



# The Listening Post

A Publication of the International Listening Association



## MILWAUKEE HOSTS THE 30<sup>TH</sup> ILA CONVENTION

Treasuring the Past · Embracing the Present · Creating the Future



Rick Bommelje  
First Vice President

The traditional gift for a 30th year anniversary is pearl, and it is guaranteed that there will be many “pearls of listening wisdom” that will be shared during this extraordinary celebration in Milwaukee.

*Growing Our Listening Legacy* is the theme of our 30<sup>th</sup> Convention. In historical terms, a *legacy* is something that is handed down from one period of time to another. When the 54 ILA founding members assembled in Atlanta, Georgia, on February 17-19, 1980, their vision of the future was bold.

Three decades later, we gather to celebrate the rich tradition of the ILA and to dream boldly about the future.

Kathy Thompson, Local Arrangements Chair, has done a phenomenal job in preparing for your arrival. The newly renovated Hyatt Regency Milwaukee will serve as an outstanding venue where we can “treasure the past, embrace the

present, and create the future”.

Kathy has also designed a very special event that captures the spirit of the beautiful city of Milwaukee, nationally recognized for its wonderful museums.

We will experience “A Step Back In Time” (yes, beer and brats) at the renowned Pabst Mansion. Boasting stunning interiors, elegant original furnishings, elaborate wall coverings, the finest wood craftsmanship, intricate ironwork, brilliant stained glass, and rare art, the Mansion helped make the 1890's the “Pabst Decade” in Milwaukee.

The Program Planning Committee (Chris Bond, Greg Enos, Nadine Marsnik, Nan Johnson-Curiskis, Donna Renaud, Susan Timm, Erin Tobiasz, and Charles Veenstra) has done an amazing job in selecting over 60 dynamic listening programs, papers, and panels.

The Education Committee has organized a trail

blazing conference entitled “Linking Listening and Literacy: A Special Day of Interactive Listening and Learning”. This Saturday conference is co-sponsored by and hosted at Alverno College, which is doing a dynamic job of helping to market the education listening conference and the convention both.

The Research Committee will continue its tradition of developing a series of discussion-based panels that will offer you practical recommendations for conducting listening research.

The Business Committee has assembled a series of

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View of Quadracci Pavilion at the Milwaukee Art Museum



ILA President Lisa Orick-Martinez

## President's Perspective

by Lisa Orick-Martinez

As I end my tenure as president of the ILA, I feel grateful to have lead such a wonderful group of people, privileged to have worked with the leaders on the ILA board. The highlights of my term stem from projects started before my presidency that will continue long after I am gone. These projects are exciting and will finally bring recognition to the ILA that our organization deserves.

First, we are in the process of totally rebuilding the ILA web pages. Thanks to Past President Margarete Imhoff, this daunting task is finally underway. Margarete is also working on several e-magazines for the web site. These e-magazines will contain information specific to the education, health, and research fields. The contributing authors will be from our own illustrious membership.

Second, the ad hoc committee to generate income for the ILA has come up with some great ideas for generating funds for the organization. You may have already received the blast about donations; members have a chance to become a champion or star! This is one of several ideas the committee is implementing to generate revenue for the ILA.

Third, we will be unveiling a new program at the Milwaukee convention; this is by far the biggest undertaking the ILA has ever done. I don't want to give it away, so you'll have to wait until the convention to find out what it is!

This has been a great year for me as president of the ILA as I worked to support people and programs within our organization. I have learned a lot, worked with many outstanding people, and became friends with many more. I thank you for this opportunity to serve you all and the ILA.

### ATTENTION!

To assure that all members get information and materials in a timely manner, we need everyone to go on-line to our members-only section and make sure that contact information is correct, especially mailing addresses and e-mails.

You will find the link on the ILA homepage or go to the following link: <http://ila.camp7.org/>.

## Meet the Newest ILA Members

The following individuals have joined since January 1, 2009:

Shaunda French, Missouri  
[sfrench@ucmo.edu](mailto:sfrench@ucmo.edu)

Kathryn Heino, Wisconsin  
[heinokf@alverno.edu](mailto:heinokf@alverno.edu)

Art Lacy, Texas  
[alacy@tx.rr.com](mailto:alacy@tx.rr.com)

Catherine Lindsay, Wisconsin  
[cmlindsay@tds.net](mailto:cmlindsay@tds.net)

Stephen McCord, Virginia  
[smccord@gmail.com](mailto:smccord@gmail.com)

Michelle Napier-Dunnings, Michigan  
[michelle@pearlpartners.net](mailto:michelle@pearlpartners.net)

Patricia Posthauer, NY  
[pposthauer@sjcny.edu](mailto:pposthauer@sjcny.edu)

LG Shanklin-Flowers, Wisconsin  
[lginreach@aol.com](mailto:lginreach@aol.com)

Christina Waybright, Idaho  
[christinawaybright@u.boisestate.edu](mailto:christinawaybright@u.boisestate.edu)

Stephanie Webster, Florida  
[swebster@ufl.edu](mailto:swebster@ufl.edu)

S.A. Welch, Wisconsin  
[welchs@uww.edu](mailto:welchs@uww.edu)

# WELCOME



## MILWAUKEE HOSTS THE 30<sup>TH</sup> ILA CONVENTION

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highly interactive sessions for Thursday that focus on the Listening Organization.

You will also learn about the new *Listening Certification Program* and how you can become involved in this exciting initiative.

Most of all, we challenge you to reflect on what is your own listening legacy? What will you leave to future generations of ILA members? We look forward to seeing you in Milwaukee.



Milwaukee Skyline at Night

### ILA's Online-Publications by Margarete Imhof

Share and publish your listening expertise online.

The International Listening Association is a professional organization that integrates expertise from many fields. The International Journal of Listening which is now published by Taylor & Francis, a major publishing company that represents many other quality journals in the scientific community, is a major showcase of this expertise. Our current Editor James Floyd works hard to maintain the quality of the publication.

However, much of the knowledge and competences of ILA members and others who are dedicated to listening do not fit the format of a formal journal article. ILA members have great teaching ideas (which we have traditionally shared in the swap-

shop at ILA conventions), we have excellent workshop materials, training experience, syllabi, book reviews, textbook descriptions, short research notes, interesting convention papers, and other pieces that would be helpful and stimulating but which will never appear in a scholarly journal.

At the Milwaukee conference, I will propose that ILA creates two online journals, which cater to the business and to the education sectors. Tentative titles could be "Listening in the Business World" and "Listening Education".

These online journals will offer a platform to publish various types of papers, e.g., exercises for teaching and training, features, short reports. The online journals would, of course, need an editor who makes sure that certain standards are observed.

The online publications would be available to ILA members as part of their membership benefits and to other visitors, either as an online subscription of the entire publication or for online purchase of an individual paper. Ideally, the publications will attract new members and generate some income for the association.

If you are interested in learning more about the online publications, please attend my session at the Milwaukee conference. I will attend the committee meetings and present the idea there, too. At that time, we will discuss my proposal for format, focus, and style sheet, which I will have prepared.

As my past-president's project, my goals are to generate interest in listening and in the ILA by offering an online showcase of our competences and services and to encourage all members to contribute and share their listening expertise in a professional way. I see this as a feasible step for ILA as we strive to become THE leader in listening.



Margarete Imhof  
Past President



Thank you for allowing me to continue to serve you and the ILA in this important position as LP editor. I welcome your thoughts for future publications.

Susan Timm, LP Editor

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Go to [www.goodsearch.com](http://www.goodsearch.com), and type in  
"**International Listening Association**"  
in the area that asks:  
"Who Do You GoodSearch for?"



**Regional Roundup!** By Michael Z. Murphy, Regional Leader, North America East

**The North America East Region** held a full-day conference on Saturday, October 11 on the campus of Montclair State University. The Planning Committee, which first met in Portland, consisted of Alberta Arnold, Wayne Bond, Daniel R. Corey, Carole Grau, Michael Z. Murphy, and Andy Wolvin.

A Dutch Treat evening was held on the Friday evening preceding the conference that had nearly 50 participants. The attendee who travelled the greatest distance was from California--somewhat outside the North America East Region, but in the spirit of ILA, all were welcome, all were given due diligence in the listening department.

The first session was on "Research on Brain Science and Its Connection to Communication," which was presented by Laura Janusik. Next was "Corporate Listening Training and Related Issues" presented by Peter deLisser, after which everyone enjoyed a nice lunch in the Faculty Dining Room.

The first afternoon session was a Regional Review, during which attendees had a chance to network with each other. A final session on Best Practices was facilitated by Wayne Bond, Carole Grau, Amy Matten, and Michael Z. Murphy. Andy Wolvin closed out the day with some inspiring thoughts.

Noteworthy is the fact that the zenergy chimes were a

big hit and utilized by all. (See what you missed.)

It is the fervent hope that another small group of dedicated ILA members from somewhere in the North America East Region will step forward and plan another regional gathering. Is that member YOU???? If you have any questions about how to do just that, feel free to contact Michael Z. Murphy at [MZMURPHY@ucc.edu](mailto:MZMURPHY@ucc.edu).

On this page, enjoy some pictures from the regional conference!



Michael Z. Murphy



**Regional Leaders**

Contact your regional leader if you have ideas for a regional project.

**ASIA, SOUTH PACIFIC, & AUSTRALIA -**  
 Varadaraj "Raj" Curam  
[seeorwe@gmail.com](mailto:seeorwe@gmail.com)

**EUROPE & AFRICA -**  
 Margarete Imhof  
[imhof@uni-mainz.de](mailto:imhof@uni-mainz.de)

**NORTH AMERICA EAST -**  
 Michael Murphy  
[MMurphy@ucc.edu](mailto:MMurphy@ucc.edu)

**NORTH AMERICA MIDWEST -**  
 Donna Renaud  
[donna.renaud@wku.edu](mailto:donna.renaud@wku.edu)

**NORTH AMERICA SOUTHEAST -**  
 Linda Diamond  
[lindaeve@mac.com](mailto:lindaeve@mac.com)

**NORTH AMERICA WEST -**  
 Rob Carriaga  
[robc@cnm.edu](mailto:robc@cnm.edu), assisted by  
 Jodie Miranda  
[jodiemiranda8@gmail.com](mailto:jodiemiranda8@gmail.com) and  
 Tesa Lane  
[tlane0785@yahoo.com](mailto:tlane0785@yahoo.com)



**Every time someone conducts a GoodSearch, ILA gets money.** Since starting the program last year, **the ILA has earned over \$35.** Not bad for simply searching on-line, which many of us do frequently anyway!

Goodsearch also has a program called Goodshop that you can access on our website, which will donate a percentage of your purchase amount to ILA every time you shop on the Internet. Whether you use Goodshop or Amazon, you never pay more for your purchases.

Spread the word to your friends, family, colleagues, school administrators, etc. **The more people who use Goodsearch and Goodshop, the more**

The IJL accepts submissions on an ongoing basis. Of special interest are articles and book reviews on the following topics.

- Listening and Second Language Acquisition
- Listening Assessment
- Listening, Audience Behavior and Media Studies
- Listening, Audience Behavior and Political Rhetoric
- Historical Studies of Listening and Audience Behavior
- Intersections Between Listening and Reading
- Listening in Professional or Managerial Communication
- Insights of Cognitive Theory, Psychology, Philosophy on Listening
- Listening and Rhetorical Theory
- Listening Research in K-12 Education
- Listening in Health Communication
- Listening and Service Learning
- The Intersections between Musical Listening and Listening to Messages (listening as aesthetic vs. Epistemic process)

Please send IJL submissions to James Floyd, editor, at [floyd@cmsu1.cmsu.edu](mailto:floyd@cmsu1.cmsu.edu)

**Members can now access IJL on-line through the Members-Only area of the ILA website!**

### **Research Committee Report** by Christopher Bond

J.R.R. Tolkien states in *The Lord of Rings* trilogy “*There is nothing like looking, if you want to find something. You certainly usually find something, if you look, but it is not always quite the something you were after.*”

This quote exemplifies my role as Research Chair this past term. I have met many students and scholars interested in listening research but many of whom had no idea of where to start. To facilitate this, the Research Committee distributed a *White Paper of Listening Research Priorities* at the National Communication Association (NCA) convention and to graduate program directors and graduate students in Communication departments across the U.S. Through this process, I have found many current and potential

researchers that hopefully are inspired to join ILA.

Another large accomplishment was implementation of the *Synergist Award*, which was developed to encourage researchers to address one or more of the stated priorities of listening research in the context areas of Business, Education, Healthcare, Religion/Spirituality, and Theory/Research. With a cash award of up to \$500, researcher(s) can provide a solid foundation for future listening research in terms of theory development. The research will be presented at the next annual convention and can be published in the *International Journal of Listening*. The first award winner will be announced at the annual convention this March.

Speaking of the convention, the Research Committee through the coordination of Graham Bodie has proposed several exciting panels addressing different aspects of

listening research. Spanning such topics as qualitative and interactive listening research, these panels prove to enlighten and inform both new and seasoned listening researchers.

To reference the quote at the beginning “. . . *if you look, but it is not always quite the something you were after.*” So, what have I found? This past year I have found committed listening researchers who are constantly examining new listening contexts and variables. I have also found new researchers with an overwhelming charisma wanting to develop their own listening research agendas. Whether new or established listening researchers, the future of listening research looks exciting as we continue to “Grow Our Listening Legacy.”



Christopher Bond

## 2009 Listening Legend



*Listening Legend* is an ongoing interview series that was created so that we could learn from and pay tribute to those who have made innovative or significant contributions to the field of listening. These individuals help us to grow our listening legacy. Honoring them is our way of treasuring the past while nurturing the present. Their examples will continue to advance listening far into the future.

### **How did you first become interested in listening?**

I became interested in formal study of listening while doing research in communication. I found writings by and about Ralph Nichols, who began the study of listening. I also discovered a

Summer School class on listening taught by Manny Steil, and because it described him as a student of Ralph Nichols, I took the class.

As a result of that contact, I was one of those invited to Manny Steil's 1978 Seminar in St. Paul, Minnesota, where the International Listening Association was created. I became a founding member and have been an active ILA member for most of the ensuing years.

### **Who do you consider to be a great listener, and how has that person inspired you?**

I think I would identify Ralph Nichols as the greatest listener I have known--not only because almost everything

## Nadine Marsnik

"We can all quote wise sayings about listening--  
"Ears are the doorway to the heart," "Good students aren't smarter, they listen better,"--but if we don't really know HOW to listen, they are just sayings."

Nadine Marsnik

any of us uses in teaching listening has been gleaned from his original work, but also because he did listen himself and generously shared whatever he knew with all who came after him.

His friendship and collaboration on one of our textbooks was and is something I cherish. I still reread some of Nichols' personal handwritten notes of encouragement from that time.

### **What do you consider your most significant accomplishment in the field of listening?**

If I were to identify any significant contributions I have made to the field of listening, I would mention the fact that I taught listening classes at my own college as well as at several other Minnesota colleges and universities, conducted business seminars,

and made presentations at ILA and other Speech Communication conventions. I believe these activities--as well as my research and writing in the field--have helped spread the knowledge and understanding of listening.

I have co-authored two editions of Perceptive Listening and created numerous classroom exercises.

When, several years ago, I had breast cancer, I discovered and shared information on the power of listening and being listened to in the mind-body connection and the power of a circle of listeners--a focus that ILA has continued.

### **What changes do you hope to see in the listening field to meet the needs of the future generations?**

My hope for the field of listening to meet the needs of the future would be

that learning to listen would become a classroom requirement from Kindergarten through college.

We can all quote wise sayings about listening—“Ears are the doorway to the heart,” “Good students aren't smarter, they listen better,”—but if we don't really know HOW to listen, they are just sayings.

**What suggestions would you have for the ILA for moving forward to meet these needs?**

I would love to see ILA be able to get listening requirements into curricula—then perhaps no child would really be left behind because every child would have a vital skill for keeping up. I also know the time and effort ILA members have and still are putting into this effort. The time is now for new members to join the effort.

**What do you think is your biggest challenge to promoting listening skills?**

Perhaps the greatest challenge to teaching listening skills is that most people think listening is easy and that they already know how to do it.

**What has been your greatest personal listening challenge? What have you done to overcome or work with that?**

My own personal listening challenges came when I had to learn to how to listen to doctors when I was a patient and when I was a patient advocate. Knowing how to teach listening in a classroom is nothing like knowing how to listen to those who are suffering and afraid.

I learned much of this skill through facilitating cancer support groups, through listening to my husband and his medical teams through eleven years of illness, and now, through listening to my 103 year old mother.

Age and weakness and illness are frightening—being listened to creates power and control for those whom we listen to at their greatest time of need.

**What do you believe are the benefits for joining the ILA?**

The benefits of ILA are many: ILA provides a source of the newest research in listening, a place to share and collect teaching and training strategies, and—perhaps most of all—provides a network of listeners. ILA members actually do listen and share generously all that they know. I do consider ILA to be a network of friends.



Always Smiling—Nadine at 08 Convention

**2008-09 Executive Board**

President:	Lisa Orick-Martinez, New Mexico
First VP:	Rick Bommelje, Florida
First VP Elect:	Laura Janusik, Kansas
Second VP:	Charles Veenstra, Iowa
Secretary:	Christopher Bond, Arkansas
Member-at-Large (MAL)	
Special Projects:	Donna Renaud , Kentucky
MAL-PR:	Susan Timm, Illinois
MAL-Global:	Erin Tobiasz, Florida
Student Member:	TBA
<i>IJL</i> Editor:	James Floyd, Kansas
<i>LP</i> Editor:	Susan Timm, Illinois
Immediate Past President:	Margarete Imhof, Germany
Executive Director &	
Web Editor:	Nanette Johnson-Curiskis, Minnesota

## BUGDET DETAILS (pages 8 & 9)

**Assets 12-31-08**

		2008	2009
Beall Fund	In separate savings account	\$0.00	\$2,535.00
CDs in bank--principal	Itemized below	\$41,088.00	
Interest 2008 on CDs	In separate savings account	\$1,523.92	

**Itemized CDs**

Number	Principal	Interest	Opened	Maturity date	2008	
	\$164.00	\$5,000.00	3.5	2/14/2008	2/14/2014	\$175.48
	\$186.00	\$5,000.00	3.5	3/9/2008	3/9/2014	\$175.48
	\$228.00	\$5,000.00	3.5	4/11/2008	4/11/2014	\$175.48
	\$260.00	\$4,000.00	3.5	5/6/2008	5/6/2014	\$140.39
	\$332.00	\$3,001.06	4.25	7/9/2008	7/9/2013	\$127.90
	\$372.00	\$3,001.06	4.15	8/8/2008	8/8/2013	\$141.35
	\$397.00	\$4,000.42	3.65	9/14/2008	9/14/2014	\$146.44
	\$400.00	\$5,000.00	3.6	10/10/2008	9/14/2014	\$180.50
	\$9,030,065.00	\$4,000.83	3.65	11/9/2008	11/9/2014	\$146.44
	\$9,030,109.00	\$3,085.13	3.7	12/15/2008	12/15/2014	\$114.46
		\$41,088.50				\$1,523.92

<b>Paying Life Members</b>			
		\$1,000.00	
New life members 3-08 to Present	88 life members total	\$6,000.00	Each life member generates approx. \$17.30 in income.
Paying life members		\$1,000.00	

<b>Itemized Convention Expenses--Milwaukee</b>	<b>Projected 2009</b>	<b>Comments</b>
Shipping	\$500.00	
AV Rental	\$500.00	
Past Pres Lunch Centerpieces	\$100.00	
Misc	\$500.00	
Programs & Shipping	\$500.00	Varies
Local Arrangements	\$200.00	
Ribbons	\$100.00	
Supplies	\$1,500.00	Name tags, registration packets
Internet access @ hotel	\$300.00	
Awards	\$500.00	
Keynote	\$500.00	
Committee Business		In regular budget
Committee Research		In regular budget
Committee Archives		In regular budget
Committee Education		In regular budget
ED Transportation	\$500.00	Varies
ED room	\$700.00	Varies
Pres room	\$700.00	Varies
Food and Beverage	\$15,000.00	100 attendees @ \$150 per person for meals and breaks
<b>TOTAL</b>	<b>\$22,100.00</b>	

<b>INCOME</b>		<b>Actual 2008</b>	<b>Budget 2009</b>	
<b>Jan 1 08 Carry Over</b>		\$6,741.00	\$9,985.04	
Convention Registration and any special conference income		\$22,875.00	\$20,000.00	
Convention Paper Resource		\$0.00	\$25.00	
Coakley Fund			\$0.00	No money is in any account earmarked for this fund. An award plaque is presented, and fees are waived if winner attends convention.
Beall Fund		\$2,535.00		Transferred to a separate account
Student Scholarship Fund		\$1,870.00	\$0.00	No money in an account--cash in/cash out
Interest CDs and Savings		\$1,518.00	\$1,525.00	
Memberships		\$22,130.00	\$21,000.00	
Royalties Ebsco, Goodsearch		From River Falls \$4,064.00	\$2,525.00	
Certification Income		\$0.00		Unable to predict at this time
<b>Total Income</b>		<b>\$61,733.00</b>		
<b>EXPENSES</b>		<b>Actual 2008</b>		
Convention Expenses		\$19,236.00	\$22,100.00	Itemized page 4
Beall Fund		\$2,535.00		Transferred to separate savings account
Certification Expenses			\$0.00	Unable to predict at this time
Fall Board Meeting		\$3,068.00	\$0.00	Fall Board will meet online 2010 as a cost-saving measure.
Committees (Archives, Research, Business, Education)		\$540.00	\$2,000.00	
Fees PayPal		\$1,162.00	\$2,000.00	We are using Paypal more often.
Honorarium ED		\$12,500.00	\$12,500.00	
Insurance		\$316.00	\$320.00	
Internet ISP for office		\$275.00	\$0.00	Donated by Curiskis family
Long Distance		\$191.00	\$200.00	
Cell Phone		\$147.00	\$0.00	Donated by Curiskis family
PO Box		\$94.00	\$96.00	
Postage		\$443.00	\$250.00	
Printing		\$794.00	\$500.00	Does not include printing costs for convention
Student Scholarship		\$1,870.00	\$0.00	This line item was never in an account--cash in-cash out
Store		\$0.00	\$0.00	
Supplies		\$949.00	\$1,000.00	Non-convention supplies--printer ink, paper, etc
Site Selection		\$0.00	\$200.00	
Website		\$119.00	\$125.00	Server space
Domain Name		\$25.00	\$25.00	listen.org
Virtual Terminal PayPal		\$360.00	\$360.00	
Fax Service		\$120.00	\$120.00	
Tax prep		\$400.00	\$425.00	
Wild Apricot Member management (\$50/month)		\$600.00	\$600.00	
International Journal of Listening (IJL)		Paid for 2007 \$6,000.00	\$12,000.00	We did not get 2008 bill until January 2009, which means we must budget for both in 2009 line item.
		<b>Income 2008</b>		<b>Income 2009</b>
		\$61,733.00		\$55,060.04
		<b>Expenses 2008</b>		<b>Projected Expenses 09</b>
		\$51,744.00		\$54,821.00
		<b>Balance 2008</b>		<b>Projected Reserve 09</b>
		\$9,989.00		\$239.04

## Summary Highlights of 2008-09 ILA Executive Board Meetings



Sunset View of Milwaukee Skyline

The Fall Board meeting was held at the Hyatt Regency, Milwaukee, WI—Friday, Saturday, Sunday Sept. 26-28. In addition, the Board met via web conference calls and e-mail blogs via Yahoo Groups.

Members Present in Milwaukee: Lisa Orick-Martinez, President; Rick Bommelje; Christopher Bond; James Floyd; Margarete Imhof; Laura Janusik; Nanette Johnson-Curiskis; Donna Renaud; Susan Timm; Charles Veenstra

Members Absent in Milwaukee: Erin Tobiasz, Karena Washington

Meeting began 5:30—*Note: Susan and Rick met with ATSD before meeting.* Since the Officer Reports were sent via e-mail previously, we decided not to spend time on repeating this information. Rick led the group in an icebreaking activity based on the book all Board members were to have read before the meeting, The Spider and the Starfish.

**Question to consider for ILA and our Board meeting:** At the beginning of the meeting and periodically throughout, Board members asked *How do we grow our listening legacy?* Some thoughts were that we could issue statements to large organizations about ILA and the importance of listening. We should make contacts at the U.N. and talk about listening as well as start letter-writing campaign to our senators about listening and the ILA. We need endorsements and letter-writing campaigns need to be implemented. We were reminded that a public law was passed in the late 70s about listening as a basic skill.

**Proclamations:** Some members do not like proclamations as take up too much time; short proclamations will be made in the future as per the Board member's discretion.

**Listening Post:** Nan is sending out 50-60 *Listening Posts* to members who do not like to read it online. This is costing over \$100 per edition. With different avenues to send information (e-mail blasts, monthly Countdowns, web), the Board later determined to reduce the issues to two per year.

**Certification—CLP, Certified Listening Professional and CLM, Certified Listening Mentors:** We are in a unique position since we have been in existence for 30 years. A Planning Committee, chaired by Donna Renaud, met in July to create the foundations for a basic certification for people who want to perfect their listening skills. The Board approved and determined that the first interest group will assist in developing materials. In addition, the Board agreed an examination is necessary. Presentations will be provided to the general membership at 2009 convention.

**International Journal of Listening:** Jim visited Taylor and Francis this past summer and inquired about whether we *must* have four editions a year. They appeared negotiable to this, even though our contract states we must do four editions a year. Jim states submissions have really increased, and we have enough for two more editions at this point. Our current contract with Taylor and Francis lasts through 2010.

**Website and Online Publications:** Margarete has a student with online design experience, and Margarete is financing this student's work on the ILA website. Student (Maria) states the architecture of the current ILA website is not in an efficient or hierarchy design. Margarete presented the beginnings of a new design that her student is creating in which links for major areas become one layer down from the main page. Nan can do some web content maintenance but would need some assistance or some training. We determined that we are NOT selling products on the website. We can provide links to members who then have the direct links to their products. Only member's with a definite listening link or listening materials can have a link on the new webpage.

In addition, Margarete is taking on the creation of two online publications for her Past President's project: *Business—Listening Professional* & *Education—Listening Education*.

**Life Member Funds:** This is part of the Bylaws. The Life membership funds were not put into a CD in the past for some time and instead have been going into the general fund. Currently we have approximately \$45,000 in

CDs, and we are obtaining about \$1,200 in interest a year. If more and more members become life members, the operating funds could become smaller and smaller, if the funds must be placed into savings. We have several issues and need to discuss and separate the various issues: Board recommends increasing life membership fees \$2,000 to \$2,500.

**Fiscal Responsibility:** The Board determined that they will be fiscally responsible. We need to determine the behaviors that we need to do to demonstrate our individually responsibility. We could have a consultant come to Board meeting to hold a workshop. We debated increasing membership dues. Nan is going to send monthly budget summaries to all Board members.

**Awards and Scholarships:** *Carolyn Coakley-Hickerson* scholarship has no money allocated in the budget; this will become a mandatory line item. In regards to *Student Scholarship*, the policy is that students must have a student membership, must complete the student scholarship application form, and must present at the conference. The amount of money in this account changes year to year and is based on membership donations. The *Hugh Beall Scholarship* was created this year.

**Convention Issues:** The *Convention fees* were approved after much discussion. Everyone agreed they wanted to keep the cost down; however, enough must be collected to pay for the convention. If the monies are going to the students, then the students should stock, set-up, and publicize the *Silent Auction*. Last year book sellers had the option of setting up tables, but they were responsible for their own merchandise and table. If book sellers come, they must donate one item to the Silent Auction. Book sellers are charged the entire registration amount but are responsible for their own merchandise.

**Local Arrangements Chair Report (Kathy):** Kathy had a competition for designing a brochure for the convention. All communication departments are going to be sent a mailer within the WI and MN region. Mayor will offer a proclamation. Kathy is working with a grants writer to provide \$10,000 for K-12 teachers to attend the Education conference. Alverno is offering many resources, including AV. Various faculty are on board from several disciplines at Alverno to present workshops. Student internships are being sought along with funding sources. A *Retro Beer Night* is scheduled at the Pabst Mansion for Friday, March 20, 6 to 8:30 p.m. We need to have 75-100 people sign-up for this activity for it to pay for itself.



Front View of Pabst Museum  
Milwaukee

**Education Workshop:** The Education Committee is hosting an education listening conference at Alverno on Saturday. An additional costs would be charged for any ILA members who wants to attend. Kathy suggests a follow-up with participants to build a relationship with them. Alverno will offer a one hour graduate credit since WI does not use CEUs.

**Listening Essay, Poetry, and Poster Contest:** The North America Midwest Region in conjunction with the Education Committee developed rules and guidelines that are located on [www.listen.org](http://www.listen.org). The contest is targeting Alverno's five area school districts and two Catholic schools.

**ILA Brochures and Logo:** Susan will narrow down the logo choices to 10. The board will select the top three and present to the membership with the current logo for a vote in March.

**Fall Board Meetings:** Fall meeting costs approximately \$2,500 (for meals, ED travel expenses, etc.). In addition, international members don't serve on the Board because of the distance and cost. For next Fall, the Board meeting will be replaced with virtual meetings throughout the year focusing on specific things. This decision is just for the Albuquerque conference. It will be left up to the discretion of the new president each year. We need to look at the technology more if the board implements virtual board meetings. Also, the socialization of the board is an important point.

**Constitution/By-Laws Changes:** The proposed changes were mailed to each ILA member and also posted on line so that the membership can be prepared to vote on these matters at the business meeting held during the convention.

The following six items are motions on which members will vote at the annual business meeting at the Convention in Milwaukee. Please take the time to review them. These were sent out via postal mail and are also posted on-line.

**ITEM #1**

*CURRENT*, ARTICLE III, Section 2.B

B. Student. A temporary regular membership shall be available to persons who are enrolled as full-time students in an accredited institution of higher learning. Such membership shall be limited to a maximum of five years although the Executive Board may consider individual waivers for an extension of eligibility for student status. Acceptance of the application shall result in a fifty percent reduction in the annual dues set for a Regular Member.

*PROPOSED AMENDMENT CHANGE: (deletes term limits and opens to all students)*

B. Student. A temporary regular membership shall be available to persons who are enrolled as full-time students in an accredited institution of learning. Acceptance of the application shall result in a fifty percent reduction in the annual dues set for a Regular Member.

**ITEM #2**

*CURRENT*, ARTICLE III, Section 2.F

Lifetime. Any Member who pays a one-time fee, or a greater fee prorated over a five-year period that is reviewed and set by the Executive Board, shall be listed in all future Convention Programs as a Lifetime Member. An asterisk shall be placed beside the names of Lifetime members who are deceased. Each Lifetime Member shall be entitled to a reduction in the Annual Convention fee.

*PROPOSED AMENDMENT ADDITION (in bold and underlined)*

f. Lifetime. Any Member who pays a one-time fee, or a greater fee prorated over a five-year period that is reviewed and set by the Executive Board, shall be listed in all future Convention Programs as a Lifetime Member. An asterisk shall be placed beside the names of Lifetime members who are deceased. Each Lifetime Member shall be entitled to a reduction in the Annual Convention fee. **All lifetime membership dues held to perpetuity in an interest bearing account and will inure the operating fund of the ILA. The benefit of this is the lifetime membership money will allow ILA to draw interest, and it locks into this amount for life.**

**ITEM #3**

*CURRENT*, ARTICLE V SECTIONS 3-5

Section 3. A quorum shall consist of ten percent of the active membership of the Association.

Section 4. Mail Ballot. Providing a quorum has been declared, the Association, by a two-thirds vote of the members present, shall have the power to call for a mail ballot of the entire membership as a way of deciding an important issue. A majority of the votes cast at the time designated, not to be less than thirty days from the date of mailing, shall constitute the desire of the membership and shall be binding on the Association.

Section 5. Proxies. Active members, unable to attend an annual or special Association meeting, may, by sending a signed statement to the Association Second Vice-President, designate another active member to serve as proxy. A proxy holder may cast as many votes by proxy as the number of designated proxies held.

*NEW*, ARTICLE V SECTION 3. VOTING

During the business meeting, held during the annual meeting of the Association, the Executive Board shall propose issues upon which the membership shall vote. These votes include, but are not limited to, appointment to the Executive Board, amendments to the Constitution, and presentation of honorary membership.

Thirty days prior to the annual meeting, the Second Vice-President shall send a call to all active members that states the ability of those unable to attend the annual or special Association meeting may, by sending a signed statement to the

(Continued on Page 13)

Association, designate another active member to serve as proxy. A proxy holder may cast as many votes by proxy as the number of designated proxies held.

Given that all members have the ability to vote (either via proxy or in person) on issues presented prior to the business meeting, a quorum is considered met for all issues proposed thirty days prior to the annual meeting. To be passed, an issue must receive a two-thirds vote of the active members voting either by proxy or in person.

When issues are raised during the business meeting that require a vote by the active membership, ten percent of the active membership is required to be in attendance of that meeting to bring the issue for a vote. If this quorum (10 % of active members) is not met, the Executive Board will table the issue until after the conclusion of the annual meeting. No more than thirty days after the annual meeting, the Second Vice-President will send a ballot out to the active members. Active members will be given thirty days to vote on the issue. The issue is considered passed if a two-thirds vote is achieved from all active members who choose to vote.

#### **ITEM #4**

Delete all previous references to the By-Laws in the Constitution document, except when pointing to further explanation in the new separate By-Laws document.

#### **ITEM #5**

IN ADDITION, THE FOLLOWING SECTIONS ARE MOVED FROM THE CONSTITUTION TO THE BY-LAWS WITHOUT WORDING CHANGES. To read the full text, consult your current copy of the Constitution.

#### **ARTICLE 1: Duties of Officers (Formerly Constitution ARTICLE IV Section 5)**

##### Section 8. Student Board Member (Formerly Constitution ARTICLE IV, Section 2)

##### Section 9: Removal from Office (Formerly Constitution ARTICLE IV, section 4.2)

1. As stipulated in the Constitution, board members must fulfill all duties and responsibilities of the office as outlined in the By-Laws and attend and participate in Executive Board Meetings. Any officer who does not fulfill the responsibilities of the office in the judgment of the remaining Executive Board members, by majority vote, may be dismissed and replaced by an Association member appointed by the Executive Board. An elected Board member shall be removed from office if he or she misses two Board meetings within his or her tenure unless excused by the Board by a majority vote.

#### **ARTICLE II - EXECUTIVE BOARD AND COMMITTEES (Formerly Constitution ARTICLE V, Executive Board and Committees)**

##### Section 1. Committees. (Formerly ARTICLE V, Section 3)

2. The Executive Board shall have the authority to establish any other committees deemed necessary for the welfare and growth of the Association. (**Note: Nominating Committee stays with the membership, see Constitution, Article IV, Section 7**). Additional committees may be instituted by a majority vote of the membership present at any regular or special meeting of the Association.

##### **3. (REVISION, Reference: Motion regarding adding Health Committee as a standing committee)**

##### Section 2. Business Between Meetings. (Formerly ARTICLE V, Section 4)

##### Section 3. Financial Review Committee. (Formerly ARTICLE V, Section 5)

##### Section 4. Executive Director. (Formerly ARTICLE V, Section 6) The Executive

##### Section 5. International Journal of Listening Editor. (Formerly ARTICLE V, Section 7)

##### Section 6. Listening Post Editor. (Formerly ARTICLE V, Section 8)

##### Section 7. Web Editor. (Formerly ARTICLE V, Section 9)

##### Section 8. The Listening Professional Editor. (Formerly ARTICLE V, Section 10)

(Continued on Page 14)

**Stay Tuned: ILA's New Website to be Unveiled at Convention** By Margarete Imhof



**International  
Listening  
Association**

**Mission**

To advance the practice, teaching, and research of listening throughout the world.

**Vision**

To be *the* international leader of listening practices, teaching, and research.

Members of the ILA who have been around for a long time certainly remember that the ILA once took a head start into the virtual age when Barbara Nixon created the first ILA website back in the Nineties. Newer members probably will see things differently, and accidental visitors to the website may find it cluttered by now.

This situation is, in a way, a good sign, because it shows that the members and Executive Boards of ILA have been active and that many ideas and services have been offered on the ILA website. Our friend Joyce Chen did an excellent volunteer job for ILA to maintain the website and to offer as much up-to-date information as possible. By now, we had learned how vitally important keeping the website up and current is for communicating with membership and anyone in the world who might be interested in listening.

However, the Executive Board has discussed for a while now that we have reached a point that we need a major rehaul of our website. We realized that it was time for ILA website 2.0 and put our heads together as to what we wanted the new website to contain and to look like. But all great ideas do not amount to anything if you do not find the person to technically put them into practice.

Then, two lucky events came together: First, as the immediate past president, I enjoyed the privilege of choosing my own project for ILA; and, second, I had the chance to meet a person who had worked for a major publishing company in the Online Publication Department. So, I made it my project to transform the ILA website

into a fresh shape with the help of a professional website designer.

What do we hope to accomplish and what can you expect from the new website? We hope to offer a clear structure, which facilitates navigation for both new visitors and members.

The "members only" site is now integrated into the ILA website, so that members do not need to go back and forth between two formats and that visitors get a first impression of what is in ILA for them.

The main page offers direct links to our resources and journals. We keep track of and offer access to ILA legacy by providing an archive of our documents, pictures, convention information and other memorable material.

The new website is our window to the world and the marketplace for our expertise, because we will offer access to online journals and invite contributions. We hope to be attractive in style (which is, however, always a matter of taste) and content.

I will present the new website at the Milwaukee convention in March, and I am confident that we will be able to put it online around this time, too. I am looking forward to any further constructive comments and ideas. I might mention that the website redesign was quite cost-effective for ILA: This service was a donation to the association - hoping to make it ready for a good future built on the 30-year legacy.

**Editor's Note:** Thank you to Margarete for her generosity in personally seeing to the financing of the ILA website's redesign.

**Motions to be Voted on at Annual Business Meeting (Continued from page 13)**

**ITEM #6 (To add to the Constitution a new membership category)**

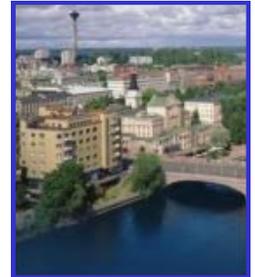
I. Virtual (Internet). The virtual member will pay dues to the Association at a rate established by the Executive Board. Annual virtual membership is reserved for individuals who that year are not able to attend either a regional event or the annual international convention. When attending either a regional event or the annual convention, virtual members pay the difference between virtual membership and regular membership to become a regular member or pay the non-

## Sanna Ala-Korttesmaa Earns Listening Research Grant

Exciting News from Finland: Doctoral Student Sanna Ala-Korttesmaa receives first-ever, prestigious listening grant from the University of Tampere.

Tuula-Riitta Välikoski, Ph.D., Vice Director of the Department of Speech Communication and Voice Research, University of Tampere, Finland, is pleased to announce that doctoral student Sanna Ala-Korttesmaa (an "old" ILA student member) majoring in Speech Communication at the University of Tampere has received a full research grant (ca. \$15 600 euros = \$23 000 USD) provided by the University. In her dissertation, she is focusing on listening in the legal context.

This one is the first full LISTENING research grant EVER given at the University. Sanna presented at the ILA conventions in Frankfurt (2007) and in Portland (2008), and she will be presenting this year at the convention in Milwaukee too.



City of Tampere,  
Finland

Tuula-Riitta tells us that “we are all proud here because we know the ILA contribution is remarkable in the matter”. Indeed, we are so proud as well. Keep up the good work of advancing listening in Finland!

## Alnughaimish Introduces Virtue of Listening to Arab Audience



Mohammed  
Alnughaimish

The virtue of "listening" was introduced to the Arab audience for the first time over satellite network when ILA member Mohammed Alnughaimish was a guest speaker for over two hours of live broadcast from Beirut on the TV show, *Zaven*, often described as the Arab world's Oprah show.

Alnughaimish described the critical yet often unnoticed difference between hearing and listening, explaining that listening was not well practiced in the region. He cited examples where simply listening to others would provide solutions to what may seem to be large problems both at home and in the work environment.

The audience present at the studio was given the opportunity to look through Alnughaimish's book *"Listen to be Loved"*. They took their time filling out the questionnaire indicating how good each was at listening to others, allowing them to evaluate their listening patterns and discover their areas of weakness.

Callers also shared their experiences on the matter with the guest and viewers, bringing up topics that required greater discussion time than the episode allowed.

The Kuwaiti author explains that he wrote the book "in an attempt to transform the virtue of listening into an effective tool used in everyday life". Alnughaimish dedicates a whole chapter to the art of listening to women and describes the differences between men and women on this issue. The many studies referred to by the author help in consolidating his case, and the fact that hardly any have been conducted in the Arab world is proof that the issue has hardly been explored by experts in the region.

Alnughaimish, who has an MBA, writes a weekly column in the Kuwaiti *"Al-Qabas"* newspaper dedicated to management and self-development, writes the first Arabic column ever which discusses the "Art of Listening" in the widely distributed magazine *AlRajol*, and has presented a number of courses on the art of listening. Alnughaimish also published his book *"Woman Loves Good Listeners,"* and he is currently working on his third book about yet another aspect of listening.

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We hope to see you at the  
**International Listening Association's  
30th Annual Convention**

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**Treasuring the Past,  
Embracing the Present  
and Creating the Future**



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