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*Grandport
2007*



Welcome from the President of the
International Listening Association
Maria F. Loffredo Roca

Dear members of the International Listening Association and Guests,

It is a great honor for me to welcome all of you to the 28th annual convention of the International Listening Association, particularly because we are truly celebrating the "international" nature of the organization this year by convening here in Frankfurt.

In these troubled times, it is particularly important to recognize the importance of effective listening in building bridges among diverse people around the world. If we do not listen, we cannot hear the real needs of others. If we do not listen, we cannot develop deep and true relationships. If we do not listen, then we focus exclusively on ourselves and we lose sight of the fact that we are each just small drops in the much greater ocean of humanity. Only when we honor the humanity of others can we be diplomats, ambassadors, and peacemakers. Listening is one of the most essential skills to develop if we want to be bridge builders of hope.

During these few days together in Germany, my hope is that we will honor each other by listening carefully and deeply to what we share and to where we differ. Let us then carry the gift of listening back to our families, our friends, our communities and build bridges of love and peace that can contribute to healing our ailing planet.

Maria L. Roca



Welcome from the Vice-President of the
Johann Wolfgang Goethe University, Frankfurt
Prof. Dr. Andreas Gold

Dear participants of the convention and the listening workshop,

I would personally like to welcome the members of the International Listening Association and the guests of their annual convention to our university and our city. We are proud that your organization has chosen Frankfurt for their annual meeting and we want to do everything to make both the conference and your stay a memorable and worth while experience.

I hope that you will find the convention to be successful and fruitful in terms of interesting discussions, exchange of knowledge and ideas, and in terms of personal interactions and networking. To have the convention of the International Listening Association in Frankfurt also gives us the opportunity to join you in "listening" and to learn more about the field of listening which has still to grow both in terms of research basis and general awareness.

Although you came to Frankfurt to attend the convention, I encourage you to take the time to visit places in and around Frankfurt. It has been an important marketplace throughout its history and is today a rather busy, diverse, and modern city. You will hear people speak in many different languages. In other parts, Frankfurt keeps its very own local charm. I hope you will experience both sides.

All the best for your convention experience.

(Prof. Dr. Andreas Gold
Vice President of the Johann Wolfgang Goethe-University Frankfurt)



Greetings from the German Listening Foundation (Stiftung Zuhören) on the occasion of the 28th annual convention of the International Listening Association

Listening connects people in a very special way. He who can listen, creates space for the other person and, thus, secures the preconditions for creative cooperation. This is why listening is truly a critical factor for success, both for the individual and the society in general. The fact that the impact of listening has been underestimated to this day, may be attributable to the overestimation of the visual world in our educational landscape. There is, however, a change beginning to be visible. In the face of the immediate power of the picture which we experience on a daily basis and which contributes to the enslaving of the word, the power of listening appears to be a liberating re-discovery.

We believe that progress on the road to a society which is conducive to and appreciative of listening is mediated by passing on this discovery to others. This is the mission of the German Listening Foundation. The experience that listening is a skill which can be learned and taught is a core element in this context. The International Listening Association which holds their 28th annual convention in Frankfurt / Main can certainly be considered a pioneer in this work. The selection of interdisciplinary and practice oriented workshops shows how fostering listening skills for professionals and for particular situations can be brought about and what effects can be achieved.

In this shared spirit, the German Listening Foundation wishes all participants valuable impulses and productive ideas.

Stiftung Zuhören
Dr. Sebastian Hügel





About the International Listening Association

lis-ten-ing n (1996): "the process of receiving, constructing meaning from, and responding to spoken and/or nonverbal messages"

PURPOSE

The International Listening Association (ILA) is a professional organization whose members are dedicated to learning more about the impact that listening has on all human activity.

FOUNDATION AND MEMBERSHIP

ILA was formed in 1979 to promote the study, development, and teaching of effective listening in all settings.

Although listening is at the root of communication, it remains an interdisciplinary topic. The ILA membership is built up of an array of diverse professionals from the fields of education, business, government, medicine, human resources, training and development, the media and the arts.

The ILA enjoys a diverse membership drawing from 17 countries and 49 states.

ACTIVITIES

The ILA meets at annual conventions and regional conferences to share information, to support research efforts, and to promote the practice and teaching of effective listening. The ILA's cooperative and engaging atmosphere provides the opportunity to share applied, theoretical and strategic ideas about listening.



AWARDS

Listening Hall of Fame

The highest award in the ILA, the Hall of Fame Award is presented to individuals who are recognized for notable achievements involving listening in academic, business or other settings.

Listener of the Year Award

Recipients of the Listener of the Year Award are nationally or internationally prominent listeners who have demonstrated the highest standards and principles of effective listening.

Past recipients of the Listener of the Year Award have included:

- Barbara Bush
- William Jefferson Clinton
- Hugh Downs
- Alex Haley
- Johnny Carson
- Ann Landers
- Sandra Day O'Connor
- Bryant Gumbel
- Jane Pauley
- James Earl "Jimmy" Carter, Jr.

Other awards include Special Recognition, ILA Research Awards, Award for Listening in the Business Sector, Outstanding Educator, and the President's Award.

PUBLICATIONS

International Journal of Listening

Published annually since 1987, the *Journal* contains scholarly articles of research about listening.

The Listening Professional

Containing feature-style articles that appeal to the broader business community of listening professionals, and is published annually.

Listening Post

The association's quarterly newsletter that features news of interest to members as well as articles about new research, teaching techniques and resources.

CONTACT

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Executive Board 2006-2007

President	Maria Roca
First Vice-President	Margarete Imhof
First Vice-President Elect	Lisa M. Orick-Martinez
Second Vice-President	Laura Janusik
Secretary	Nanette Johnson-Curiskis
Member-at-Large, Public Relations	Katherine Thompson
Member-at-Large, Global	Erin Tobiasz
Member-at-Large, Special Projects	Graham Bodie
Student Member	Jennifer Gill
Immediate Past President	Barbara Nixon
<i>Listening Post</i> Editor	Linda Diamond
<i>International Journal of Listening</i> Editor	James Floyd
<i>The Listening Professional</i> Editor	Cyndi Grobmeier
Web Editor	Joyce Chen
Executive Director	James W. Pratt
Special Advisor to the President	Melissa Beall



International Listening Association Committee Membership 2006-2007

Awards

1. Melissa Beall
2. Jerry Catt-Oliassen
3. Margaret Fitch Hauser
4. Richard Halley
5. Susan Timm

Business Task Force

1. Susan Timm
2. Rochelle Devereaux
3. Richard Anstruther
4. Sheila Bentley
5. Wayne Bond
6. Carole Grau
7. Jennifer Grau
8. Barbara B. Nixon
9. Lyman K. "Manny" Steil
10. Kathy Thompson

Elementary/Secondary Task Force

1. Jeannine Tate
2. Melissa Beall
3. Wayne Bond
4. Marva Shand-McIntosh
5. Carol Christy
6. Ray McKelvy
7. Suzie Berkheimer

Global Outreach

1. Erin Tobiasz
2. Margarete Imhof
3. Charles Lester
4. Terry Ostermeier
5. Roberta Ray
6. Vincenne A. Waxwood

Program Planning

1. Margarete Imhof
2. Diana Corley Schnapp
3. Jennie Grau
4. Jeannine Tate
5. Susan Timm
6. Graham Bodie

Public Relations

1. Katherine Thompson
- 2 & 3 Bob & Mary Bohlken

Research Committee Membership

1. Graham Bodie
2. Tuula-Riita Välikoski
3. Laura Janusik
4. Margarete Imhof
5. Debra Worthington
6. Irma Ilomäki
7. Mike Purdy
8. Jerry Catt-Olisen
9. Maria Roca
10. Raynette Williams
11. Jennifer Gill
12. Dick Halley
13. Carol Christy
14. Ray Young

Membership

1. Laura Janusik
2. Christopher Bond
3. Mark Brady
4. Pete de Lisser
5. Jennie Gill

Site Selection

1. Diana Corley Schnapp
2. Kathy Thompson

Task Force on Reinventing the Wheel

1. Kimberley Batty-Herbert
2. Melissa Beall
3. Pete de Lisser,
4. Maria F. Loffredo Roca



How to find your committee:

The International Listening Association is proud of their international and interdisciplinary membership. We enjoy the platform for discussion with researchers, practitioners, students, and presenters who share the interest in and the passion for listening on the one hand and who look at listening from rather different angles.

The backbone of a functioning association is composed of the members and their ideas. The committees which have been created within the ILA try to keep the flow of ideas going and to focus the energy on particular topics which are of major concern for the Association and the proliferation of listening. Here is a short description of current committees:

- | | |
|-----------------------------|--|
| Awards Committee: | Proposes individuals for awards from the organization. |
| Business Committee: | Serves the business community, network platform for trainers, coaches, counsellors in business communication. |
| Education Task Force: | Is concerned about the teaching of listening in schools and colleges. |
| Global Outreach Committee: | Coordinates the international activities of the organization. |
| Membership Committee: | Looks at the needs of the membership and makes suggestions for how the organization can improve their service to both old and new members. |
| Nomination Committee: | Puts together a slate of nominees for ILA offices. |
| Program Planning Committee: | Supports the First Vice-President in planning the next convention. |
| Public Relations Committee: | Plans and carries out projects to spread information on listening and the ILA and invites new members. |
| Research Committee: | Looks at research issues and fosters research cooperation. |
| Site Selection Committee: | Looks at prospective convention sites and proposes a where ILA should go. |

The “Not to re-invent the wheel”-Task Force: Their name is their agenda!

If you would like to share your talents and interests with the committee, you are more than welcome to join a committee. Check the program overview for the meeting times of the committee which might sound interesting to you. The committees are open to everyone.



The Convention 2007 at a Glance

This is your day on Wednesday, July 18, 2007

	Mainhattan III	Mainhattan IV	Mainhattan V
10.00-5.00	ILA Executive Board Meeting		
12.00-6.00	Registration in the lobby in front of the meeting rooms		
6.30-7.00	NewComers meet the Board: Find out more at the Hotelbar		
7.00-9.00	Meet and Greet ILA NewComers and Lifetime Friends at the Hotelbar		

This is your day on Thursday, July 19, 2007

	Mainhattan III	Mainhattan IV	Mainhattan V
8.30-9.00		Opening	
8.00-4.00	Register in the lobby in front of the meeting rooms		
9.00-9.30	<i>Chair: Erika Vora</i>	Tuula-Riitta Välikoski and students:	<i>Chair: Ray Young</i>
9.30-10.00	Charles Veenstra: Listening and reconciliation between antagonistic communities	What happens when people do realize that listening which is taken for granted can also be researched and trained? The case in Finland	Ray Young & William Faux: Non native English speaker's perspective on difficult conversation with native English speakers: More than a language problem?
10.00-10.30	Vora & Asante: Listening across cultures in a turbulent world. Erika Vora: Perspective-taking listening to diverse religious voices in a troubled world. Molefi Kete Asante: Listening across cultures: Creating human possibilities.	Emma Kaipomäki: Listening in organizations Disa Kamula: Starting to improvise: Listening, memory, and improvisational theatre Marjanna Artkoski: The physician's dilemma: Cure or care. The concept of listening in the doctor-patient relationship Sanna Ala-Kortesmaa: The effective listening in the legal mediation process in civil matters Sari Ortju: Listening in the performance review	Huei-Chun Teng: Relationship between EFL listening proficiency and speaking test performance Seo Kyoko: Unlocking the blackbox in listening comprehension
10.30-11.00	Coffee Break in the lobby		



11.00-11.30	<i>Chair: Lisa Orick-Martinez</i> Expert Panel: Assessment of listening: Perspectives and instruments	<i>Chair: Sheila Bentley</i> Sheila Bentley: The role of listening in leadership coaching	Graham Bodie: Panel with Tuula-Riitta Välikoski, Richard D. Halley & Laura Janusik: Listening: Past, present, and future
11.30-12.00			
12.00-12.30	Business committee	PR Committee	Not Re-inventing the wheel
12.30-1.30	Lunch Break Nan Johnson-Curiskis: Archives Update		
1.30-2.00	<i>Chair: Margaret Fitch-Hauser</i> Research Panel	<i>Chair: Context Lead</i> Forum Follow-up for Education	Kimberly Batty-Herbert & Bob Bohlken c/o Nan Johnson-Curiskis:
2.00-2.30	Sheila Bentley, Margaret Fitch-Hauser & Jan Flynn: Measuring interactive listening Debra Worthington, Margaret Fitch-Hauser & Kim Sei-Hill: Listening & Cell-Phones	and Education Committee meeting	Swap Shop
2.30-3.00	Coffee Break		
3.00-3.30	<i>Chair: Margaret Fitch-Hauser</i> Debra Worthington & Graham Bodie: Addressing the reliability of the WP-16	<i>Chair: Laura Janusik</i> Janusik, Laura: Establishing further validity for the Conversational Listening Span (CLS)	<i>Chair: Christopher Bond</i> Christopher Bond, Erin Tobiasz, Jennifer Ware, Benjamin Wise, Nina Tinner & Raynette Williams: An exploration of listening in cyberspace: Learning, loving, and living online
3.30-4.00	Jan Flynn: Listening in the management literature	Lisa Orick-Martinez & Laura Janusik: Perceptions of listening between leaders and their subordinates	
4.00-5.00	Transfer to Campus Westend for the Grand Lecture Opening		
5.00-6.00	Grand Lecture Opening: Prof. Hartwig Eckert: On maximising information gain through listening		
6.00-	Stay on for a pre-dinner party with hors d'oeuvres and drinks		



This is your day on Friday, July 20, 2007

	Mainhattan III	Mainhattan IV	Mainhattan V
8.00-12.00	Registration in the lobby in front of the meeting rooms		
8.00-9.00		Business Meeting	
9.00-9.30		You talk we listen	
9.30-9.45	Coffee Break in the lobby		
9:45-10.15	<i>Chair: Melissa Beall</i>	<i>Chair: Kent Zimmerman</i>	<i>Chair: Michael Purdy</i>
10.15-10.45	Melissa Beall, Pam Cooper, Richard Halley, Bronia Holmes & Kazuo Akasaka: Intercultural listening	Ashley Jones-Bodie: The treatment of listening in introductory Public Relations textbooks	Michael Purdy: Listening in alliance
10.45-11.15		Laurie Hayes: Is "Eh" merely a conversational tag-line" – the status of post-secondary instruction in listening in Canada Kent Zimmerman: Developing a college-level listening course	Hildegunn Otnes: Continuers, connectives and cohesive ties Edward Sewell: Listening in Crisis: Chaos and Silence.
11.15-11.30	Coffee break		
11.30-12.30	<i>Chair: Charles Lester</i> Charles Lester: The relationship between spirituality, religion, and listening Asa Nausner: Connecting pain and privilege	<i>Chair: Graham Bodie</i> Graham Bodie, Tuula-Riitta Välikoski, Laura Janusik, Richard Halley, Margarete Imhof, Margaret Fitch-Hauser & Mike Purdy: The state of listening theory	<i>Chair: James Hayes</i> James Hayes: Thanks for listening – Using listening theory to train volunteer programmer/DJs at a Canadian University Radio Station Diana Davis & Don Close: The role of listening in postgraduate supervision
12.30-1.30	Lunch Break Anne Pearce: The Art of Communication		
1.30-2.00	Forum Follow-up Business Context	Forum Follow-up Spirituality Context	Forum Follow-up Health Context
2.00-2.30			
Enjoy the afternoon on your own (see suggestions at registration desk)			
7.00	Meet in front of the cathedral for a guided tour and organ concert		



*Frankfurt
2007*

This is your day on Saturday, July 21, 2007

	Mainhattan III	Mainhattan IV	Mainhattan V
8.30-9.00	Awards Committee	Research Committee	Site Selection Committee
9.00-9.30	<i>Chair: Christopher Bond</i>	Forum follow-up Research Context	<i>Chair: Maria Roca</i>
9.30-10.00	Christopher Bond, Jennifer Ware, Benjamin Wise, Elizabeth Stephens & Nina Tinner: An examination of listening in healthcare contexts		Manny Steil: Understanding the differential forces that drive different listeners in different ways and in different times
10.00-10.30	Coffee Break		
10.30-11.30	<i>Chair: Graham Bodie</i> Graham Bodie, Laura Janusik, Margaret Fitch-Hauser & Mike Purdy: Fostering productive, sound, and meaningful listening research	<i>Chair: Charles Roberts</i> Charles Roberts: Attending to the international cruise passenger: Listening effectively to a globalized cacophony Fadeke Oresanya: Helping workers listen better to clients	<i>Chair: Theodore Chaffee</i> Theodore Chaffee: The unbearable loss of lightness: Connective listening, intimacy, and the sensuous ear
11.30-12.00	Maria Roca: The disciplines weigh in: Listening lessons from diverse perspectives	Judy Lawry: Organisational listening competence during stakeholder consultation	Barbara Penington: Where did you learn that? Learning listening skills for the workplace.
12.00-12.30	Nominating Committee	<i>Chair: Bronia Holmes</i> Vincenne Waxwood & Stephanie Rogers-Johnson: Listening to resolve conflict	Membership Committee
	Global Committee		
12.30-1.15	Lunch Break		
1.15-1.45		"Mittagsvorlesung": Prof. Dr. Gaby Knappe: How the <i>Sirloin</i> was knighted	



2.00-2.30	<i>Chair: Carol Christy</i>	Jennifer Gill: c/o Christopher Bond Ask a listener	<i>Chair: Lisa Orick-Martinez</i>
2.30-3.00	Carol Christy: Oral readers monitoring listeners Margarete Imhof: Listening – What’s learning got to do with it?		John Ray & Roberta Ray: Listening and citizenship: The importance of listening in a functioning democracy
3.00 3.30	Coffee Break		
3.30-4.30	Maria Roca: President’s Panel Planetary Listening Initiative	<i>Chair: Helen Meldrum</i> Christopher Bond, Listening to health risk messages: Why is it different and what do we need to know? Helen Meldrum: Listening to patients: When women try to speak up about sensitive issues	Program Planning Committee
5.30	Transfer to Closing Banquet		
10.00	Conclusion of the Banquet		

This is your day on Sunday, July 22, 2007

	Mainhattan III	Mainhattan IV	Mainhattan V
9.00-12.00	ILA Executive Board Meeting		





Listen and make the connection

Detailed Program Listing

A note on the room arrangement:

All convention rooms are on the second floor which is the floor above the street level. All three rooms are called "Mainhattan" and they are numbered with Roman numerals III-V. For your convenience, the current programs will be posted near the door of each room. In case you need more information, please refer to the Registration desk which is also located on this floor.



Thursday, July 19

Thursday, July 19

Stop by Registration to pick up your packet of materials, including the printed program, meal tickets, name tag, and other information.

8.30 – 9.00: General Session

Mainhattan IV: *Local Arrangements Committee*

Opening and Welcome

A short greeting and a welcome to everyone. This session gives an overview of the convention.

9.00 – 10.30 Break-out Sessions

Mainhattan III: *Chair: Erika Vora*

Listening and reconciliation between antagonistic communities

Charles Veenstra

This paper discusses a situation where listening between peoples and nations is essential. In his presentation, Dr. Charles Veenstra will explain how certain beliefs and practices of Christian Zionists seem to preclude listening. Listening does not seem to be on the agenda for those who believe in Christian Zionism.

Perspective-taking listening to diverse religious voices in a troubled world

Erika Vora

The goal of this paper is to describe an effective use of perspective-taking listening in intercultural communication and to apply it toward reducing ethnocentrism and becoming ethno-relative.

Thursday, July 19



Listening across cultures: Creating human possibilities

Molefi Kete Asante

This session is designed to help educators prepare students for functioning effectively in a turbulent world, where different religious or ideological perspectives are causes of intercultural conflict and misunderstanding.

Mainhattan IV: *Chair: Tuula-Riitta Välikoski*

What happens when people do realize that listening which is taken for granted can also be researched and trained?

Listening in organisations

Emma Kaipomäki

Internal communication of one IT service team in the Ministry of Labour. How does technology affect listening? Do you need listening if you have emails, text messages and internet? What kind of information needs face-to-face conversations?

Starting to improvise

Disa Kamula

Is it possible to improve one's listening skills by improvisational theatre? Can CLS be assessed here? What is the phenomena of listening in a theatre on stage?

The physician's dilemma: Cure or care.

The concept of listening in the doctor-patient relationship

Marjanna Artkoski

Many Finnish physicians seem to consider listening a self-evident fact in their work, but on the other hand it seems too easy for them just to appear to be listening to the patient. You don't have to be a doctor to know how to listen". How is the concept of listening defined by the physicians? Do the doctors undervalue the contributions of listening in a satisfied doctor-patient relationship? Some doctors openly admit that they very soon stop listening and do interrupt their patients badly. What are the costs of ineffective listening in doctor-patient relationships?

The effective listening in the legal mediation process in civil matters

Sanna Ala-Kortesmaa

What are the components of effective listening which are present in the mediation process? How can effective listening in the mediation process be assessed? (A question concerning the chosen method, e.g., LPFR 360 by Brandt or OLS by Cooper etc.). Should the parties and mediator be congruous about the mediator's ability to listen effectively, what kind of an impact would the congruity have on a mutually agreed solution or a partial agreement?



Thursday, July 19

Listening in the performance review

Sari Ortju

Many organizations have the performance review once or twice a year in Finland. The nature of the listening is both a tool and a result in the situation. What are the expectations persons have about listening? How do they prepare for the performance review (superiors/subordinates)? Do they have any listening plans or inventories? Is a satisfied relationship possible to create by effective listening?

Mainhattan V: *Chair: Ray Young*

Non native English speaker's perspective on difficult conversation with native English speakers: More than a language problem?

Ray Young & William Faux

This study investigates non native speakers' perceptions of difficult conversations between native and non-native speakers of English. Results from previous research suggest that feelings of misunderstandings from the native speaker result from communication competence and contextual factors not just language difficulties. The present study examines whether similar variables will be related to feelings of misunderstandings in the non native speaker of English.

Relationship between EFL listening proficiency

Huei-Chun Teng

The present study aimed to examine the relationship between EFL learners' listening proficiency and their performance in speaking test. The main research questions explored in the study included: (1) Is there any significant correlation between EFL learners' listening proficiency and their performance in repetition? (2) Is there any significant correlation between EFL listening proficiency and the performance in answering questions? (3) Which test type, repetition or answering questions, is influenced more by listening proficiency?

Unlocking the blackbox in listening comprehension

Seo Kyoko

This study is a descriptive analysis of verbal protocols which attempts to demonstrate strategic differences in comprehending audiovisual text in Japanese. The data were collected through a concurrent think-aloud procedure and qualitative analysis of data revealed striking differences between the two groups. The excerpts presented in the study will provide L2 teachers and learners with insight into why less-proficient learners do not achieve a high level of comprehension similar to that achieved by proficient learners.

Thursday, July 19



10.30 – 11.00 Coffee Break

11.00 – 12.00 Break-out Sessions

Mainhattan III: *Chair: Lisa Orick-Martinez*

Expert Panel for Assessment of listening: Perspectives and instruments

This panel is meant as a discussion group with a focus on listening assessment. Building on the overview of instruments developed for listening assessment which was prepared for the Listening Forum in Kansas City in 2006, the idea is to see what is available in terms of assessment instruments (What aspects of listening are measured? How is listening operationalized? What is the target population? What do we know about the validity of the instruments? What would be important to know or to look at on top of what we have?)

Mainhattan IV: *Chair: Sheila Bentley*

The role of listening in leadership coaching

Sheila Bentley

This interactive session will share techniques used in coaching sessions that were designed to develop leadership skills for nurse leaders in a five-hospital system. Because of the significant role that listening plays in positive patient outcomes and because the hospital system was incorporating shared governance into its management philosophy, listening skills became an important leadership skill. This workshop will include sample coaching plans, resources, and techniques for developing skills in listening for information, conveying empathy, building trust, and strengthening positive relationships in a medical environment.

Mainhattan V: *Chair: Graham Bodie*

Panel: Listening: Past, Present and Future

Tuula-Riitta Välikoski, Richard D. Halley, Laura Janusik

Panelists will discuss their own view of where we've been, where we are, and where we should be headed. Audience participation will be welcomed and encouraged after brief opinions are stated.



Thursday, July 19

12.00 – 12.30 Committee Meetings

Mainhattan III: *Business Committee*

Mainhattan IV: *PR Committee*

Mainhattan V: *Not Re-Inventing the Wheel Task Force*

12.30 – 1.30 Lunch Break in the Hotel Restaurant

Nan-Johnson-Curiskis will give an *Update on the Archives*

1.30 – 2.30 Break-out Sessions and Listening Forum follow-up panels

Mainhattan III: *Chair: Margaret Fitch-Hauser*

Research Panel

The panel will consist of four research papers. The papers will look at various contemporary aspects of Listening.

The BF²: Measuring interactive listening

Sheila Bentley, Margaret Fitch-Hauser & Jan Flynn

This paper will present the final validated version of the BF², an instrument designed to measure listening in an interactive setting. This instrument has been developed over the past three years with the input of ILA members. The paper will report reliability, validity, and normative scores for the instrument.

Listening and Cellphones: A cross-cultural comparison

Debra Worthington, Margaret Fitch-Hauser & Kim Sei-Hill

An ever present force in our lives seems to be the cell phone. There seems to be nowhere we can go without being accosted by a cell phone conversation, whether we want to hear it or not. This study reports the results of a survey about cell phone usage and listening to cell phone conversations. Data collected in the United States and Korea will be reported.
(Continued: 3.00-4.00)

Thursday, July 19



Mainhattan IV: *Chair: Context Lead*

Forum follow-up for Education and Education Committee meeting

Mainhattan V: *Kimberley Batty-Herbert & Bob Bohlken c/o Nan Johnson-Curiskis*

Swap Shop

A book of submitted activities dealing with the training/teaching of listening (discriminative, comprehensive, critical, relationship and appreciative) will be issued free of charge to the attendees. Each contributor will explain and demonstrate his/her activity to the gathered group.

2.30 – 3.00 Coffee Break

3.00 – 4.00 Break-out Sessions

Mainhattan III: *Chair: Margaret Fitch-Hauser*

Research Panel Continued

Addressing Reliability of the LSP-16: An Extension and Review.

Debra Worthington, Graham Bodie

This paper extends previously reported research addressing reliability issues of the LSP-16. Using a subject pool of over 500 participants, we examine the reliability estimates of the four LSP subscales and offer a revised version of the scale for attendees to aid us in testing.

Listening in the Management Literature: A Comparison of the Coverage of Listening as a Management Skill in Lay Business Magazines and Academic Business Journals

Jan Flynn

For some time now, lay business publications have written about listening as an important management skill; however, the academic business community has not follow suite. This research looks at material from the last 10 years and compares what has been written on listening and management in the lay business press with what has been written on listening and management in the academic business press to raise awareness of the need for more scholarly research on listening in the business venue.



Thursday, July 19

Mainhattan IV: *Chair: Laura Janusik*

Establishing further validity for the Conversational Listening Span (CLS)

Laura Janusik

The CLS was developed and tested in 2004 as a way to measure conversational listening capacity. Think of it as mental juggling or multi-tasking. Capacity is a “snapshot” measure of the cognitive listening process. The CLS was found to provide a valid measure of working memory capacity due to its correlation with traditionally valid span task instruments. In an effort to seek further support for the contention that the CLS measures a unique aspect of the listening process, this study investigates how scores on the CLS converge and diverge with traditional listening assessment instruments including, among others, the Watson-Barker test and the HURIER assessment.

Perceptions of Listening between leaders and their subordinates

Lisa Orick-Martinez & Laura Janusik

This study (N = 600+) investigated the perceptions of listening between leaders and their subordinates using the Listening Practices Feedback Report (LPFR). Leaders were provided with the self-report version of the 28-item instrument, and the other report, with the same questions, was provided to 3 – 6 of their subordinates. Results of the similarities and differences between self-perceived listening practices and other-perceived listening practices will be discussed. Results can assist trainers and managers in understanding how to bridge the gap between self and other perceptions

Mainhattan V: *Chair: Christopher Bond*

An exploration of listening in cyberspace: Learning, loving and living online

Christopher Bond, Erin Tobiasz, Jennifer Ware, Benjamin Wise, Nina Tinner & Raynette Williams

This graduate student panel will explore and define cyber listening through several Internet cyber cultures, communities, and technologies by using different methodological approaches and critical lenses. The Internet is continuously evolving and is constantly changing how we communicate, think, feel, and listen. It is through cyber listening that we, as users, become interconnected by experiencing learning, loving and living in new and exciting ways.

Thursday, July 19



4.00 – 5.00 Transfer to Campus Westend for the Grand Lecture Opening

5.00 – 6.00 University Campus Westend

Grand Lecture Opening:
On maximising information gain through listening
Prof. Hartwig Eckert; Flensburg University

6.00 – Stay on for a pre-dinner party with hors d'oeuvres and drinks



Friday, July 20

Friday , July 20

8.00 – 9.00

Mainhattan IV: ***Business Meeting***

9.00 – 9.30

Mainhattan IV: ***You Talk, ... we'll Listen***

ILA's Executive Board wants to know your opinion and needs your input on the concerns of the organization. We started this type of session in Sweden in 2003 and want to keep up the successful tradition.

9.30 – 9.45 Coffee Break

9.45 – 11.15

Mainhattan III: *Chair: Melissa Beall*

Intercultural Listening: How Can We Connect with Listeners Across Cultures?

Melissa Beall, Pam Cooper, Richard Halley, Bronia Holmes & Kazuo Akasaka

Communicating across cultures has become almost unavoidable in our global society, and the potential for failure to communicate often accompanies such interactions. Misunderstandings occur not necessarily because of an individual's lack of proficiency in the target language, but rather on society specific considerations that are part of the individual's culture. In an effort to understand cultural differences and similarities as they relate to listening, it is essential for us to start identifying both intracultural and intercultural listening strategies in order to establish some criteria for listening across cultures.

Friday, July 20



Mainhattan IV: *Chair: Kent Zimmerman*

The treatment of Listening in introductory Public Relations textbooks

Ashely Jones-Bodie

The paper provides an analysis of the treatment of listening in popular introductory public relations textbooks, a total of seven currently popular textbooks used in introductory public relations education.

Is “Eh” merely a conversational tag-line – the status of post-secondary instruction in Listening in Canada

Laurie Hayes

The author will report on a survey of how and where listening is or is not taught in post secondary educational institutions in Canada. The presentation will include a discussion of the results and their implications.

Developing a college-level listening course

Kent Zimmerman

The session will explore the various components in four different college Listening courses. Sample course syllabi will be distributed. Issues such as course objectives, schedule, content, and activities will be discussed.

Mainhattan V: *Chair: Michael Purdy*

Listening in alliance

Michael Purdy

This presentation is about listening with an attitude that creates alliance with the speaker. This is what I consider the attitude or mood of dialogue. The concept for this listening attitude grew out of real, difficult situations in relationship communication.

Continuers, connectives and cohesive ties – verbal listening cues in teacher students’ computer mediated discourse

Hildegunn Otnes

The paper is based on studies of electronic, synchronous chats, and it has two main focuses:

1. to describe listening in a broad sense – also as a dimension in written dialogues (chats)
2. to find and systematize the various kinds of *verbal listening cues*.



Friday, July 20

Listening in crisis: Chaos and Silence

Edward Sewell

This paper is an exploration of the role of listening in a crisis environment with specific reference to the murder of thirty-three people at Virginia Tech on April 16, 2007. Using ethnographic methods, the paper addresses the role of listening from psychological, theological and media perspectives.

11.15 – 11.30 Coffee Break

11.30 – 12.30 Break-out Sessions

Mainhattan III: *Chair: Charles Lester*

The relationship between spirituality, religion and listening

Charles Lester

This presentation is about listening with an attitude that creates alliance with the speaker. This is what I consider the attitude or mood of dialogue. The concept for this listening attitude grew out of real, difficult situations in relationship communication.

Connecting pain and privilege

Asa Nausner

The paper will focus on what it means to speak from a situation of pain as well as what it might entail to listen to the voices of those in pain. For this purpose the work of three influential Christian feminist ethicists who suggest rethinking power and the theology of divine power is consulted.

Friday, July 20



Mainhattan IV: *Chair: Graham Bodie*

The state of listening theory

Graham Bodie, Tuula-Riitta Välikoski, Laura Janusik, Richard Halley, Margarete Imhof, Margaret Fitch-Hauser & Mike Purdy

The term “listening theory” is thrown around quite loosely. However, do we have theories of listening? This is a discussion-based panel that seeks to continue conversations started at last year’s fall forum. Audience participation will be welcomed and encouraged.

Mainhattan V: *Chair: James Hayes*

Thanks for listening – Using listening theory to train volunteer programmer/DJs at a Canadian University Radio Station

James Hayes

The paper describes the development and content of training materials for a “broadcast communication skills” workshop for volunteer programmer/DJs at a campus radio station in Thunder Bay Ontario, Canada. The materials are based on precepts from Listening Theory.

The role of listening in postgraduate supervision

Diana Davis & Don Close

This paper reports results of research into postgraduate research students’ perceptions of the role of listening in the supervisory context. It explores ways in which interactive listening shapes the supervisory relationship and the research learning environment. The centrality of the listening connection between student and supervisor is explored from a range of key perspectives with particular emphasis on the shaping role of listening in negotiating postgraduate research.

12.30 – 1.30 Lunch Break

Anne Pearce: The Art of Communication



Friday, July 20

1.30 – 2.30 Listening Forum Follow-up Sessions

Mainhattan III: *Forum follow-up Business context*

Mainhattan IV: *Forum follow-up Spirituality context*

Mainhattan V: *Forum follow-up Health context*

**Enjoy the afternoon on your own (see suggestions at registration desk) or
join one of our volunteer hosts to explore the area.**

One option: Take a guided theme tour of Frankfurt: From the old town to the modern skyline.
Meet at 5.30 in front of the hotel.

Fee: 5 Euro per person.

**7.00 Meet in front of the cathedral for a guided tour
of the cathedral and its organ**

Saturday, July 21



Saturday, July 21

8.30 – 9.00 Committee Meetings

Mainhattan III: **Awards Committee**

Mainhattan IV: **Research Committee**

Mainhattan V: **Site Selection Committee**

9.00 – 10.00 Break-out Sessions and Panels

Mainhattan III: *Chair: Christopher Bond*

An examination of Listening in healthcare contexts

Christopher Bond, Jennifer Ware, Benjamin Wise, Elizabeth Stephens & Nina Tinner

With the recent rise in bio-terrorism and the threat of pandemics, understanding listening and knowing how to listen in healthcare is crucial. The healthcare industry as a whole has repeatedly been scrutinized for poor listening; yet, past research in this area is very limited. Through recent research, panel participants will discuss the many obstacles to listening in healthcare and will offer solutions and definitions of effective listening.

Mainhattan IV: ***Forum follow-up Research context***

Mainhattan V: *Chair: Maria Roca*

Understanding the differential forces that drive different listeners in different ways and in different times

Lyman K. "Manny" Steil

Based on 27 years of data collected from more than 15,000 individual listeners, this program would focus on the "Core Elements" that impact individual listeners in dramatically different ways. The conclusions speak to the heart of "Listen and Make a Connection."



Saturday, July 21

10.00 – 10.30 Coffee break

10.30 – 12.00 Break-out Sessions and Panels

Mainhattan III: *Chair: Graham Bodie*

Fostering productive, sound, and meaningful listening research

Graham Bodie, Laura Janusik, Tuula-Riitta Välikoski, Margaret Fitch-Hauser & Mike Purdy

We often talk about conducting listening research but not much attention is given to research nuts-and-bolts. This panel seeks to offer guidelines, suggestions, and opinions on how to conduct methodologically rigid, theoretically rich, and pragmatically meaningful listening research.

The disciplines weigh in: Listening lessons from diverse perspectives

Maria L. Roca

Maria Roca presents part two of a series she began in Minneapolis in 2005. Her work focuses on insight into the listening process learned from professionals in a variety of disciplines. In part one she presented findings from interviews with professionals in biology, philosophy, business strategy, art, and literature. In part two, Dr. Roca's interviews include professionals in theatre, political science, nursing, elementary education, and anthropology among others. Interviewees were asked a series of questions looking both at what their discipline has to offer in deepening our understanding of the listening process and at what specific listening skills individuals need to master to succeed in their profession.

Mainhattan IV: *Session Chair: Charles Roberts*

***Attending to the international cruise passenger:
Listening effectively to a globalized company***

Charles Roberts

This paper looks at some of the practical problems that must be overcome by the multi-billion dollar cruise industry if they wish to entice first-time cruisers from these countries and to keep them as repeat customers and suggests several changes that would allow the cruise lines to listen more effectively to their clientele.

Saturday, July 21



Helping workers listen better to clients

Fadeke Oresanya

This paper analyses the roles of listening in a typical workplace setting and suggest how to help these workers develop their listening skills.

Organisational listening competence during stakeholder consultation

Judy Lawry

This paper presents conceptual development of a research project currently being undertaken to explore organisational listening competency during stakeholder consultation. The paper describes development of a novel qualitative research design as a result of integration of literature from a range of academic study areas including listening, communication, public relations, stakeholder engagement and service quality. The empirical study involves qualitative, descriptive case studies that explore listening competency within a specific situation- consultation between an organisation and its stakeholders.

Mainhattan V: *Chair: Theodore Chaffee*

The unbearable loss of lightness:

Connective listening, intimacy, and the sensuous ear

Theodore Chaffee

This workshop explores the foundational place of connective listening in the intimate couple's communicative process. It includes a consideration of the unbearable consequences of its loss and a presentation of the talking and listening skills required for its restoration. The final section focuses on the creative inclusion of all five senses to stimulate and intensify the process of connective listening.

Where did you learn that? Listening skills for the workplace

Barbara Penington

This study sought to determine the sources that managers and subordinates use to acquire their workplace listening skills. 98 managers and 94 subordinates representing a wide variety of jobs were asked to respond to the open-ended question: Where did you learn the listening skills that you now use in your job? A content analysis identified eleven categories representing these listening skill sources. Managers' and subordinates' responses are compared and used to develop conclusions regarding listening in the workplace.



Saturday, July 21

12.00 – 12.30 Panel and Committee Meetings

Mainhattan III: ***Nomination Committee***
Global Committee

Mainhattan IV: *Chair: Bronia Holmes*

Listening to resolve conflict
Vincenne Waxwood & Stephanie Rogers-Johnson

This paper summarizes the different ways we listen and help others listen on the path to providing services in referral, brainstorming, shuttle conciliation, and face-to-face mediation at the Dispute Resolution Center of King County.

Mainhattan V: ***Membership Committee***

12.30 – 13.15 Lunch break

1.15 – 1.45 Mainhattan IV:

Food for thought: How the *Sirloin* was knighted
Prof. Dr. Gaby Knappe

Saturday, July 21



2.00 – 3.00 Break-out Sessions and Panels

Mainhattan III: *Chair: Carol Christy*

Oral readers monitoring listeners

Carol Christy

This paper looks at results from primary school children reading orally in different situations. Evidence indicates that during the reading process successful reading testees are also listening to and monitoring the individuals who are conducting the testing.

Listening – What's learning got to do with it?

Margarete Imhof

This paper explores the relationship between listening behavior in educational settings and approaches to learning. A study was conducted with undergraduate students to empirically determine the degree to which these concepts covary. Results are interpreted against the backdrop of fostering listening and learning.

Mainhattan IV: *Jennifer Gill c/o Christopher Bond*

Ask a listener

Mainhattan V: *Chair: Lisa Orick-Martinez*

Listening and citizenship: The importance of listening in a functioning democracy

John Ray & Roberta Ray

Particularly in democracies, listening is necessary for meaningful and efficacious interaction between citizens and government. The crisis of democracy is really a crisis of listening. This panel examines the nature and extent of the problem of ineffective political listening; the problem's causes, and offers suggested solutions.

3.00 – 3.30 Coffee break



Saturday, July 21

3.30 – 4.30

Mainhattan III: *President's Panel*

Planetary Listening Initiative

Maria Roca

Mainhattan IV: *Chair: Helen Meldrum*

Listening to health risk messages: Why is it different and what do we need to know?

Christopher Bond

We are faced with many health risks on a daily basis either on a global or individual level. With the threat of bio terror and pandemics, a need arises to best communicate these messages and to understand how individuals listen to these messages. This manuscript will examine how tailored health risk messages to preferred listening style affect compliance and receiver apprehension.

Listening to patients: When women try to speak up about sensitive issues

Helen Meldrum

Health care providers need to be trained to recognize barriers to effective counseling on sensitive topics (e.g., sexual function). This session will identify techniques that help women to be more comfortable seeking information.

Mainhattan V: *Programm Planning Committee*

5.30 Transfer to Closing Banquet

10.00 Conclusion of the Banquet and return to Frankfurt



ILA Past Presidents

Lyman K. "Manny" Steil	1980
Lyman K. "Manny" Steil	1981
Sally Webb	1982
Bob Miller	1983
Andrew D. Wolvin	1984
Marguerite Lyle	1985
Larry Barker	1986
Carolyn Coakley Hickerson	1987
William E. Arnold	1988
Kittie W. Watson	1989
Ethel C. Glenn	1990
Wayne Bond	1991
Judi Brownell	1992
Michael Gilbert	1993
Sheila Bentley	1994
Margaret Fitch-Hauser	1995
Philip Emmert	1996
SusanEllen Bacon	1997
Janet Cherry	1998
Charles Roberts	1999
Harvey Weiss	2000
Dick Halley	2001
Kimberly Batty-Herbert	2002
Melissa Beall	2003
Ray McKelvy	2004
Barbara Nixon	2005

Thank you all for your service to ILA!



ILA Convention Locations & Themes

1980	Atlanta, GA	
1981	Denver, CO	
1982	Washington, DC	
1983	Minneapolis/St. Paul, MN	
1984	Scottsdale, AZ	The Field of Listening: Directions in the 80's
1985	Orlando, FL	Building Bridges through Listening
1986	San Diego, CA	Conceptual Frontiers in Listening
1987	New Orleans, LA	Listening in an Age of High-Tech—High-Touch
1988	Scottsdale, AZ	Listening makes a difference
1989	Atlanta, GA	Listening: The Next Generation
1990	Indianapolis, IN	Centering Listening in an Oral Culture
1991	Jacksonville, FL	Listening as an Agent for Change
1992	Seattle, WA	A Listening Mosaic
1993	Memphis, TN	Listening as Empowerment
1994	Boston, MA	Listening An Agent for Positive Change
1995	Little Rock, AR	Listening in the Natural State
1996	Sacramento, CA	Listening: Building Foundations
1997	Mobile, AL	Listening: Celebrate the Past, Prepare for the Future
1998	Kansas City, MO	Listening: The Heart of Humanity
1999	Albuquerque, NM	Listening Enchantment
2000	Virginia Beach, VA	The Listening Spirit
2001	Chicago, IL	An Odyssey Toward Effective Listening
2002	Scottsdale, AZ	Listening: The Foundation of Community
2003	Stockholm, Sweden	Touch the World: Listen
2004	Ft. Myers, FL	Listen to Bridge the Gulf
2005	Minneapolis, MN	The Power of Listening
2006	Salem, OR	Listening: The Language of Peace
2007	Frankfurt, Germany	Listen and Make the Connection
2008	Portland, ME	Listening Lights the Way
2009	Milwaukee, MI	

CALL FOR PAPERS, PANELS, & PROGRAMS
INTERNATIONAL LISTENING ASSOCIATION CONVENTION
March 27, 28, 29 , 2008
Holiday Inn by the Bay in Portland, Maine, USA
"Listening Lights the Way!"

Please use this proposal format for your submissions

Last name _____ First name _____

Affiliation _____

Preferred mailing address _____

Phone _____ Fax _____ E-mail _____

Program Title _____

Please check one of the following proposal types:

Refereed Paper* **Student Submission**

Include a proposal description (500 words) that details the contribution and perspective of the paper. Please also provide a brief bio (1-2 sentences) for each presenter. Include the following information for all presenters: names, addresses, phone #, fax #, E-mail, institutional affiliation. If all authors are students, you may indicate the manuscript as a "student submission" on the cover page. [NOTE: Completed manuscripts will be sought from all accepted proposals for a top paper panel and award, and a top student paper panel and award, respectively.] The time frame for papers is 30 min, including presentation (20 min) and discussion (10 min).

Refereed Panel Program*

Include a complete proposal description (500-1000 words) that details the purpose and rationale of your panel. Please also provide a brief bio (1-2 sentences) for each presenter (and chair, if applicable). Include the following information for all presenters: names, addresses, phone #, fax #, E-mail, institutional affiliation.

Practice Workshop*

Include a brief workshop description (no more than 2 pages) that describes the nature of the workshop (e.g., interactive, round-table).

Proposed time frame for panel / workshop: 1/2 hour 1 hour, 1 1/2 hours

Identify track: Business Education Research Intercultural

Spiritual Appreciative General Health

*For **all submissions**, attach a brief description clearly explaining the content of your proposal, suitable for program listing if accepted (**3 sentences**). Submissions in the reviewed categories will receive a certificate of recognition if accepted.

AV Needs: Flip Chart, Overhead, VCR, Computer/Projector

Identify any special room or setup requirements: _____

Mail hard copy (received by October 1, 2008) to:

Dr. Lisa M. Orick-Martinez, Central New Mexico Community College
CHSS/JMMC / 4700 Morris NE, Albuquerque, New Mexico 87111 USA

or E-mail to: Lisao@cnm.edu on-line form: <http://www.listen.org>, FAX 505-224-5800



A Message from the Program Planning Committee

by Margarete Imhof, First Vice-President

Listening to others is a great means of making a connection. It is the basis for a relationship which might carry on and develop into mutual understanding, positive working climate, and even friendship. This is not an automatic process, but one thing is for sure: If the listening part is missing, nothing happens.

We're so pleased that you've joined your International Listening Association colleagues for our 28th annual convention, with the theme of "Listen and Make the Connection." This year, we celebrate our second annual convention outside the United States. We certainly hope to spread the word about listening.

Thanks to the creativity and versatility of the authors who submitted for the convention, we were able to put together a great program. We had submissions from five different continents – which we found exciting to receive.

In this convention we combine aspects of the familiar way in which we hold our annual conventions and the more European traditions. We have been invited by the Goethe university and their friends to a grand opening lecture. On Saturday, we have a "Mittagsvorlesung" which translates into "Food for thought" and typically features a special topic of general interest by a well-seasoned researcher.

We also want to provide time for networking and enjoying the area together. We are grateful that we could arrange for a guided tour of the Cathedral and its organ.

Committee meetings will be held at various times throughout the convention, at the request of many members who are on multiple committees. If you're considering joining a committee, be sure to get in touch with the committee chair, or just stop by the scheduled meeting. See page 10 for details on how to find your committee.

A special thanks to the 2007 Program Planning Committee and the reviewers for the convention submission, Melissa Beall, Graham Bodie, Jennifer Grau, Laura Janusik, Lisa Orick-Martinez, and Erin Tobiasz.

Last but not least, we would like to recognize the sponsors of this convention: We are grateful to the German Science Foundation (DFG), the Friends of the Goethe University, the President of the Goethe University, the Stiftung Zuhören (German Listening Foundation), the Hoer-Company Publishing Company, Aufbau Verlag, and Finken-Verlag, and Wolf-Dieter Batz from Phenix-MTK for their support in various ways.

Questions or comments? Contact Margarete Imhof, First Vice-President or Local Arrangements Chair Christin Picard, or stop by the registration room, and anyone there with a Staff ribbon will be delighted to assist you.



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