impact the understanding of listening as well as a deeper comprehension of the developmental progress of college students.

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Saturday, April 22, 2006 (Continued)

11:00 a.m.-12:15 p.m. Concurrent Sessions

- 9A “Listening & Healing: Listening With A Loving Heart”
Kenneth Paulin, Hospice Volunteer, Michigan, USA

Dr. Kenneth Paulin has been serving as a HOSPICE VOLUNTEER in his community for 20 years and he would like to share some of the stories from his LISTENING in these most "delicate" and "MEANINGful" communication situations.

- 9B “Listening: The Language of Peace – Why Asians and Americans May Misunderstand Each Other”
Melissa L. Beall, University of Northern Iowa, USA
Joyce Chen, University of Northern Iowa, USA
Pamela Cooper, University of South Carolina, Beaufort, USA
Kazuo Akasaka, University of Health & Welfare, Amori University, Japan
Richard D. Halley, Weber State University, USA

These globe-trotting ILA members will share their perceptions of their own and each others' cultures in order to facilitate an interactive audience discussion to attempt to answer the question: What does it mean to be an effective intercultural listener?

- 9C Committee Meetings

- 9D “Perspectives on Listening”
Session Sponsored by the ILA Research Committee
Laura A. Janusik, Rockhurst University, USA
Nathaniel I. Cordova, Willamette University, USA
Robert L. Folmer, Oregon Health & Science University, USA
Miles Mancini, Florida Gulf Coast University, USA

The concept of listening is instrumental to being human. Many disciplines and directions acknowledge the importance of listening, but they haven't all been represented well at ILA conferences. This panel includes three individuals from various backgrounds who will discuss what listening means to their experience. Audience participation will be encouraged in an effort to find the overriding themes of listening. Dr. Folmer is an Associate Professor of Otolaryngology at Oregon Health Science Tinnitus Clinic. Dr. Cordova is an Assistant Professor of Rhetoric and Media Studies at Willamette University and was recently ordained into a Zen Buddhist order (Thich Nhat Hanh's Order of Interbeing). Professor Mancini is an Instructor in Communication at Florida Gulf Coast University and a professional musician.

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Saturday, April 22, 2006 (Continued)

11:00 a.m.-12:15 p.m. Concurrent Sessions (Continued)

2:00-3:15 p.m. Concurrent Sessions

- 10A “The Rewards and Challenges of Listening to the Elderly”
Kathy Thompson, Alverno College, USA
Noelle Pratte, Occupational Therapist, Tacoma, WA, USA

With so many of us facing the challenges of aging, either with our own loved ones or with others we train to serve in nursing facilities and other health care facilities, it is no surprise that one of the most needed and one of the most neglected care giving skills is listening. Join us as we discuss and demonstrate some of the life-giving listening strategies we have learned to apply with those amazing seniors.

- 10B Reinventing the Wheel Task Force
- 10C Elementary/Secondary Education Committee Meeting
- 10D Publications Committee Meeting

Saturday, April 22, 2006 (Continued)

3:30-4:30 p.m. Concurrent Sessions

11A Top Student Research Panel - Session Sponsored by the ILA Research Committee
In the spirit of building listening research, the ILA Research Committee is proud to present the two top student research papers presented in Salem. Come and support our future leaders!

“An Exploration of Listening Instruction in the K-12 Curriculum”

Joanne Hopper, Sanilac Intermediate School District, Michigan, USA

Even though the importance of effective listening skills is well recognized, and many K-12 language arts standards include listening, there are limited quality instructional resources to enable effective teaching of listening as a two-way communication process. This session presents an examination of Michigan’s K-12 listening standards, and an accompanying search for quality resources to support listening instruction. A significant void was identified that should be addressed.

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11B “The Sandwich Generation: Listening to Caregivers”

Louisa Eckert, Minnesota State University, Mankato, USA

Individuals who care for those who cannot care for themselves need support and understanding. This is derived from effective and compassionate listening. How can we identify ways to educate students, health care workers and the general public to effectively listen to grief, pain, struggle, anxiety and anger? Sharing ideas and stories can help us develop a framework to help support caregivers in crisis.

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