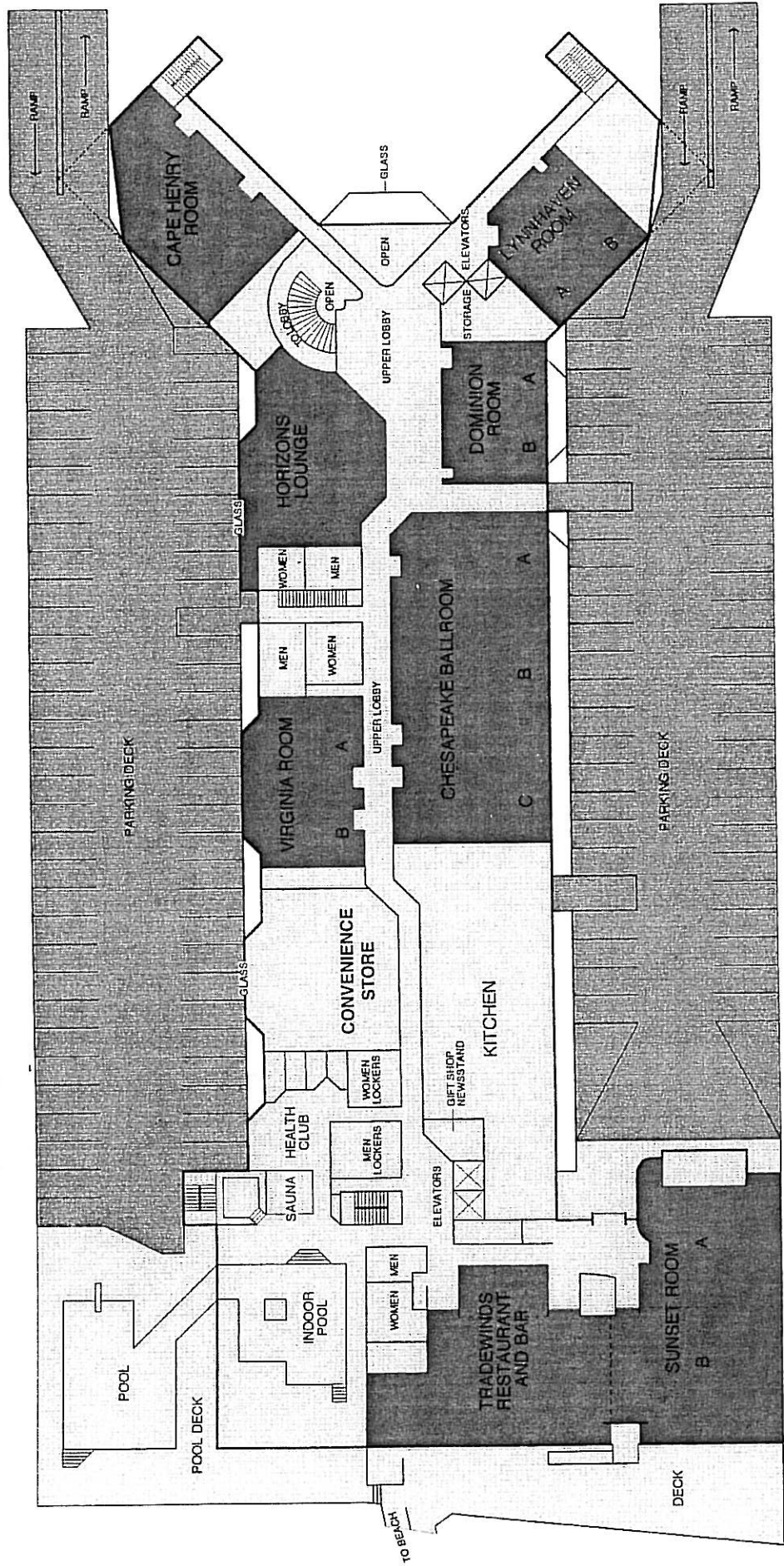


# International Listening Association 36th Annual Convention



Virginia Beach, Virginia

# CONFERENCE CENTER FLOOR PLAN:



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This year we are going green, presenter biographies and information will be available on the website, [www.listen.org](http://www.listen.org)

***"The most basic of all human needs is the need to understand and be understood. The best way to understand people is to listen to them."***

**Dr. Ralph G. Nichols**

Welcome to Virginia Beach and the 36<sup>th</sup> Annual Convention of the International Listening Association! For me it is a bit difficult to believe that we are gathering again; it seems like we were together listening to the stories that were presented in Minneapolis. Yet here we are on the shore of the Chesapeake Bay having last been in Virginia Beach fifteen years ago!

This has been nearly a two-year journey that began with an idea, how do we demonstrate the unique power of listening to bring people together, frame our discourse, and change lives? I never had the opportunity to meet Dr. Nichols but his words resonated from the time I joined the ILA. It was with those words and the interactions that I had with colleagues from every part of the world that I set out to present a program that would not only serve as an opportunity to share the wonderful work that you all are doing but showcase Listening: The Key to Life!

With this in mind the program is a bit different. Traditional conference formats have been combined with new approaches that, I believe, will inform, inspire, and invigorate you. I ask that you try something new during these few days and help us to move forward as an organization that is true to its mission "to promote the study and development of effective listening."

This year we have a program that includes many first-time presenters, tremendous workshops, numerous works-in-progress sessions, (please offer your input to those who are presenting their work, your suggestions and collective wisdom and experience are important,) and some challenges to the conventional ways that we look at and understand listening.

While we know how important listening our organization has barely scratched the surface of our potential. It is up to each one of us to bring our passion forward to inspire, lead, and demonstrate the practical application of listening; don't keep it to yourself! As I look ahead to the coming year I will be asking you to step up, to stretch, to keep an open mind and look for new ways of promoting our discipline. If we want to be the organization that we aspire to be we need to reach out and look forward again knowing that Listening is The Key to Life!

Thank you for coming, enjoy the next three days and get ready to join me in taking the International Listening Association to the next level! It is an honor to serve, thank you for the privilege.

All the best,

*Phil*

## Founding Members

Any member who joined the Association during the first year and **has maintained membership** in the Association from that time forward shall be listed in the convention program each year as a founding member.

Larry L. Barker 0011	Joyce Donen Hirschhorn 0010	Dee Steil * 0200
Jerald Carstens 0014	Nanette Johnson-Curiskis 0075	Lyman K. (Manny) Steil 0001
Carolyn Coakley	Cathy Lindsey (Sobolik) 00134	Milda Steinbrecher 0031
Hickerson* 0068	Nadine Marsnik 0034	Stanford E. Taylor 0093
Edith Walters Cole 0033	Ray McKelvy 0058	Erika Vora 0030
James East* 0069	E. Lucile Nichols* 0063	Kittie W. Watson 0100
Ella Erway 0073	Ralph G. Nichols* 0062	Harvey F. Weiss 0016
Mary Forestieri 0007	Terry H. Ostermeier 0035	Tom Wirkus 0171
Corinne Geeting* 0024	Kenneth Paulin 0057	Florence I. Wolff* 0027
William M. Gering* 0046	Richard R. Reagan 0096	Andrew Wolvin 0009
Warren Gore 0094	Alice Ridge 0003	
Carol Grau 0059	Arthur Robertson 0101	

## Life Members as of March 24, 2015

Any member who pays a one-time fee, or a greater fee prorated over a five year period, shall be listed in all future convention programs as a lifetime member.

W. Clifton Adams	Daniel Corey	Joyce Donen	I. Warton Ong
Linda Albert	Diana Corley	Hirschhorn	Lisa Orick-Martinez
Alberta Arnold	Schnapp	Bill Holland	Kenneth Paulin
William Arnold	Beth Courtier	Richard Hunsaker	James Pratt
Yoshio Asano	Carolyn deLisser	Margarete Imhof	Sara Gayle Pyfrom*
Teruko (Teri) Akita	Peter deLisser	Laura Janusik	Shelby Reigstad
Beverly Aweve	George Dwyer	Nanette Johnson-Curiskis	Paul Rich
Emmanuel S. A. Ayee	Sakae Endo	Mark LeBlanc	Alice Ridge
Susan Ellen Bacon	Gregory Enos	Nadine Marsnik	Charles Roberts
Larry Barker	Ella Erway	Sally McCracken	Arthur Robertson
Kimberly Batty-Herbert	Margaret Fitch-Hauser	Ray McKelvy	Mailey Rohner
Melissa Beall	James Floyd	Justin McKeown	Liz Lavallee Shifflett
Sheila Bentley	Mary Forestieri	Murlene McKinnon	Dee Steil *
Robert Bohlken	Wendy Fraser *	Mary Ann Messano-Ciesla	Lyman "Manny" Steil
Richard Bommelje	Corrine Geeting *	Robert Metke *	Sandy Stein
Wayne Bond	William Gering *	John Murphy	Hiroko Suzuki
Jay Brandon	Catherine Gifford	Michael Z Murphy	Philip Tirpak
Ila June Brown-Pratt	Michael Gilbert	Robert Neuleib	Charles Veenstra
Jerry Catt-Oliason	Tim Gilmor	Linda Wilson	Kittie Watson
Carolyn Coakley Hickerson *	Warren Gore	Nichols	Harvey Weiss
Edie Cole	Frances Grant	E. Lucile Nichols *	Gib Whiteman
Judith Cole *	Carole Grau	Ned Nichols *	Florence Wolff *
Pamela Cooper	Jennifer Grau	Ralph Nichols *	Andrew Wolvin
Byung In Cho	Michael Haller	Jack Nichols	Debra Worthington
	Barnett C. Helzberg	Rick Nienow	Ray Young
	Thomas Hickerson	Barbara Nixon	

## Organizational Members

Sinclair Community College, Kent Zimmerman, Heidi McGrew  
CUNY/Queensborough Community College, Rosanne Vogel, Franca Ferrari

\*deceased

### ILA Listening Hall of Fame

The Hall of Fame Award is presented to individuals who are recognized for notable achievements involving listening in academic, business or other settings. Selection to the Listening Hall of Fame is the highest award of the Association. Winners have contributed to the advancement of effective listening over a number of years.

William Arnold	Pre-1994	Carole Grau	2010
Paul Bagwell	Pre-1994	Dick Halley	2012
Larry Barker	Pre-1994	Nanette Johnson-Curiskis	2009
Sheila Bentley	2001	Sara Lundsteen	Pre-1994
Bob Bohlken	2006	Nadine Marsnik	1998
Rick Bommelje	2011	Weslynn Martin	2005
Wayne Bond	1999	Ralph Nichols	Pre-1994
Robert Bostrom	Pre-1994	Michael Purdy	1994
Charles T. Brown	Pre-1994	Paul Rankin	Pre-1994
James I. Brown	Pre-1994	Alice Ridge	Pre-1994
Judi Brownell	1995,2003	Charles V. Roberts	2002
Carolyn Coakley-Hickerson	Pre-1994	Carl Rogers	Pre-1994
Edie Cole	2010	Lyman K. (Manny) Steil	Pre-1994
Sam Duker	Pre-1994	Kathy Thompson	2006
Ella Erway	Pre-1994	Kittie Watson	Pre-1994
Seth Fessenden	Pre-1994	Carl Weaver	Pre-1994
Margaret Fitch-Hauser	2004	Harvey Weiss	1997
Paul Friedman	Pre-1994	Wesley Wiksell	Pre-1994
Michael Gilbert	2011	Miriam Wilt	Pre-1994
Ethel Glenn	2000	Tom Wirkus	2011
Harry Goldstein	Pre-1994	Belle Ruth Witkin	Pre-1994
Warren Gore	2007	Florence Wolff	1996
		Andrew D. Wolvin	1994

## ILA Presidents

2014	Pamela Cooper	1996	Philip Emmert
2013	Debra Worthington	1995	Margaret Fitch-Hauser
2012	Alan Ehrlich	1994	Sheila Bentley
2011	Christopher Bond	1993	Michael Gilbert
2010	Laura Janusik	1992	Judi Brownell
2009	Rick Bommelje	1991	Wayne Bond
2008	Lisa Orick-Martinez	1990	Ethel C. Glenn
2007	Margarete Imhof	1989	Kittie W. Watson
2006	Maria Roca	1988	William Arnold
2005	Barbara Nixon	1987	Carolyn Coakley Hickerson
2004	Ray McKelvy	1986	Larry Barker
2003	Melissa Beall	1985	Marguerite Lyle
2002	Kimberly Batty-Herbert	1984	Andrew D. Wolvin
2001	Richard D. Halley	1983	Bob Miller
2000	Harvey Weiss	1982	Sally Webb
1999	Charles Roberts	1981	Lyman K. "Manny" Steil
1998	Janet Cherry	1980	Lyman K. "Manny" Steil
1997	Sue Ellen Bacon		

## Executive Board

President.....	Pamela Cooper
1 <sup>st</sup> VP .....	Philip C. Tirpak
1 <sup>st</sup> VP Elect .....	Kent Zimmerman
Secretary .....	Kae Van Engen
Member at Large, Public Relations .....	Michael Z Murphy
Member at Large, Global .....	Michelle Pence
2 <sup>nd</sup> VP Membership .....	Trevor Hannum
Member at Large Special Projects .....	Melissa Beall
Student Member.....	Victoria Hill
Immediate Past President .....	Debra Worthington
International Journal of Listening Editor .....	Margarete Imhof
Listening Post Editor .....	Gayle Pohl
Listening Education Editor .....	Erica Lamm

**PROGRAM AT A GLANCE  
WEDNESDAY, MARCH 25<sup>TH</sup>**

<b>Time</b>	<b>Room</b>	<b>Event</b>	<b>Participants</b>
3:00 – 5:00	Upper Lobby	Registration	Johnson-Curiskis Board Members

**THURSDAY, MARCH 26<sup>TH</sup>**

P = Paper/Panel; S = Symposia; K2L = Key to Life!  
WIP = Works in Progress; W= Workshop; VPA = Visual & Performing Arts

<b>Time</b>	<b>Room</b>	<b>Event</b>	<b>Participants</b>
9:00 – 12:00	Executive Board Room	Executive Board Meeting	Executive Board Members
11:00 – 5:00	Upper Lobby	Registration	Johnson-Curiskis Board Members
12:30 – 1:00	Sunset	Opening/Welcome	Philip C. Tirpak Dr. & Mrs. Shiflet Stacey Shiflet Patrick
1:30 – 5:00	Chesapeake B	Silent Auction	Students
1:30 – 5:00	Display Room	Listening Booth	
1:15 – 2:30	Cape Henry	To Disclose or Not to Disclose: That is the Question (S)	Waxwood
1:15 – 2:30	Chesapeake A	Field Tested Listening Exercises (W)	C. Grau, Bentley, W. Bond, J. Grau
1:15 – 2:30	Chesapeake C	Quilting Workshop (W)	Tindall
1:15 – 2:30	Virginia A	Metacognitive Listening Strategies (P)	Moderator: K. Zimmerman; Janusik
1:15 – 2:30	Virginia B	Listening to the SONG of Life (WIP) Listening & Learning (WIP)	Moderator: E. Lamm Baesler  M. Zimmerman
2:30 – 3:00	Horizons	Afternoon Break	
3:15 – 4:30	Cape Henry	TBD	
3:15 – 4:30	Chesapeake A	Transforming Fitness Failures Through Listening (K2)	Watkins
3:15 – 4:30	Chesapeake C	Focus: Have We Become "Focus" Challenged? (W)	Bentley

**Silent Auction Closes at 11:00 am on Saturday, March 28th**



## THURSDAY, MARCH 26<sup>TH</sup>

P = Paper/Panel; S = Symposia; K2L = Key to Life!

WIP = Works in Progress; W= Workshop; VPA = Visual & Performing Arts

<b>Time</b>	<b>Room</b>	<b>Event</b>	<b>Participants</b>
3:15 – 4:30	Virginia A	Intercultural Listening Among African-American Students (WIP)	Moderator: Beall Alcime
3:15 – 4:30	Virginia B	(Re)inventing Rhetorical Theory as Silence & Listening (P) Listening in Civic Engagement (P)	Moderator: Meldrum Bluma  Lamm, Wolvin
3:15 – 6:00	Horizons	Listening Lounge	
4:45 – 6:00	Cape Henry	TBD	
4:45 – 6:00	Chesapeake A	Authors Circle	
4:45 – 6:00	Chesapeake C	Future of CLP	
4:45 – 6:00	Virginia A	How Well Do Peers Listen? (P)	Moderator: Wolvin Good, Rouner
4:45 – 6:00	Virginia B	Stories of Acid Survivors (S)	Pamela Cooper
6:30 – 8:30	Sunset	Opening Reception: Bling it to the Bay! <b>Cash Bar with Light Appetizers</b>	Sponsored by Taylor & Francis

**Dinner on your own**

## FRIDAY, MARCH 27<sup>TH</sup>

P = Paper/Panel; S = Symposia; K2L = Key to Life!

WIP = Works in Progress; W= Workshop; VPA = Visual & Performing Arts

<b>Time</b>	<b>Room</b>	<b>Event</b>	<b>Participants</b>
8:00 – 5:00	Upper Lobby	Registration	Johnson-Curiskis Board Members
8:00 – 5:00	Chesapeake B	Silent Auction	Students
8:00 – 5:00	Horizons	Authors Circle Listening Lounge	
8:00 – 5:00	Display Room	Listening Booth	

## FRIDAY, MARCH 27TH

P = Paper/Panel; S = Symposia; K2L = Key to Life!

WIP = Works in Progress; W= Workshop; VPA = Visual & Performing Arts

<b>Time</b>	<b>Room</b>	<b>Event</b>	<b>Participants</b>
8:00 – 9:15	Cape Henry	Let Your Ears Lead Your Moves (VAP)	Watkins
8:00 – 9:15	Cape Henry	InMotion Workouts Exercise Radio on Demand	Watkins
8:00 – 9:15	Chesapeake A	Stimulating Learning Without Technology (W)	Enos
8:00 – 9:15	Chesapeake C	Effective Communication: Evolving From Listening to Processing (P)	Moderator: K. Zimmerman Gilbert
8:00 – 9:15	Virginia A	Revisiting the European Listening & Health Care Conference	J. Grau, Janusik, Skavish
8:00 – 9:15	Virginia B	Listening in International Development (P) Listening, the Key to Life and Persuasion! (P)	Moderator: TBD Wolvin  Lester
9:30 – 10:45	Cape Henry	Generative Listening: A Life Affirming Key to Life (W)	Lindahl, Bommelje
9:30 – 10:45	Chesapeake A	Field-Tested Listening Exercises (W)	C. Grau, Bentley, W. Bond, J. Grau
9:30 – 10:45	Chesapeake C	The Underground Railroad Quilt Codes (S)	Moderator: K. Brion Tindall
9:30 – 10:45	Virginia A	Listening to Ebola Messages (P) Preliminary Investigating Into Listening Motivation in the Classroom (P)	Moderator: Meldrum Strausser  Meyer

## FRIDAY, MARCH 27TH

P = Paper/Panel; S = Symposia; K2L = Key to Life!

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<b>Time</b>	<b>Room</b>	<b>Event</b>	<b>Participants</b>
9:30 – 10:45	Virginia B	Examining the Highs & Lows (P) Listening Back (P) Differences in How Japanese & English Speaking Peoples Talk About Listening (P)	Moderator: Beall  Imhof C. Bond Akasaka
10:45 – 11:15	Horizons	Morning Break	
11:15 – 12:15	Cape Henry	Set Up for Afternoon Sessions	
11:15 – 12:15	Chesapeake A	Education Committee Meeting	
11:15 – 12:15	Chesapeake C	Nominating Committee Meeting	
11:15 – 12:15	Virginia A	Business Committee Meeting	
11:15 – 12:15	Virginia B	Research Committee Meeting	
12:30 – 2:15	Sunset	Past Presidents Celebration Luncheon	Getting Ready for Tucson in 2016: K. Zimmerman Introduction: Tirpak Keynote: Cheryl Huff
2:45 – 4:00	Cape Henry	Active Listening Through Improvised Play (W)	Tyson
2:45 – 4:00	Chesapeake A	Listening: A Key Frame of Reference for Assessing Reader's Capacity (WIP) What Vital Sign Are You Missing (WIP)	Moderator: TBD Stange  Van Engen
2:45 – 4:00	Chesapeake C	Innovation & Listening: The Winning Combination (S)	Bommelje, Pfiel

## FRIDAY, MARCH 27TH

P = Paper/Panel; S = Symposia; K2L = Key to Life!

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<b>Time</b>	<b>Room</b>	<b>Event</b>	<b>Participants</b>
2:45 – 4:00	Virginia A	CLP Project Presentations	Moderator: Halley Dorcza, Lynch, Ferrari, Vogel
2:45 – 4:00	Virginia B	Listening to Change Lives (K2L)	White
4:00 – 4:30	Horizons	Afternoon Break	
4:45 – 6:00	Horizons	Authors Circle Listening Lounge	
4:45 – 6:00	Cape Henry	TBD	
4:45 – 6:00	Chesapeake A	Instinct, Outstinct, Extinct (W)	Murphy, Corey
4:45 – 6:00	Chesapeake C	Listening in Children's Books (P) Listening to Examination Feedback (P)	Moderator: Cooper Wolvin  C. Bond, Stamback
4:45 – 6:00	Virginia A	The Dark Side of Listening (WIP)	Moderator: Holsonbake Pence
4:45 – 6:00	Virginia B	SkillsUSA Listening Contest	Timm, Orick-Martinez

### Dinner on your own

## SATURDAY, MARCH 28TH

P = Paper/Panel; S = Symposia; K2L = Key to Life!

WIP = Works in Progress; W= Workshop; VPA = Visual & Performing Arts

<b>Time</b>	<b>Room</b>	<b>Event</b>	<b>Participants</b>
8:00 – 12:00	Upper Lobby	Registration	Johnson-Curiskis Board Members
8:00 – 11:00	Chesapeake B	Silent Auction	Students
8:00 – 9:30	Sunset	Annual Business Meeting	Pamela Cooper Presiding
9:30 – 10:00	Horizons	Morning Break	
10:00 – 1:00	Display Room	Listening Booth	
10:15 – 11:30	Horizons	Authors Circle Listening Lounge	

## SATURDAY, MARCH 28TH

P = Paper/Panel; S = Symposia; K2L = Key to Life!

WIP = Works in Progress; W= Workshop; VPA = Visual & Performing Arts

<b>Time</b>	<b>Room</b>	<b>Event</b>	<b>Participants</b>
10:15 – 11:30	Cape Henry	Set up for "A Fool's Odyssey"	
10:15 – 11:30	Chesapeake A	If Listening is the Key Then Questioning id the Keyhole (W)	Henderson
10:15 – 11:30	Chesapeake C	Emotion Identification From Auditive and Visual Stimuli By People with Normal and People With Impaired Hearing (P)	Moderator: K. Zimmerman Waaramaa, Kukkonen, Stoltz
10:15 – 11:30	Dominion A	How Do We Get People to Listen? (W)	Backman, Imhof, Swanson
10:15 – 11:30	Dominion B	All Ears On Deck (S)	Yost, O'Connor, Walters
10:15 – 11:30	Virginia A	Life's Key to Understanding Why Different Listeners Listen Differently (S)	Steil
10:15 – 11:30	Virginia B	Listening: We Know It's Important But What Exactly Does It Mean to Employees? (P) How Do Peers Listen? (P)	Moderator: TBD Schroeder  Good, Rouner
11:45 – 1:00	Cape Henry	A Fool's Odyssey: A Modern Take on a Homer Classic (VAP)	Tyson
11:45 – 1:00	Chesapeake A	Words That Offend (W)	Backman, Herder
11:45 – 1:00	Chesapeake C	Listening to the SONG of Life (K2L) Listening & Learning (K2L)	Moderator: Lamm Baseler  M.Zimmerman
11:45 – 1:00	Virginia A	Listening, Engagement, & Gratitude (P)	Moderator: TBD Swanson

**SATURDAY, MARCH 28TH**

P = Paper/Panel; S = Symposia; K2L = Key to Life!

WIP = Works in Progress; W= Workshop; VPA = Visual & Performing Arts

<b>Time</b>	<b>Room</b>	<b>Event</b>	<b>Participants</b>
11:45 – 1:00	Virginia B	Listening: Exploring Our Relevance in Newer Forms of Communication (S)	Moderator: Schroeder Imhof, Janusik, Xie
1:15 – 4:30	Sunset	Awards Luncheon & Celebration	Welcome: Tirpak Remembering: Bentley Research Committee Chair: Imhof Awards Committee Chair: Brion Tucson Here We Come: Zimmerman The Listening Quilt: Cooper Celebrating Our Traditions: The Story of the Gavel: Steil
4:45 – 5:30	Cape Henry	Closing Plenary Session	Tirpak, Zimmerman, Veenstra

## **Extended Program**

There are several continuing activities throughout the conference; please see Program At A Glance for times; they are:

The Silent Auction is open in Chesapeake B. This is a unique opportunity to help our student presenters and scholars by bidding on the donations. The Silent Auction will close at 11:00 am on Saturday, March 28<sup>th</sup>.

The Listening Lounge offers you a chance to reconnect with your colleagues, ask questions, share further insights, and just enjoy listening to each other in a relaxed and informal setting. The Listening Lounge is open in Horizons.

Authors Circle: The International Listening Association boasts a wealth of authors who have written a wide variety of books that demonstrate that Listening is The Key to Life. This is your opportunity to meet them and learn more about their work. There is a special session in Chesapeake A from 4:45 – 6:00 on Thursday, March 26<sup>th</sup>, otherwise gather in Horizons.

The Listening Booth: We began with a trial run in Minneapolis and continue this year in a special area that is just down the hall from the action of the sessions and in a quiet space. Come down to the Display Room and record a video greeting, conversation, or interview.

### **Thursday, March 26<sup>th</sup>**

#### **Time: 1:15 – 2:30**

To Disclose or Not To Disclose: That Is The Question Room: Cape Henry  
Dr. Vincenne A. Waxwood, Volunteer, Seattle Symphony

In Interpersonal Communication, (1974) Sidney Jourard revealed the consequences of choosing to share as "lover's balm" or "hater's bomb". We'll explore the role of trust in sharing, the obligations of a listener, and how a sharing person can protect themselves from negative consequences.

Field Tested Listening Exercises Room: Chesapeake A  
Sheila Bentley, Bentley Consulting  
Wayne Bond, Professor Emeritus Montclair State University  
Carole Grau, Grau Interpersonal Communication  
Jennifer Grau, Grau Interpersonal Communication

Accomplished, innovative, and long- time International Listening Association members demonstrate successful, field- tested listening exercises for use in a variety of training/teaching settings. Exercises will focus on specific attitudes, knowledge and skills involved in developing effective and meaningful listening behavior.

International Listening Association – 36<sup>th</sup> Annual Convention

## **Thursday, March 26<sup>th</sup>**

**Time: 1:15 – 2:30**

### Quilting Workshop

Room: Chesapeake C

Sharon Tindall, Northern Virginia Community College

Master Quilter, lecturer, speaker, and textile instructor Sharon Tindall will lead a hands-on workshop that focuses on the process behind the selection of textiles, creation of quilt squares, and the process of listening to the rich stories that are involved.

### Metacognitive Listening Strategy Use in US Americans: An L<sup>1</sup> Study

Room: Virginia A

Moderator: Kent Zimmerman, Sinclair Community College

Laura Janusik, Associate Professor and McGee Chair of Communication, Rockhurst University

This study attempts to demonstrate the validity of the Janusik-Keaton Metacognitive Listening Strategies Instrument (MLSI) on an independent sample of US Americans.

### Listening to the SONG of Life

Room: Virginia B

Moderator: Erica Lamm, Concordia University Nebraska

E. James Baeler, Old Dominion University

The lack of emphasis on engagement in many listening courses is addressed in this auto ethnography by suggesting an alternative approach that teaches students to listen to the SONG of life. This is a Work In Progress

### Listening & Learning

Michael Zimmerman, Northern Virginia Community College

Listening and learning are similar processes, each dependent on the other; exploring this connection is important for improving/assessing abilities and training, specifically in relation to education. This is a Work In Progress.

**Time: 2:30 – 3:00**

**Afternoon Break**

**Room: Horizons**

**Time: 3:15 – 4:30**

### Transforming Fitness Failures Through Listening

Room: Chesapeake A

Kim Watkins, CEO inMOTION Workouts by inSHAPE Fitness

This Key to Life Challenge asks the question; can we use stronger listening skills to combat widespread failure to maintain long term exercise goals?



## **Thursday, March 26<sup>th</sup>**

**Time: 3:15 – 4:30**

Focus: Have We Become “Focus Challenged”?  
Sheila C. Bentley, Bentley Consulting

Room: Chesapeake C

With all that competes for our attention in our daily lives, (including our own self-interrupting habits), are we developing problems with staying focused? In his latest book *Focus*, Daniel Goleman discusses three types of focus-- inner, other, and outer focus--and how these play out in our lives either helping or hindering our success. This session will explore how these forms of focus relate to listening, and what strategies we can employ and help others to employ when focus is important.

Identifying Propositions that Promote Intercultural Listening among African American Students Who Have Studied Abroad  
Moderator: Melissa Beall, University of Northern Iowa  
Ivon Alcime, Tuskegee University

Room: Virginia A

This Work in Progress presents a phenomenological, qualitative study of “good” intercultural listening experiences.

(Re)inventing Rhetorical Theory as Silence & Listening  
Moderator: Helen Meldrum, Bentley University  
Jennifer Reilly Bluma, Regent University

Room: Virginia B

This paper will illustrate silence and listening as rhetoric in its origination with the monastic community of the Desert Fathers, while acknowledging it as a basic contemplative and ascetic practice in many ancient religions.

Listening in Civic Engagement  
Erica Lamm, Concordia University Nebraska  
Andrew Wolvin, University of Maryland

This qualitative research project looks at civic engagement from a listening perspective to determine how students view their listening habits in relation to civic engagement.

**Time: 4:45 – 6:00**

Authors Circle

Room: Chesapeake A

The International Listening Association boasts a wealth of authors who have written a wide variety of books that demonstrate that Listening is The Key to Life. This is your opportunity to meet them and learn more about their work.

Future of CLP

Room: Chesapeake C

This open session is designed to exchange ideas, offer solutions, and ask what it means to be a Certified Listening Professional and how can we develop broad-based and practical programs to pursue it beyond what we have already done.

International Listening Association – 36<sup>th</sup> Annual Convention

## **Thursday, March 26<sup>th</sup>**

**Time: 4:45 – 6:00**

Asynchronous Online Discussion and Narrative:  
How Well Do Peers Listen?

Room: Virginia A

Moderator, Andrew Wolvin, University of Maryland  
Sherrie Good, DeVry University  
Donna Rouner, Colorado State University

This study focused on a variety of listening behavior derived from research on audience processing of narratives.

Unheard Voices: Narratives of Bangladesh Acid Survivors  
Pamela Cooper, University of South Carolina, Beaufort

Room: Virginia B

Using a narrative methodology the stories of acid survivors were gathered; excerpts from their stories and pictures of acid survivors will be shared.

**Time: 6:30 – 8:30**

**Opening Reception**

**Room: Sunset**

It's time to ***Bling it to the Bay!*** Relax and catch up with old friends and make new ones while enjoying Light Appetizers. Wear your favorite Bling; there will be a Cash Bar.

**Dinner on Your Own**

## **Friday, March 27<sup>th</sup>**

**Time: 8:00 – 9:15**

Let Your Ears Lead Your Moves  
Kim Watkins, CEO, in MOTION Workouts

Room: Cape Henry

In this session you are invited to assess your functional capabilities and learn postural corrections through enhanced listening techniques to establish a baseline level of exercise training for overall health. This can serve as a needed metabolic and energy boost during the conference.

inMOTION Workouts – Exercise Radio on Demand

The failure of exercise in general, and self-taught exercise specifically demands a solution that suits the needs of vast numbers of users but also considers the highly technical, mobile culture at present. Learn how you can set yourself on the track for success.

## **Friday, March 27<sup>th</sup>**

**Time: 8:00 – 9:15**

### **Stimulating Learning Without Technology**

Room: Chesapeake A

Gregory J. Enos, Managing Principal, Time Communications Associates, LLC

Providing stimulating learning without technology is a special challenge for instructor-led sessions. Good planning, calm facilitation, and a willingness to trust the participants can lead to an enhanced learning experience for everybody.

Learners will experience at least two interactive learning exercises and receive copy-ready participant handouts that can be used in future sessions. All who complete the session will receive a copy of the facilitator guide and the learning outputs generated during the 60-minute session

### **Effective Communication: Evolving From Listening to Processing**

Room: Chesapeake C

Moderator: Kent Zimmerman, Sinclair Community College  
Michael Gilbert, Professor Emeritus, Central Michigan University

This paper traces the exploration of effective communication through the research of one scholar for more than 30 years. The impetus of an awareness of the need to listen more effectively was the starting point and has evolved through the adaptation of interaction and delivery skills as described by the *Process Education Model*®.

### **Revisiting the European Listening and Health Care Conferences: Lessons Learned**

Room: Virginia A

Jennifer Grau, Grau Interpersonal Communication  
Laura Janusik, Rockhurst University  
Elizabeth Skavish, New England Conservatory Preparatory School

If you are curious about what took place at the European Listening and Healthcare Conference (ELAHC) in Nijmegen, The Netherlands but were unable to join us this past October join us now and learn more about this unique event from those who planned, presented and participated in the event. Our panelists, a social scientist, a musician, and one of the conference organizers, will discuss their role and contributions. Audience members who attended the conference will be invited to share their perspectives as well. Together with the audience in Virginia Beach we will consider the lessons learned from a variety of perspectives. Those who did not travel to Nijmegen are encouraged to ask questions about content, format, and process as well as to consider how events like these can be used to strengthen and grow ILA's membership and reputation worldwide

**Friday, March 27<sup>th</sup>**

**Time: 8:00 – 9:15**

Listening in International Development

Room: Virginia B

Moderator: TBD

Andrew Wolvin, University of Maryland

American foreign policy is under scrutiny as never before. As President Obama stressed in his first television interview after moving to the White House, America needs to listen to the rest of the world. This paper explores a fascinating listening initiative, "Time to Listen," in U.S. international development, one of the three pillars (development, diplomacy, defense) of our foreign policy.

Listening, The Key to Life and Persuasion!

Charles Lester, Palm Beach Atlantic University

The session traces the interactive path of listening in the human brain. Guided by the ILA listening definition, and the Hurier Listening Model, Power-point slides from electro and magnetoencephalography brain imaging functions will be discussed. Considerations for the principles of listening, types of memory and aging will view the process of brain/listening development during child, teen and adult stages. Research into brain-listening and memory functions suggests ways to keep listening active. Exercise and diet may be keys to active listening viable.

**Time: 9:30 – 10:45**

Generative Listening: A Life Affirming Key to Life

Room: Cape Henry

Kay Lindahl, CLP, The Listening Center

Rick Bommelje, CLP, Rollins College

This experiential workshop provides an opportunity to explore generative listening and to share practices to enhance this skill. This advanced type of listening focuses on accessing open heart and open mind, and has the capacity to transform all of our relationships. We will demonstrate various qualities through a series of concepts of how we learn to listen with our hearts in order to allow for the manifestation of something new that has never existed before through deep listening and open inquiry. It is a life affirming key to life.

Field-Tested Listening Exercises

Room: Chesapeake A

See description from Thursday, March 26<sup>th</sup>

**Friday, March 27<sup>th</sup>**

**Time: 9:30 – 10:45**

The Underground Railroad Quilt Codes

Room: Chesapeake C

Moderator: Kelly C. Brion, U.S. Department of Justice  
Sharon Tindall, Northern Virginia Community College

The Underground Railroad was about much more than exotic hiding places and mysterious codes. The real history is rooted in people who made the Underground Railroad work to help move slaves from place to place in their quest for freedom. Listening played an essential role through the recognition and understanding of the Quilt Codes.

A Preliminary Investigation into Listening Motivation  
in the Classroom

Room: Virginia A

Moderator: Helen Meldrum, Bentley University  
Mary Claire Meyer, University of Maryland, College Park

This paper examines different variables influencing a student's motivation to listen in the classroom.

Listening to Ebola Messages: The Intersection of Listening and Risk Communication  
Amanda Strausser, University of Maryland, College Park

This paper investigates how messages about Ebola are presented to college students in a variety of context. The study also examines how this presentation influences their risk perception and risk communication with others.

Examining the Highs and Lows: The Influence of Individual  
Noise Sensitivity on Mobile Phone Attitudes and Behavior

Room: Virginia B

Moderator: Melissa Beall, University of Northern Iowa  
Presenter: Margarete Imhof, Professor of Psychology, Johannes Gutenberg University

Research in psychoacoustics and public health reveals that individuals respond differently to noise, with some being more sensitive to noise than others. Given the prevalence of mobile technology and that noise sensitivity appears to be a relatively stable individual difference, it is possible that noise sensitivity may distinguish individual mobile phone use. This study investigates the relationship between noise sensitivity and mobile phone attitudes and behaviors.

**Friday, March 27<sup>th</sup>**

**Time: 9:30 – 10:45**

Listening Back: Using the Teach-Back Method to teach  
Listening Skills to Both Patients and Students

Room: Virginia B

Christopher Bond, PhD, Missouri Western University

This project examines how using the teach-back method of listening skills, or demonstrating proper listening skills, can assist both patients in the examination room increase their health literacy and students in the classroom increase their classroom literacy.

Differences in how Japanese and English Speaking Peoples Talk About Listening  
Professor Kazuo Akasaka

The Japanese culture approaches the discussion of listening differently than English speaking people. This presentation discusses such differences.

**Time: 10:45 – 11:15**

**Morning Break**

**Room: Horizons**

**Time: 11:15 – 12:15**

**Committee Meetings**

Education Committee

Room: Chesapeake A

Nominating Committee

Room: Chesapeake C

Business Committee

Room: Virginia A

Research Committee

Room: Virginia B

**Time: 12:30 – 2:15**

**Room: Sunset**

Past Presidents Celebration Luncheon

Kent Zimmerman, 1<sup>st</sup> Vice-President (Elect) & 2016 Convention Planner

It's not too early to begin making plans for the 37<sup>th</sup> Annual International Listening Association Convention that will be held in Tucson, Arizona.

Philip C. Tirpak, 1<sup>st</sup> Vice-President: Welcome our Keynote Speaker, Professor Cheryl Huff from Germanna Community College

Cheryl Huff, Germanna Community College: Keynote Speech: Whole Hearted Listening

**Friday, March 27<sup>th</sup>**

**Time: 2:45 – 4:00**

Active Listening Through Improvised Play

Room: Cape Henry

David A. Tyson, Northern Virginia Community College  
& David Tyson's Weaver of Tales Theatre

This session is designed to provide a deeper understanding of how improvisational theatre games can be used to help people become more engaged listeners and active participants in our interactions with others. Following a brief discussion and demonstration participants will engage in a variety of hands on activities and "theatre" games. Participants should come ready to move, project, listen, and laugh both at themselves and with others.

Listening: A Key Frame of Reference for  
Assessing Reader's Capacity

Room: Chesapeake A

Moderator: TBD

Terrence Stange, PhD, Marshall University Graduate College

The purpose of this "work in progress" is to connect to and expand upon research in listening comprehension to better understand students' potential to progress

What Vital Sign Are You Missing? How Health Care Benefits Patients and You!

Kae Van Engen, Dordt College

The ability to listen well, and to be deeply understood, enhances every aspect in our lives. The healthcare field is no different. This Work in Progress seeks to establish an ongoing dialogue.

Innovation & Listening: The Winning Combination

Room: Chesapeake C

Rick Bommelje, Rollins College

Dick Pfeil, Pfeil Innovation Center

This session shares the story of how an entrepreneur and visionary businessman (and a new ILA member), in one year, connected the power of listening to a flourishing innovation movement in northern Indiana, including a healthcare organization of 7,000 employees. We will learn the steps that were taken to make the vision a reality

**Friday, March 27<sup>th</sup>**

**Time: 2:45 – 4:00**

**CLP Project Presentations**

Room: Virginia A

Moderator: Richard D. Halley, CLP, Weber State University  
Anita Dorcza  
Barbara Lynch, CUNY/Queensborough Community College  
Franca Ferrari, CUNY/Queensborough Community College  
Roseanne Vogel, CUNY/Queensborough Community College

Meet and listen to the latest participants in the Certified Listening Professional Program

**Listening to Change Lives**

Room: Virginia B

Francine White, LaGuardia Community College

Key to Life Challenge Session: Can listening skills help support successful transition of incarcerated from prison to home?

**Time: 4:00 – 4:30**

**Afternoon Break**

**Room: Horizons**

**Time: 4:45 – 6:00**

**Instinct, Outstinct, Extinct**

Room: Chesapeake A

Daniel R. Corey, ILA Life Member  
Michael Z Murphy, Union County College

Industrialized cultures tend to overlook, undervalue, and sometimes even repress instinct. The costs can include time, conflict, ineffectiveness or heartache. This is yet another way that minimized self-listening creates damage. In this interactive workshop Dan and Michael lead exercises that help participants recognize as well as reconnect and strengthen instinct. Contrarily, participants will learn to recognize and disconnect outstinct – the default substitute for the real deal.

**Listening in Children's Books**

Room: Chesapeake C

Moderator, Pamela Cooper, University of South Carolina, Beaufort  
Andrew Wolvin, University of Maryland

What we know and care about listening, and how we perform as listeners, is established early in life. Children's picture books can have an influence on how children constitute the process of listening and how they function as listeners. This paper reviews some of the creative children's books that provide positive and negative depictions of listening.



## **Friday, March 27<sup>th</sup>**

**Time: 4:45 – 6:00**

### **Listening to Exam Feedback**

Christopher Bond, PhD, Missouri Western University

Room: Chesapeake C

Receiver apprehension and test anxiety is a common occurrence for students in college, both before and after the test. Many studies have used animal assisted therapy in medical settings to assist with such items as feelings of isolation and to increase interpersonal relationships with other patients. Additionally, many animals are used to create bonds between patient and their therapist as well assisting many people with disabilities to navigate their daily lives. Recently, many universities are using animal assisted therapy within the classroom to assist with eliminating stress and other anxieties. This study examines how the presence and absence of a therapy dog affect measurements of receiver apprehension among college students about to receive examination feedback.

### **The Dark Side of Listening**

Moderator: Lucy Holsonbake, Northern Virginia Community College  
Michelle Pence, PhD, University of Texas of the Permian Basin

Room: Virginia A

The presentation proposed will review a current study in-progress. This study represents the second part of my exploration into the relations between the “dark side” of personality and active-empathic listening. The extant literature is nearly devoid of studies specifically examining antisocial, negative aspects of human interaction in relation to active-empathic listening. The current work-in-progress contributes to closing this gap. Further, this presentation on the dark side of listening is in keeping with the conference theme, “Listening: The Key to Life.” As Carl Jung stated, “I must have a dark side also if I am to be whole.” The only way a complete understanding of trait-like active-empathic listening ability will be obtained is through investigation into both lighter and darker aspects of life, individuals, and human interaction.

### **Skills USA Listening Contest**

Susan Timm, Elgin Community College  
Lisa Orick-Martinez

Room: Virginia B

We will be showcasing a new listening contest for SkillsUSA members. SkillsUSA is a national nonprofit organization serving teachers and high school and college students who are preparing for careers in trade, technical, and skilled service occupations, including early childhood and health occupations

## **Dinner on Your Own**

**Saturday, March 28<sup>th</sup>**

**Time: 8:00 – 9:30**

Annual Business Meeting

Room: Sunset

Pamela Cooper, President, International Listening Association

**Time: 9:30 – 10:00**

**Morning Break**

**Room: Horizons**

**Time: 10:15 – 11:30**

If Listening is the Key Then Questioning  
is The Keyhole

Room: Chesapeake A

Sylvia Henderson, Founder/CEO, Idea Success Network

This interactive workshop engages participants' questioning, listening, and synthesizing skills. This session explores how to draw ideas and information out of people's heads through astute questioning techniques, then synthesize responses by actively listening and physically organizing what they hear. Results lead to better coaching and leadership experiences, developing successful implementation strategies, and improved client and personal relationships...all of which yield increased profits or fulfilling greater purposes in life.

The format of this workshop mixes presenting concepts with engaging participants in small-group activity. Results include shared ideas for questioning techniques, questions participants can use in their daily interactions professionally and personally, and heightened appreciation for how listening is the key to serving others more effectively

Emotion Identification From Auditive and Visual  
Stimuli by People with Normal and People with  
Impaired Hearing

Room: Chesapeake C

Moderator; Kent Zimmerman, Sinclair Community College

Presenter: Molly Stoltz, Valdosta State University

Two preliminary studies that are attempts to learn more about emotion-based communication among people with normal hearing (NH) and impaired hearing (IH) are presented. The target is to enhance understanding in this area, also in ever more frequent cross-cultural situations.

**Saturday, March 28<sup>th</sup>**

**Time: 10:15 – 11:30**

**How Do We Get People to Listen?**

Room: Dominion A

John Backman, Principal, The Dialogue Venture

Margarete Imhof, Professor of Psychology, Johannes Gutenberg University

Don R. Swanson, Monmouth University

The spread of mass communications technology—the web, social media, e-publishing, etc.—has given business people, authors, academics, and others nearly unfettered access to the people they wish to reach. Ironically, that access may have made communications more difficult, as thousands of messages now compete for the time and attention of each audience. Even the most targeted, relevant, attention-getting message has a difficult time breaking through the noise. This challenge gives rise to an unsettling question: how can we continue to communicate at all? How do we get people to listen?

**All Ears on Deck: Listening for  
Innovative Course Design**

Room; Dominion B

Rebecca Yost, Florida SouthWestern State College

Katherine O'Connor, Florida Gulf Coast University

Myra Walters, Florida SouthWestern State College

This panel will explore the impact of listening on two innovative courses; a First-Year seminar course within a Live-Learn Community and an online asynchronous Public Speaking course.

**Saturday, March 28<sup>th</sup>**

**Time: 10:15 – 11:30**

**Life's Key to Understanding Why Different  
Listeners Listen Differently**

Room: Virginia A

Dr. Lyman K. (Manny) Steil, CEO & President  
Communication Development, Inc. & the  
International Listening Leadership Institute

After 50 years of studying the process, activities, stages, and behaviors of several thousands of listeners, a significant Life Key reinforces Socrates' wise counsel, "Above all else, know thyself." In addition, and in a quest to advance Life's Listening Keys, it is wise to "Secondly, know thy others."

In both cases, the key to listening in all walks of life resides in understanding the underlying and multi-dimensional forces that drive listeners, and why different listeners listen differently. Based on the results of 35+ years of comprehensive diagnostic assessment of tens of thousands of individual listeners, this presentation will explore why and how different listeners listen differently. Understanding the multi-dimensional and different forces that drive individuals is the absolute key to enhancing listening throughout life.

**Listening: We Know It's Important But What  
Exactly Does it Mean to Employees?**

Room: Virginia B

Moderator: Lucy Holsonbake, Northern Virginia Community College  
Tiffany Schroeder, Case Western Reserve University

There is a growing body of evidence to indicate that the perception of being listened to at work is important. But what meaning does being listened to at work hold from the perspective of the employee?

**Asynchronous Online Discussion and Narrative: How Well Do Peers Listen?**

Sherrie Good, DeVry University  
Donna Rouner, Colorado State University

See Session Description for Thursday, March 26<sup>th</sup>

**Saturday, March 28<sup>th</sup>**

**Time: 11:45 – 1:00**

A Fool's Odyssey; A Modern Take

Room: Cape Henry

On A Homer Classic

David A. Tyson, Northern Virginia Community College  
& David Tyson's Weaver of Tales Theatre

For centuries mankind relied on the story tellers to pass on the culture and wisdom of the ages. Audiences would gather round as the traveling tellers and surrogate soothsayers came to town sharing the news of other lands and their own personal fantasies which revealed the, follies, foibles, and fixations of the ages. Their tales were meant to entertain and enlighten the populace. Even though we now live in a world of movies, television, and internet, we still need live interaction; if for no other reason than to remind us that we are not alone. The *Odyssey* is a story about a man who is seeking to find his way home; perhaps the reason it has endured is because it's a story we all share.

Drawing on the age old wisdoms of Homer's *Odyssey* and other ancient Greek / Roman stories Mr. Tyson presents a one man show with a cast of hundreds (give or take 90 or so). Borrowing from a variety of theatrical forms including the worlds of: acting, magic, stand-up, story performance, and improvisational theatre; this is a fast paced, engaging, and entertaining tale that seeks to answer the question:

"How can I get home from here?"

Join the fool who must overcome his own hubris and greed; the deceits and villainy of others; and even death itself, as he seeks to reclaim his life.

Words That Offend; Responding to the

Room: Chesapeake A

Hurtful with a Listening Heart

John Backman, Principal, The Dialogue Venture  
Marg Herder, Director of Public Information,  
Christian Feminism Today

Particularly in controversial conversations, many words and phrases carry associations that can deeply offend, uphold human dignity, or both. The goal of this session is for participants to explore these issues for themselves. Participants will leave the session with more clarity around their own language triggers and the stance they wish to take in their future interactions on sensitive subjects.

## Saturday, March 28<sup>th</sup>

**Time: 11:45 – 1:00**

### Listening to the SONG of Life

Moderator: Erica Lamm, Concordia University Nebraska

E. James Baesler, Old Dominion University

Room: Chesapeake C

### Listening & Learning

Michael Zimmerman, Northern Virginia Community College

See session description for Thursday, March 26<sup>th</sup>. This is a Key to Life Challenge.

### Listening, Engagement, and Gratitude

Don R. Swanson, Ed D, CLP, Monmouth University

Room: Virginia A

Considering the effect of listening in the contemporary work environment brings anecdotal information to light which expresses impacts from quality listening that are seldom cast in the definitional or operational frame of listening. Specifically listening is a key necessary element of the popularized organizational culture condition of “engagement.” To have engagement requires the use of feedback. Gratitude is viewed as empathic and as such stimulates emotional reaction. This is a Work in Progress.

### Listening; Exploring Our Relevance In Newer Forms of Communication

Moderator: Tiffany Schroeder, Case Western Reserve University

Margarete Imhof, Professor of Psychology, Johannes Guttenburg University

Laura Janusik, Rockhurst University

Ning Xie, University of Maryland

Room: Virginia B

This session aims to accomplish the above by encouraging an engaging dialogue around a number of core questions. These questions will likely include the following: *Can listening occur in non-synchronous formats? In what ways does the research that each panelist has worked on apply to non-synchronous formats? How can we, as a community of listening scholars, use our work to inform efforts to listen in non-synchronous formats? What are the biggest advantages of expanding our study of listening to include social media and other non-synchronous formats?, and What do we lose through expanding listening in this way?*

**Saturday, March 28<sup>th</sup>**

**Time: 1:15 – 4:30                      Awards Luncheon & Celebration                      Room: Sunset**

Welcome: Philip C. Tirpak, 1<sup>st</sup> Vice-President & 2015 Convention Planner  
Remembrance Presentation: Sheila Bentley, Bentley Consulting  
Research Awards: Margarete Imhof, Research Committee Chair  
Annual Awards: Kelly C. Brion, Awards Committee Chair  
Tuscon Here We Come: Kent Zimmerman, 1<sup>st</sup> Vice-President (Elect) & 2016  
Convention Planner  
The Listening Quilt: Pamela Cooper, President  
Celebrating Our Traditions – The Story of the Gavel: Lyman K. “Manny” Steil

**Time: 4:45 – 5:30                      Closing Plenary Session                      Room: Cape Henry**

Facilitators: Philip C. Tirpak, Incoming President  
Kent Zimmerman, Incoming 1<sup>st</sup> Vice-President  
Charles Veenstra, Incoming 1<sup>st</sup> Vice-President (Elect) & 2017 Convention Planner

This final session will serve as an After-Action Review of the Convention and serve as an opportunity for members to share their thoughts and suggestions to help move the International Listening Association into the future.

