



The Listening Post

Summer/Fall 2009 Issue #100

A newsletter of the
International Listening Association

Inside this issue:

President's Perspective by Dr. Rick Bommelje



Rick Bommelje
ILA President 2009-10

"Where there is no vision, the people perish" proclaim the Proverbs. The bold Vision of ILA

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

was adopted in Portland, Maine, during the 2008 convention.

The 2009-2010 Board has established a rigorous agenda to accom-

plish significant goals in moving the organization toward the vision.

To accomplish the "purpose of the work," our Board has organized itself into five teams: Board; Financial; Products, Services, and Convention; Marketing; and Membership.

All members of the Board have been elected to their positions to focus on results, to get things done, and to bring about change.

As part of the team-based initiative, the Board has set five *Big Bold* goals that they are going to accomplish by the time of the 2010 Convention (March 25, 2010):

1. To develop a highly effective ILA Board team that meets virtually on a monthly basis and demonstrates extraordinary teamwork by accomplishing the Top Four Priorities for 2009-2010.
2. To establish and maintain a Sound Financial Plan, including an outside review of past expenses and a recommendation for future allocation of funds, which would enable the ILA Board and general membership to better understand and steward the ILA allocation of funds.
3. To use the tagline, "Teaching the world

(Continued on Page 4)

Regional Roundup	2
Past President's Perspective	3
A Newcomer's Thoughts	3
Meet New Board Members	5
2009 ILA Listening Awards	6
Research Committee's Report	9
Introducing On-Line Journal	10
Listening Champions and Stars	10
Business Committee's Challenge	11
Customer Service Webinar	11
2010 Nominations for Awards	12
Business Meeting Minutes	12
New Members	13
Financial Statement	14
Convention Highlights	16
Nichols Memorial Fund	16
Hugh Beall Scholarship	16
Certified Listening Professional	18
Listening & Literacy Conference	19
Poetry Galore	21
Listening Contest Winners	22
ILA and Members in the News	26
2010 Call for Convention Papers	27

The 31st Annual Convention *Transformational Listening: Listening to Change* by Laura Janusik, 1st Vice President

How has your life changed through listening? How have others around you changed by your listening to them? How do situations and contexts change when listening happens? How do relationships change when people listen to one another? What happens when we listen to ourselves?

These are but a few of the questions to ponder as you get ready for the 31st convention of the International Listening Association to be held in Albuquerque, NM, March 24-27, 2010.



Skyline of Albuquerque, New Mexico
Site of 2010 ILA convention

Now that we have a new website, a section has been devoted to regions and their activities. So plan on getting involved in your region! First VP Laura Janusik says that “the regional idea has slowly begun to work, and I’d like to thank you for all of your hard work”.

Regional boundaries are permeable and will likely change as the ILA grows. Boundaries are meant to be crossable too; so if another region is planning an event in which you have great interest, remember, anyone can attend.

Help the regions take hold and grow stronger by contacting your regional leader if you have ideas for a project.

North America East Region, under the direction of Michael Z. Murphy, sponsored a one-day conference last October and has another scheduled for Saturday, October 17, 2009. Because of their efforts, we increased our international membership by six, one of them being Alan Ehrlich, who is now heading the North America West region. This year’s conference

will again be held at Monmouth University in West Long Branch, New Jersey. The last one was a huge success. (Refer to related article in Winter 2009 LP.) Conference information will be forthcoming. In the meantime, contact any of the following for more details:

- Don Swanson, NAE Region Conference Coordinator
- Sherry Wien, NAE Region Conference Hospitality Coordinator
- Wayne Bond, NAE Region Contact Person & Conference Registrar - 973.748.4042, bondw@mail.montclair.edu

North America Midwest Region helped the Education Committee and *Alverno College* to kick off a poster, essay, and poetry contest for students preschool through high school. Although publicity for the contest was focused in the Milwaukee area, we had submissions from as far as Florida. You can see/read these entries on pages 20 and 21.

The North America West Region will hold a conference for educators, “Listening Across the Curriculum,” at Central New Mexico Community Col-



lege in Albuquerque on Saturday, September 12. They hope that this regional conference will spark interest in the ILA convention that will be held in Albuquerque this spring. Contact Lisa Orick-Martinez for additional details: (505-224-3636, Ext. 0932 or lisao@cnm.edu).

In the **Europe & Africa Region**, Margarete Imhof, (now that’s a big region!), visited *University of Tampere* to work with our Finnish contingent and is doing a great job of responding to those interested in ILA.

Teri Akita, Japan, and Sardool Singh, India, both in the **Asia, South Pacific, & Australia Region**, recognize that interest in listening is growing in their countries, so they have volunteered to start separate regions and to meet regularly with interested people. Thank you both for your commitment to reach more international members!

Regional Leaders

ASIA, SOUTH PACIFIC, & AUSTRALIA -

Varadaraj “Raj” Curam,
seeorwe@gmail.com

EUROPE & AFRICA -

Margarete Imhof
m.imhof@paed.psych.uni-frankfurt.de

NORTH AMERICA WEST -

Alan Ehrlich
alan_ehrlich@att.net

NORTH AMERICA MIDWEST -

Donna Renaud
donna.renaud@wku.edu

NORTH AMERICA EAST -

Michael Murphy
MMurphy@ucc.edu

NORTH AMERICA SOUTHEAST -

Linda Diamond
lindaeve@mac.com

ILA Mission

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

ILA Vision

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

Thank you for allowing me to serve you and the ILA by helping to provide a valuable communication tool with the LP. *Working on this 100th issue was especially exciting.* Our *Jubilee* edition is testimony to the continued dedication of listeners from around the world.

Thank you to those who continue to share good news and ideas for future publications.



Past President's Perspective

By Lisa M. Orick-Martinez



As the immediate-past president, I can finally take a deep breath and relax, just a little.

As I reflect on my year as president of the ILA, a few things in

particular come to mind. As an organization we accomplished quite a few things that were started prior to my presidency and started some new projects during my tenure.

First is the redesign of the ILA website. The Board solicited comments about the website from my small group communication class in the fall of 2007, and the students didn't hold anything back. Susan Timm worked with a committee and with Nanette Johnson-Curiskis to get more feedback on the redesign and to initiate some of the ideas. After Joyce Chen's duties as Web Editor ended, Susan and Nan temporarily filled in the gap.

Then, Margarete Imhoff volunteered to take over the project. Spending her own funds to do so, she hired a professional designer. Margarete also agreed to serve as the Web Editor for the next couple of years. Now you can go to our newly designed website and easily navigate and find things.

Second, the organization is redefining itself. We are no longer a "convention" organization, with that being our main activity. We now offer a "Members Only" area on our website, which provides access to our Journal, including past issues, a list of members' contact information, and other resources.

As an organization we are moving towards offering more and more for membership. As the ILA grows and improves, it still maintains its "family" feel, and I like that.

Third, we now have "regions" for the ILA, and several regions are planning fall conferences this year. Regions will help the ILA to expand its reach beyond the annual convention.

As a result, we envision the ILA growing in influence as well as in members.

The best news is that the **ILA now offers a certification in listening!** The first cohort will begin training this fall. Each participant will be assigned a mentor and go through a program of study to become a "Certified Listening Professional" (CLP).

Like each president before me and each who will come after me, I have left my own "mark" on the organization. As I take a deep breath and relax, just a little, I can reflect on my tenure as the president of the ILA with satisfaction and pride.

Yet, I have little time to rest. I am the Local Arrangements Chair for our next convention and am helping to organize a "Listening Across the Curriculum" conference in Albuquerque for this fall. I may no longer be president; however, I will always remain an active member of this wonderful organization that I love!

A Newcomer's Thoughts By Charles Veenstra, 2nd Vice President

It is always refreshing to hear the opinions of a first-time member who attended the International Listening Association's annual convention. Steve McCord said that he felt welcomed by the membership. He added:

"The ILA convention was a very interesting and beneficial opportunity to get to know the leaders in the field of listening. I enjoyed becoming acquainted with these folks and attending their sessions. As a novice in the field, there was a wide variety of workshops on a wide spec-

trum of listening, which helped me to become more acquainted with this field of study."

After years of working, Steve decided to go to seminary. He learned of the ILA while conducting research regarding listening and leadership, and "the International Journal of Listening contained the most cogent articles about listening theory and practice."

Steve would like the ILA to grow and expand its influence and reach, particularly in reaching out to younger members. He is convinced that

"communication and, more importantly, listening, will become a more strategic concern as globalization continues and internationalization of business and education continues."

Steve also thinks that the ILA needs to capitalize on this cultural transition. He indicated that the new *Certified Listening Professional* (CLP) program may provide some increased visibility for our work.

Indeed, these are exciting times for the ILA as we expand into listening certification.



Charles Veenstra

"The ILA convention was a very interesting and beneficial opportunity to get to know the leaders in the field of listening"
- Steve McCord,
2009 1st Time
Convention Attendee

President's Perspective

(Continued from Page 1)

Earn \$\$ for the ILA while searching on-line.

Simply go to
www.goodsearch.com
and type in

"International Listening Association"

in the area that asks

"Who Do You GoodSearch for?"

The ILA then gets 1 cent for every search.

And together, our pennies can really add up. Since March 2008, we've made \$43.39.

GoodSearch also has a program called *GoodShop* that you can access on our website. Spread the word to friends, family, colleagues, school administrators, etc. The more who use *GoodSearch* and *GoodShop*, the more money the ILA receives.



to listen, one X at a time" on at least three ILA products; identify, then market the ILA Brand to specific target groups by providing concrete, interesting, activating material/information of value.

4. To coordinate efforts of the Membership Action and Products/Services/Conventions teams so that at least 100 professionals will be aware of the ILA and its message that listening effectiveness is beneficial and important to the workplace.

5. To increase membership of the ILA by 20 percent.

The Action Teams have diligently charted a course to accomplish the established Big Bold goals, and we are already seeing excellent results in the first 90 days.

Margarete Imhof launched the revised ILA website on April 1. This action item has been discussed for years; Margarete stepped up and made it happen.

Donna Renaud has led the development of the first ILA Certification Program. The pilot group will begin in July 2009, and the certifications will be awarded at the 2010 convention.

diligently working on an exciting and 'out of the box' convention in Albuquerque.

As a result of the joint effort between the Products, Services, & Convention and the Marketing action teams and the Business Committee, the first-ever ILA webinar will be held on Thursday, October 8, 2009, at 1 p.m. (Eastern time). Facilitated by Alan Ehrlich, this learning experience entitled 'Listening and Customer Service' will coincide with national *Customer Service Week*.

Past-President Lisa Orick-Martinez will be coordinating an education conference this Fall in Albuquerque. Additionally, we have Regional meetings being organized throughout the year.

Setting a brisk pace toward the target of the vision is not solely a Board challenge. We believe that the entire membership should be involved in the journey.

Two immediate actions that every member can take this year are as follows:

1. Invite at least one person to join the ILA, and
2. Help to promote the many programs and initiatives that the ILA will be offering this year, and use your

social networking channels to help people globally learn about the ILA.

As the ILA moves into its 31st year, let's create the exciting future together.

What will **YOU** do this year to move us closer toward the vision?

~ Make Today Count! ~

Neil B. ...



Rick receives the President's gavel from Lisa at closing of 09 Convention.

International Journal of Listening (IJL) Call for Submissions

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

Meet Our Two New Board Members

The Listening Post
Summer/Fall 2009 Issue #100



Lori Joubert, ILA Secretary, has 20 years' experience leading and managing groups in a variety of organizational settings. She is active in promoting the significance of effective listening and communication skills in her workplace, especially as she has designed and delivered listening and

communication workshops to managers, supervisors, front-line employees, friends and community members.

Lori worked with *Washington Mutual* for 12 years and taught workshops on *Optimizing Listening Using Listening Partnerships*.

Lori's in-depth professional experience includes customer service, administrative support, management and volunteerism. She has worked primarily in the retail and banking industries and currently works in health care where she provides administrative support to executives, managers, and staff.

Lori has a master's degree in speech communication from the *University of Washington*

and a certificate in project management from *University of Washington Extension*.

For fun, Lori enjoys ballroom dancing and is currently taking Salsa classes.

Lori became involved in ILA when she was a graduate student. Her graduate project was titled "On the Idea of Emancipation and Listening: Transforming Communication in Organizations". She was initially drawn to studying listening because many students seemed more interested in studying rhetoric/speech.

"It really bothered me that no one seemed to be studying/researching listening." Her professor, Dr. Stewart, thought studying listening was a great idea since that would

be contributing to an understudied area. Another professor, Dr. Phillipson, shared his positive experiences when he attended an ILA convention and encouraged Lori to look into getting involved.

In 1999, Lori became a student member, mostly reading the ILA journal to support her research. She attended her first ILA conference in Stockholm (2003). "It was a wonderful experience. One I will never forget, and I think the rest you already know".

Lori caught in the act? Not likely since this picture is from Microsoft's Clip Art collection!



Our new *Member-At-Large Global* is **Teruko "Teri" Akita**, who currently is Associate Professor of Communication at *J. F. Oberlin University* in Tokyo. Previously, Teri taught at the *University of Chicago*, the *United Nations International School in New York*, and the *Chinese University of Hong Kong*.

Truly a global person, Teri has lived in Sydney, Chicago, New York, and Hong Kong, as she followed her husband, a journalist, who was assigned to those cities. Teri and her husband have one son, who attends law school in Japan.

Teri joined ILA in 2005 and attended her first convention in 2006. She became seriously interested in teaching listening despite the fact that listening education has been greatly neglected in Japan. Out of the five communication skills, namely, reading, writing, speaking, listening, and thinking, Japanese education traditionally has placed emphasis on reading and writing. The Japanese have an old saying, "Yomi, kaki, soroban," which means that the "most important

things we should learn are reading, writing, and working an abacus," which is as in the U.S., where we preach the three "R's": Reading, 'Riting, and 'Rithmetic. and where listening too is often a neglected skill.

In the late 1990s, Japanese became aware of the importance of aural communication; and universities and colleges started to introduce public speaking courses into the curriculum. Still, listening continues to be primarily ignored. Thus, Teri feels strongly about the necessity of listening education in Japan.

A search on-line brought her to the ILA, and she has been active in our organization ever since.

Teri says that she feels fortunate to be a "member since ILA is an excellent place to learn about listening, and the members are so kind and supportive of one another. As a Board member, I would like to make the utmost effort to carry out our Board objectives as a way of returning a token of gratitude to the organization."

Teri is also a Master of Japanese calligraphy and an instructor of Yoga and Taichi. In her limited spare time, she loves painting and playing the marimba, which is a musical instrument in the percussion family whose keys are arranged like those of a piano.



Top View - Marimba

U.S. President Obama Recognized as 2009 Listener of the Year!



viewpoints and responding to diverse perspectives.

In his first television interview after assuming presidency, with Al Arabiya, the new President stressed the need for U.S. officials to listen to the world as they tackle the issues in the Middle East. (During the ILA Awards Ceremony, a video clip was shown of this interview.)

Positioning the U.S. to listen to the world is a ma-



major paradigm shift, one that ILA embraces. Offering President Obama the *Listener of the Year Award* is an important step in encouraging his listening leadership.

ILA Board Member and Awards Committee Chair Donna Renaud is seeking to present the plaque to President Obama personally. Since she and her husband, Eldon, attended Obama's Inauguration in D.C., we're still hoping for the best.

If representatives from the ILA can share the award with the President face-to-face, the wait will be well worth it!

2008-09 Awards Committee

- Donna Renaud, Chair
- Edie W. Cole
- Alyce McKelvy
- James W. Pratt
- Charles Veenstra



Susan Timm was honored to receive the President's Award from ILA President Lisa Orick-Martinez.



Alverno College and StoryCorps Both Acknowledged with Special Recognition Awards



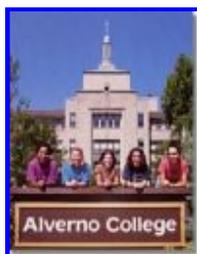
ILA member Nadine Marsnik was thrilled to give representatives from *Alverno College* a *Special Recognition Award*. Over the last 19 years, *Alverno College* has provided *significant* support for both listening education and ILA.

Alverno's listening education is internationally prominent in setting standards for all students and faculty to learn listening skills across the curriculum. All *Alverno* personnel are involved from President to incoming students. As a result,

Alverno is seen as a Listening Center throughout the world.

The text that four *Alverno* faculty wrote, including ILA member Kathy Thompson, *Listening to Learn, Learning to Listen*, includes listening activities, ideas, and assessments from each and every department and discipline in the college.

Alverno previously hosted a Midwest regional listening conference and partnered with ILA to present the Education



Conference at the 2009 convention. In addition, since the 1990's, *Alverno* has housed the Convention Paper Resource Center (CPRC). Thanks, *Alverno!*

Becky Homann, *StoryCorps* Facilitator for a year-long *StoryBooth* that had been located in *Milwaukee Public Library*, attended the Awards Ceremony and accepted the award on behalf of *StoryCorps* presented by Andrew Wolvin.

StoryCorps' focus is listening to and recording other's oral histories.

In 2008, *StoryCorps* promoted a *National Day of*

Listening, the day after Thanksgiving, which was eventually extended through the holidays. An estimated 30,000 families participated.

StoryCorps is the organization behind the "Listening Is an Act of Love" book/CD that was promoted and sold through Starbucks during the 2007 holiday season.



Johnson-Curiskis Receives Top Listening Recognition



Telling which one is more thrilled is difficult indeed: **Nanette Johnson-Curiskis** for being inducted into the *Listening Hall of Fame* or her dear friend Melissa Beall for getting the chance to announce Nan as being the 2009 recipient of this top recognition. Indeed, Nan is well deserving of this honor. Previously, Nan, who serves as the ILA Executive Director, earned an *Outstanding Listening Educator Award*.

Nan is a professor at Minnesota State University at Mankato, where she teaches effective listening, which is a required course for those getting degrees in speech education or English.

Nan is a leading expert in teaching listening on-line. She presented some of her work at this past convention. An established author and presenter, Nan now has another award to add to her impressive list.



Nanette Johnson-Curiskis is inducted into the Listening Hall of Fame.

Outstanding Teacher of Listening Discovered in Finland



What greater accomplishment for an educator than to be recognized for outstanding teaching? The only thing better than that is to have been nominated by some of your students.

That's exactly what happened with the 2009 recipient of the *Outstanding Teacher of Listening Award*, **Tuula-Riitta Valikoski**. And even better yet, some of her students were present at the convention where her award was an-

nounced. Tuula-Riitta is a Senior Lecturer (Assistant Professor) and Vice Director of the Department of Speech Communication and Voice Research at the *University of Tampere*, Finland.

Tuula-Riitta has worked tirelessly to advance listening in Finland. She brings enthusiasm and dedication to her teaching. The ILA benefits from having such highly qualified international members.



Tuula-Riitta Valikoski touted as Outstanding Teacher of Listening

CCO Clouston Receives Business Listening Award



ILA members congratulate **Bob Clouston** for his excellent keynote and for his *Business Listening Award*. Pictured left to right are Rick Bommelje, Kathy Thompson, Lisa Orick-Martinez, Bob Clouston, Jim Henderson, and Susan Timm.

In 1986 Bob was selected by *Advertising Age* as one of "100 Best and Brightest Young Clients in Advertising."

In addition to sharing his successes and struggles while serving as the President and Chief Customer Officer (CCO) for *Sargento Foods Inc.*, Bob expressed his personal interest in and a commitment to effective listening as a key component of leadership, management development, employee and customer satisfaction, and business success.

Bob is married and has four children (two daughters and two sons). Since he was born in Montreal, he has dual U.S. and Canadian citizenships.

Also, Bob is an avid skier and has been a member of the *Canadian Ski Instructors Alliance* for over 30 years. He holds a Black Belt in *Tae Kwon Do* and is a published author.

His first novel, *Where Freedom Reigns*, is currently available at online booksellers, and he recently completed his latest novel titled *The Covenant Within*.

High School Teacher from Milwaukee Earns Coakley-Hickerson Teaching Scholarship

by Jean Groshek



Katherine Katter is awarded a
Coakley-Hickerson Scholarship
by Jean Groshek.

Katherine “Kathy” Katter serves as Chair of the English Department at *Milwaukee High School of the Arts*. Her earliest educational endeavors began with her studies of Music Therapy at *Kansas University*.

Next, she graduated cum laude with distinction in Comparative Literature from the *University of Washington*. Building on her love for teaching, she earned her Masters degree in Curriculum and Instruction from *Alverno College*, with a focus on Collaborative Assessment. In 2007,

Kathy received National Board Certification.

Kathy serves as *National Honor Society* Advisor and as liaison for her school’s *AFS Intercultural Program*.

At the Milwaukee Public Schools (MPS) District level, Kathy has helped extensively in developing writing prompt booklets and various curriculum development projects.

Kathy presented at the “Linking Listening & Literacy” educational workshop that was hosted at *Alverno College*, as part of

the larger ILA convention. Her session, “Assessment: More than Meets the Ear” provided opportunities for participants to practice their own listening ability and discuss strategies for assessing the listening effectiveness of others in varying age groups.

Kathy looks forward to further expanding her professional study and work in the area of listening.



Graham Bodie is congratulated
by Chris Bond.

Earning one award during a convention is exciting enough. Can you imagine earning not one, not two, but three separate awards? Well, just ask **Graham D. Bodie**, who found out at the Saturday Award’s ceremony that he was the recipient of *three* separate research awards. What an accomplishment!

Graham is an Assistant Professor in the Department of Communication Studies at *Louisiana State University*. And is that institution ever fortunate to have Graham on as one of its faculty!

For starters, Graham earned the **Graduate Thesis/Dissertation Award** for his dissertation study,

Three Times a Charm: Bodie Dominates Research Awards



Graham Bodie is congratulated
by Laura Janusik.

“Explaining variation in the effects of supportive messages: A dual-process framework,” which was granted from *Purdue University*.

Next Graham was given a **Synergist Award** along with James Honeycutt, also from *Louisiana State*. This prestigious honor includes a monetary award and was given for their project that seeks to

advance knowledge regarding the role of listening in competence and elucidate theories of communicative competence by separating folklore and fact with regards to the listening attributes.

The third honor is **Top Paper Award** that Graham received for presenting a paper at the convention that examines the dual process model of supportive message outcomes, which was based on his dissertation.



Graham Bodie (left) is congratulated
by Chris Bond yet again.

Top Listening Research Award Earned by Powers of Texas Christian University

The Listening Post
Summer/Fall 2009 Issue #100



William G. Powers is congratulated by Chris Bond for his outstanding research.

William G. Powers from *Texas Christian University* was surprised when his name was announced as the winner of the coveted *Research Award*. The *Research Award* honors an article (published) or body of literature for its contribution to listening theory and research. William won the 2009 award for his work on Listening Fidelity.

William, a Professor in Communication Studies, earned both his undergraduate and master's degrees from *Illinois State University*. His Ph.D. is from the *University of Oklahoma*. Previously, William served as the Department Chair.

Thank you, William, for your continued research aimed at advancing listening knowledge.



Professor Zohoori of Bradley University Recognized for Top Paper

Ali Zohoori, professor in the Department of Communication at *Bradley University* located in Peoria, Illinois, received a **Top Paper Award** for his research that he conducted on the listening behavior among Iranians. Ali also presented the highlights of his research in a convention workshop.



Ali received his B.S. in Cartography from *Tehran University* in Iran, and his M.S. in Mass Communications from *Oklahoma State University*. He went on to complete his Ph.D. in Mass Communications from *Indiana University*.

Obvious areas of specialization are listening and intercultural communication. Since he formerly lived in Iran, Ali has been able to connect with this population as few have been able to do. His work focusing on some of the differences and similarities between Iranians and North Americans will do much to advance understanding and peace.

Ali served as Department Chair for six years (2000-06) before deciding to focus his energies full time in the classroom.



Ali Zohoori enjoys a congratulatory moment with Chris Bond.

Research Committee Report: 2009-2010 Goals by Graham Bodie

As we all wind down from Milwaukee, the Research Committee is hoping to use this next year as an opportunity to engage in "transformational listening." Indeed, our committee has changed and grown over the past several years. We hope to use this next year as an opportunity to continue highlighting how research can assist in the process of change. In service of this overall objective, the following goals have been set for 2009-2010:

1. Implement a "Listening Research in Action" section in the *Listening Post* whereby members of the research committee provide summaries of recent articles and the implications of reported research for teaching, training, and practice. Debra Worthington will spearhead this project. If you have ideas regarding the content or format of these articles, please contact her at worthdl@auburn.edu.
2. Create a "Spotlight Scholars" section in the *International Journal of Listening* that features a prominent scholar in fields such as education, communication, psychology, and linguistics and how his or her research informs theory and research in listening. The first such article is underway. Mary Jalongo, Professor and Doctoral Program Coordinator at *Indiana University of Pennsylvania* and Editor of *Early Childhood Education Journal*, will be contributing to one of the 2010 issues of *IJL*. Dr. Jalongo's research focuses on listening and childhood education.

Continued on page 11

Page 9



Listening Education: Call for Papers for Our New On-Line Journal
by Margarete Imhof



The ILA has committed itself to the vision of being the international leader of listening practices, teaching, and research. To progress toward this goal, we now offer a new publication to our members and visitors with a focus on listening education at all levels.

At ILA website, you will find *Listening Education*, which aims to enhance the practice of listening education by providing a wide range of research and practical information through the publication of papers concerned with the description of methods for teaching listening in primary, secondary, and post-secondary education and with the analysis of the pertaining research. This online journal recognizes that many disciplines—education, communication, psychology, sociology, anthropology—all have important contributions to make, and the Editors welcome contributions from every discipline.

The online-journal invites papers that offer descriptions of classroom practice, empirical research, and reviews:

- a. Teaching listening: Methods for Classroom. Contributions of descriptive/concrete activities.
- b. Research on teaching listening. Any research that can be tied to teaching listening in the classroom.
- c. Reviews of material and textbooks suggested for teaching listening. Information on material and texts that have proven useful in teaching listening.

The audience consists of teachers and educators at all levels pre-K through 12, colleges and universities, as well as researchers in listening and communication education. On-line access is free for all ILA members and, for the moment, also to any visitors of the ILA website. In the future we will offer the journal for purchase to non-members.

You are invited to submit your manuscript online at www.listen.org—click on the *Listening Education* link and see instructions for preparing the manuscripts for submissions in each of the three categories. I know that we have excellent expertise among our members, and I encourage everyone to consider sharing your ideas.

The objective is to reach out and spread the word and ideas about listening. The *Education Committee* as the Editorial Board, and I, as the current editor, are committed to meeting high quality standards without going to full-length academic papers.

Be a *Listening Champion* and a *Listening Star*!

By Shelia Bentley

Attention all dedicated Listening enthusiasts! As presented at the Milwaukee conference, the ILA is introducing two new opportunities for you.

Be a Listening Champion. Generate \$100 or provide services valued at \$100 to ILA. All Listening Champions will be recognized at the Awards banquet and in the next *Listening Post*. Some suggestions follow:

- Make cash donation
- Bring in new member(s)
- Donate item to Silent Auction that generates \$100
- Sponsor an event(s)
- Place ad in the LP or IJL

Become a **Listening Star**. All levels of Listening Stars will be recognized at the Awards banquet during the annual convention and in the next LP. They will also receive their own star certificate.

Listening Starlet (\$250)

Listening Star (\$500)

Listening Super Star (\$750) Payable over two years

Listening Mega Star (\$1,000) Payable over four years

Listening Star is a fundraising opportunity. Why is this program important? Members of ILA have a vision to spread the word about the importance of listening. We can do accomplish this feat by sponsoring and hosting regional conferences, presenting workshops, funding research, and so forth. All of these activities costs money. Won't you help ILA make its vision a reality?



The first group of **ILA Stars**.
Melissa Beall; Sheila Bentley, Chair,
Ad Hoc Committee; Rick Bommelje; and
Wayne Bond (right to left).

Business Committee Offers Three Opportunities for YOU to Join Us!

By Carole Grau

The Listening Post
Summer/Fall 2009 Issue #100

Many of the concepts and beliefs revealed in the book, *Time to Think* by Nancy Kline echo the words and teachings of Dr. Ralph Nichols. That is certainly one of the reasons this book is so appealing. As the subject matter of a recent exchange amongst members of **BLMMA** (*Business Leaders MasterMind Alliance*), it produced an exciting discussion.

Last year Rick Bommelje suggested that the Business Committee might profit from ongoing contact throughout the year. He proposed the name and set up periodic teleconferences to discuss books of interest and issues relating to business programs at the annual convention. The suggestion worked very well, producing several successful sessions at the 2009 convention. Thus, we have extended the basic format into this year.

On May 13, we discussed Nancy Kline's book, whose subtitle is *Listening to Ignite the Human Mind*. That focus made the read particularly compelling. Imagine being able to ignite someone else's mind by listening to them. Ms. Kline insists her model of listening can accomplish that very goal. So our **first offer** involves your participation with this provocative book. The Business Committee will be sponsoring a session for the 2010 convention. Any ILA member would profit from considering Kline's ideas. We invite you to:

1. Read the book [a great January or February activity],
2. Volunteer to participate in a discussion at the convention of Kline's ideas/model, and
3. Experience a "Thinking Partnership" as a follow up to the discussion.

If this opportunity appeals to you, contact Susan Timm, Chair, who will keep a tally of the people who are interested and who will offer some study questions while we await an exhilarating exchange at the 2010 convention.

In addition, our **second offer** is for you to join BLAMMA, which will be resuming shortly after a sum-



Our **third offer** relates to this exciting announcement. Alan R. Ehrlich, on behalf of the *Business Committee*, is organizing the first ILA webinar—**Listening and Customer Service**—to be held during *National Customer Service Week*.

Mark your calendars for **Thursday, October 8**, at 1 p.m., and stay tuned for more information that will be provided via a blast to members as well as postings on-line.

We are excited about using this technological trend of the future and are hopeful that all who love listening will help to promote this exciting endeavor.



Research Committee Report: 2009-2010 Goals (Continued from page 9)

3. Continue to generate "members only" material for the website. If you have ideas for content, please contact Laura Janusik at ljanusik@gmail.com. Check the website for the current material, which includes a comprehensive list of listening instruments, what they measure, and where to find them.
4. Establish a mechanism that enables researchers interested in a common topic to engage in collaborative projects. Many times a good idea remains a mere idea because the responsible individual is either too busy or lacks sufficient resources necessary to implement the idea. By creating a space where people can get together, discuss ideas, and share resources we are helping build the research infrastructure within ILA which is a key component of the research committee mission statement.
5. Generate a set of research panels for the 2010 conference. Since 2007, the research committee has successfully proposed three panel series focused on common themes. These panels are highly attended and the feedback we garner suggests people want more of these types of panels. If you have ideas for panels or would like to assist in developing panels for the 2010 conference, please contact Chris Bond at cbond3@missouriwestern.edu. (Editor's note: Congratulations are in order for Chris' new appointment at Missouri Western State University.

We believe these goals reflect the ongoing efforts by the ILA to expand its support of listening theory and research. ILA has a truly diverse membership – one that believes listening is a fundamental component of what it means to be human. A strong research agenda will aid us in our mutual goal of providing the best teaching, counseling, and training in this important communication skill.

Humbly and respectfully submitted, Graham D. Bodie, Ph.D., 2009-2010 Research Committee Chair
Louisiana State University, gbodie@lsu.edu

The Awards Committee for 2010 includes Sheila Bentley, Chair; Margaret Fitch-Hauser; Charlie Roberts; and Manny Steil.

The Committee is requesting nominations for the following 2010 ILA Awards to be presented at the annual convention in Albuquerque:

Hall of Fame Award
Listener of the Year
Special Recognition
Listening in the Business Sector
Outstanding Teacher of Listening
Carolyn Coakley-Hickerson Scholarship for K-12 Teacher
Graduate Thesis Award
Synergist Award
Research Award

Please submit the name of the nominee, the award category, and supporting documentation. **The deadline for nominations is December 15, 2009.**

Criteria for each award can be found on the ILA website at www.listen.org.

Nominations should be sent to Sheila Bentley via e-mail at bentleyse@aol.com or by postal mail by sending to

Sheila C. Bentley
Bentley Consulting
1035 West Tree Drive
Collierville, TN 38017



Sheila Bentley, Chair
2010 Awards Committee

Summary Highlights of the 2009 ILA Convention Business Meeting Minutes

Hyatt Regency Milwaukee, Wisconsin Friday, March 20, 2009, 8:15 to 11:30 a.m.

Prepared by Lori Joubert, Secretary (with assistance of Chris Bond, former Secretary)

President's Report. Lisa Orick-Martinez thanked and recognized the conference planners, especially Rick Bommelje and Kathy Thompson.

When the minutes from the last Business meeting were discussed, Jim Pratt recommended using last names in the future for clarity.

Officer Reports

First Vice President Rick Bommelje. The conference has been a success with special thanks to the students involved and the Local Arrangements Chair, Kathy Thompson. Indeed, Kathy has been a wonderful local area contact.

First Vice President Elect Laura Janusik. We completed regional conferences/meetings this past year that have been successful. Wayne Bond may have another regional conference at Monmouth this fall. We have regional meetings scheduled on Saturday. Regions have great potential for publicity. Laura was part of the

came a planner for NCA. We now have listening in several divisions at NCA.

Second Vice President Charles Veenstra. He contacted all those whose membership had lapsed as well as all new members.

Secretary Chris Bond. Lori Joubert is assisting with the minutes during the meeting as she will be taking over this position. In addition, the meeting is being recorded.

Member at Large for Special Projects Donna Renaud. Worked on certification process. The results will be given at 4 p.m. in the Milwaukee Room.

Member at Large Global Issues Erin Tobiasz. Not Present.

Member at Large for Public Relations Susan Timm. Worked on monthly announcements for *Listening Awareness Month*, on a listening contest for children (See pages 20 & 21), and on the certification process with Donna Renaud.

Past President Margarete Imhof. As part of her project, she has been designing a new website. (Editor's note: Margarete has funded all of the redesigning on her own.)

ATTENTION!

To assure that all members get information and materials timely, we need everyone to go on-line to our *Members-Only* section and make sure that their 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/>.



Lori Joubert, ILA Secretary

E. Marie Baker - Fort Worth, TX USA
Debra Blake - Washington, DC US
Leigh Bradley - Memphis, TN USA
Isa Engleberg - Port Republic, MD USA
Shaunda French - Warrensburg, MO USA
Lisa Guntzviller - West Lafayette, IN USA
Kook Eun Han Dong Jak-gu - Seoul, Korea
Dwight Harfield - Winnipeg, Manitoba Canada
Kathryn Heino - St. Francis, WI USA
Gina Herrmann - Beachwood, NJ USA
Christy Hetzel - W. Long Branch, NJ USA
Shannon Hokanson - Asbury Park, NJ USA
Mary Jalongo - Indiana, Pennsylvania USA
Mike Kamenski - Wauwatosa, WI USA
Yukari Kunisue - Bethesda, MD USA
Catherine Lindsay - Oshkosh, WI USA
Michelle Napier-Dunnings - Lansing, Michigan USA

Janice Newton - Toronto, Ontario Canada
Patricia Posthauer - Patchogue, NY USA
Barbara Rochon - Escanaba, MI USA
Michael Segreto - Saint Charles, Illinois USA
Jennifer Shamrock - W. Long Branch, NJ USA
Elliot Shuster - Edina, MN USA
Rik Siere - Amsterdam, North Holland The Netherlands
Sherry Sukienik - E. Windsor, NJ USA
Claude Taylor - W. Long Branch, NJ USA
Marlene Veenstra - Sioux Center, IA USA
S.A. Welch - Fort Atkinson, WI USA
Sherry Wien W. - Long Branch, NJ USA
Charmaine Wintermute - Saskatoon, Saskatchewan Canada
Michelle Zeig - Red Wing, Minnesota USA



ILA members are getting together in cyberspace. Social media networks are providing a way to keep each other informed.

The *International Listening Association* has three separate groups in LinkedIn and a couple in Facebook. Several of our members have Twitter accounts. Search for the ILA, for regions, and for individual members.

Summary Highlights of 2009 ILA Convention Business Meeting Minutes

(Continued from page 10)

Margarete provided a preview of the new Website. A blast will be sent with the new website for members to view more closely. Many of the pictures have been removed, and two on-line journals are now included on the Website. The new layout will offer a new structure and will allow everything to be easier to find. We have the latest news about ILA that will appear on the right side of the web page.

Another highlight is a marketplace link for ILA members to advertise their listening-related services. Much discussion ensued. Margarete informed us that the ILA would make some money as the charge to be listed is \$50. Greg Enos wondered if nonmembers could use the new marketplace. Sheila Bentley also asked about adding an area for nonmembers to put ads on the webpage. Laura Janusik thought that these ideas are possible; the Board will take all of the information under advisement and will make all decisions about who is listed.

Harvey Weiss asked about using Google ads to obtain money. Nan reminded

membership that we use Goodsearch, which is a competitor to Google. Margarete added that we also currently use Amazon.com, which is a way for the ILA to obtain money when the link is used from our website.

When someone asked about the Student page, Margarete told us that the Student site has been eliminated for now. Once we get an active Student Member of the Board, then she will be happy to add it.

Barbara Nixon commented that as the first Web Editor, she is happy to see the Web site being changed.

Margarete said that the Members-Only area will be pretty much the same; it will allow



(Continued on page 15)

ILA Financial Statement by Nanette Johnson-Curiskis

	Income	Expense	Budget 2009	Income	Expense
To Date			Jan 1 08 Carry Over	\$9,985.04	
Convention Registration & Additional Income	\$26,865	\$23,039		\$22,875	\$22,250
Convention Paper Resource	\$9			\$25	
Coakley Fund	\$0	\$0	Currently no money in this account.	\$0	
Beall Fund	\$2,353	\$0	Transferred/held in separate account	\$0	\$0
Student Scholarship Fund	\$0	\$0	No money in an account—cash in & cash out.	\$0	
Interest CDs and savings	\$1,525	\$0		\$1,525	\$0
Memberships	\$9,705	\$0		\$21,000	\$0
Royalties Ebsco, Quarterly, Goodsearch yearly	\$625	\$0		\$2,527	
Certification Income	\$2,100	\$0	Unable to predict at this time.	-	-
Fall Board Meeting	-	\$0	Fall Board will meet online 2009 as cost-saving	\$0	\$0
Committee Archives	\$0	\$80		\$0	\$500
Committee Business	\$0	\$300		\$0	\$500
Committee Education	\$0	\$300	\$300 loan for Ed Conference	\$0	\$500
Committee Research	\$0	\$62		\$0	\$500
Fees PayPal	\$0	\$1,000	We are using PayPal more often.	\$0	\$2,000
Honorarium ED	\$0	\$4,264		\$0	\$12,500
Insurance	\$0	\$320		\$0	\$320
Internet ISP for Office	\$0	\$0	Donated by Curiskis family	\$0	\$0
Long Distance	\$0	\$51		\$0	\$200
Fax Service	\$0	\$40		\$0	\$120
Cell Phone	\$0	\$0	Donated by Curiskis family	\$0	\$0
PO Box	\$0	\$96		\$0	\$96
Postage	\$0	-		\$0	\$450
Printing	\$0	-	Does not include printing costs for the convention	\$0	\$500
Store	-	\$0		-	\$0
Supplies	\$0		Non-convention supplies--printer ink, paper, etc.	\$0	\$1,000
Site Selection	\$0	\$0	Board request	\$0	\$200
Listen.org Server Space	\$0	\$39.80	Server space	\$0	\$125
Domain Name	\$0	-	listen.org	\$0	\$25
Virtual Terminal/PayPal	\$0	\$120		\$0	\$360
Tax prep	\$0	-		\$0	\$425
Wild Apricot Member Management (\$50/month)	\$0	\$200		\$0	\$600
International Journal of Listening	\$0	\$8,200	IJL--2 issues 2008; Solers 2008. We did not get 2008 bill until Jan 2009, which means we must budget 08 and 09 and in the 2009 line item.	\$0	\$12,000
CD's Principal	\$41,088.50	\$0		-	-

Income 2009	\$57,937.04
Expense	\$55,171.00
Projected Reserve (reflected in carry over 2008-09)	\$2,766.04

Projected profit from 2009 Convention \$ 3,800.21

For more information regarding the budget or for detailed convention expenses, please contact
 Nanette Johnson-Curiskis,
 ILA Executive Director.



Summary Highlights of 2008 ILA Convention Business Meeting Minutes

(Continued from page 13)

The Listening Post
Summer/Fall 2009 Issue #100

access to the new on-line journals (which is the second project on which Margarete is working as Past President) and the *IJL* (*International Journal of Listening*). The convention information and marketplace needs to be available to everyone.



Alverno interns, pictured here with Harvey, were a great help through the entire convention.

Laura wondered about the CPRC (Convention Program Resource Center), and Margarete replied that the CPRC is complicated. It will be embedded into the on-line journals. Melissa Beall was concerned about confidentiality issues in that the way we currently handle submissions is that we say they will be included in the CPRC, but not on-line. Margaret Fitch-Hauser added that the CPRC counts as a publication with APA. We might have a concern if we are submitting the articles to another journal. Margarete agreed that the on-line journals need to look professional; they would be set up like NCA. The on-line journals would be free for members. Mike Purdy wondered if the on-line journals would be peer reviewed. Margarete assured that at the least, the Editors (Margarete is taking the lead for Listening Education) will look at submissions. Since Margarete already planned on discussing the on-line journals during a workshop on Saturday morning, she told everyone that they could talk more about these issues the next day.

Student Member. The current Student Member had to resign. We voted for a new Student Member later in the meeting.

Editor of ILJ Jim Floyd. Taylor and Francis has agreed for now (this next year) to only two editions a year.

LP Editor Susan Timm. We have a Website (www.Goodsearch.com) that we all need to use to generate revenue. Only two editions of the LP will be provided each year, since we have the ability to e-mail blasts to members.

Executive Director Nanette Johnson-Curiskis. We have about \$1500 in revenue each year from the CDs. We may have a break in costs this year due to the construction at the hotel. (Refer to Budget on page 12.)

Diana Schnapp wanted to know if the convention is our biggest cost. Nan explained that the major costs are the convention, ED stipend, and the Journal. Nan has started to separate items for the convention in the budget so that we can easily see if a convention pays for itself.

Harvey Weiss wondered if we might be able to cut back on some breaks, as they are costly. Jim Pratt explained that a certain amount of money has to be spent per contract. Thus, if we cut breaks, we'll just have to find another area to spend the money (other rooms, more food, etc.). Jennie Grau wondered if we might be able to use a ratio system, where one break is with refreshments and one is without. Sheila Bentley reminded us that we have talked about this issue before. Nan said that we do our best to make the conventions self-sustaining. Membership fees are the biggest concern.

Graham expressed concern if we start losing members, as our primary income is membership. Manny reminded us that this concern is still true after 30 years. We are an aging membership, and we will be losing members. So if we don't pad into the back end, we will have problems. Diana agreed and said that we need to make sure we retain members. Manny stressed that we need to go after reducing the big costs—the Journal, for instance. How about making it fully on-line?



A new table skirt for the Registration Table was unveiled at the convention.

Committee Reports

2011 Site Selection. No site has been selected at this time. Although we should be going to an international site, because of monetary constraints with the poor economy, we are thinking of having the convention in the U.S.

(Continued on page 24)



Highlights of 2009 ILA Convention in Milwaukee, Wisconsin, USA

Growing Our Listening Legacy: Treasuring the Past, Embracing the Present, and Creating the Future

TREASURING THE PAST

Two Opportunities to

Treasure the Past

By Lyman "Manny" Steil and Susan Timm



The Colonel and Dr. Nichols

During the convention, Manny Steil shared how the ILA can honor the lasting memory of **Dr. Ralph G. Nichols and Lucile "Colonel" Nichols** by supporting the purchase of a permanent memorial to be placed at the *University of Minnesota*.

Dr. Ralph and Lucile Nichols, affectionately referred to as "the Colonel," left us a lasting legacy in the world of listening. **Dr. Nichols and the Colonel**, who were married for 72 years, were both active Life Members of the ILA. Dr. Nichols was inducted into the *Listening Hall of Fame*.

Because Dr. Nichols specialized in the study of listening behavior and authoring or co-authoring 22 books and scores of articles, he was honored with the title "Father of the Field of Listening".

A moving tribute to **Hugh Beall** was organized and presented by Nan after the annual business meeting. In addition to having the opportunity to share stories and thoughts about Hugh, participants were able to view numerous photos that depicted Hugh's big smile and bright blue eyes.



Hugh Beall

Melissa shared Hugh's love of travel. Thus, in Hugh's honor, she is starting a scholarship that will fund international students' attendance at ILA conventions. What a fitting tribute to a man who loved the ILA and who gave so much of his life to help others.

Your tax-deductible contributions can be made to the ILA by sending a check to Nan Johnson-Curiskis (address on last page). Credit card payments can be made on-line.

Please note if your contribution is for the **Nichols Memorial Fund** or for the **Beall Scholarship**.

For questions regarding contribution payment, call Nan at 1-877-8-LISTEN. For questions regarding plans for the *Nichols Memorial* call Manny at 651-483-3597.



In honor of *treasuring our past*, Rick moderated a panel of **Founding members**, who shared how they first became



Some attendees took a **step back in time** as they toured the beautiful and historic Captain Frederick Pabst mansion, ate some great food, drank some retro beer, and enjoyed great conversation! Special thanks to Kathy Thompson and her husband, Rikki.





2009 Convention Local Arrangement Chair Kathy Thompson welcomes the ILA to Milwaukee.

If you were not able to attend the 30th annual convention at the Hyatt Regency in Milwaukee, Wisconsin, you missed a great time indeed. We had over 100 participants from 6 countries and 24 different states.

ILA was officially welcomed by a representative from the Mayor's Office who proclaimed March to be *International Listening Awareness Month* within the City of Milwaukee. Then Robert "Bob" Clouston, Chief Customer Officer (CCO) of Sargento Inc., gave an entertaining keynote address that started people thinking about the impact of listening on their companies' bottom lines. The entire day Thursday had a strong business perspective.

Friday evening proved to be exciting as many participants took a step back in time when we visited the Pabst Mansion for Retro Beer Night. Both Kathy and Rikki Thompson did a great job planning the fabulous affair.



ILA President Lisa Orick-Martinez receives the proclamation from a representative from Milwaukee Mayor Tom Barrett's office.

On Saturday, Alverno College partnered with the ILA Education Committee to bring a full-day workshop on **listening and literacy** that was a huge success for the local teachers in attendance. Then, Saturday night, awards were presented to several individuals and to some organizations. (See Awards on pages 6-8.)

Fabulous presentations were enjoyed throughout the three days. Laura Janusik was able to get various publishing companies to donate listening texts for display

Laura started us thinking about the 2010 ILA Convention, "Transformational Change," that will be held in Albuquerque, New Mexico. You can read Laura's article starting on page 1 to see all the excitement she has in store for us when we attend the next convention! You certainly won't want to miss it!



After listening to Bob Clouston speak, those in attendance understood why he was selected as the recipient for the 2009 Business Listening Award.



Enjoying a Wine and Cheese Reception while catching up on friends' lives. Ray is surrounded by listening ladies! How did he get to be so lucky?



Saturday night's Award Ceremony and Dinner was enjoyed by many.

Certified Listening Professional Traditional Track is out of the Starting Gate! By Donna Renaud



During the convention, Donna Renaud shared the draft of a certification program that had been approved by the Board. Excitement abounded as certification is an important way for the ILA to live out its mission and vision and to create a more powerful future.

Donna Renaud, Member at Large Special Projects, presents the framework developed for listening certification.

After introducing the concept during the Business meeting, the Certification Planning Committee (Donna Renaud, Chair; Nanette Johnson-Curiskis; Nadine Marsnik; Susan Timm; and Kathy Thompson) held two separate sessions to explain both the criteria for the Fast Track and the outline of the training for Traditional Track, which they had developed during the summer of 2008. Those who qualified and then signed up for the Fast Track program (see page 20 for details as to how you can get your name added to this prestigious list) were invited to join discussions online, which began almost immediately following the ILA Milwaukee convention. Then, Susan Timm, Donna Renaud, and Dick Halley met in June at *Western Kentucky University* to finalize details of the training program and to select materials.

We are thrilled to say that the CLP Traditional Track pilot training program is now underway under the expertise and leadership of Dr. Dick Halley. The CLP class begins with selected readings and will continue with online discussions. Pilot group members will be assigned to a mentor in October to assist with the design of a listening project related to the applicant's specialized area of interest.



Rick and Manny are all ears as Susan shares the progress the team made in Summer 08 in regards to certification.

Everyone was very attentive while the new listening certification program was outlined.



The culmination of the CLP will include presentation of projects at the convention in Albuquerque, an exam, and public recognition during the convention.

Since the convention, we've had 23 individuals sign up for the *Certified Listening Professional* (CLP) program. We are thrilled that several have volunteered to serve as the inaugural pilot training group for 2009-2010. Thank you for agreeing to assist us with this important endeavor.

- Teruko "Teri" Akita Aso * Melissa Beall * Sheila Bentley *
- Richard K. "Rick" Bommelje * Edith "Edie" Walters Cole *
- Carol S. Christy * Janis Davis * Alan R. Ehrlich *
- Gregory J. Enos * Richard D. Halley * Laura Janusik *
- Nanette Johnson-Curiskis * Lori Joubert * Kay Lindahl *
- Rayolyn L. McKelvy * Lisa M. Orick-Martinez *
- Barbara Penington * Donna S. Renaud *
- Marva Shand-McIntosh * Lyman K. "Manny" Steil *
- Don R. Swanson * Susan A. Timm * Kae Van Engen



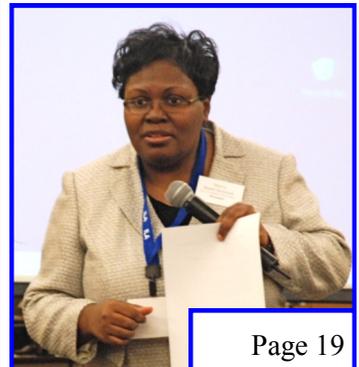
WKU's Department of Communication graciously provided meeting space and refreshments for the ILA Listening Certification Team, which met for over two days in June.

Education Committee Prepared Teachers to Listen More Effectively in the Classroom!

You've heard it said that children are our future. Thus, the Education Committee's *Listening and Literacy* day-long conference that was held at *Alverno College* on Saturday of the convention is an important step toward creating a more successful future.

Some of the proud listening contest winners and their parents were present to receive their prizes. (See winning entries on pages 22 & 23.) Alverno students, who had judged the contest, took time to read each poem and essay and to comment on each entry.

Several ILA members from the Education Committee provided workshops, activities, and materials for the teachers. Feedback from the teachers verified that listening is one skill that they want to stress in their classrooms, both for themselves and for their students. The program was such a great success that Lisa is repeating this program in New Mexico this fall. The idea is to stimulate more interest in the annual convention in March.



I Want My CLP! (continued from page 18)

The CLP designation behind your name says that you have successfully met a global standard in listening, that you have a specific level of education and experience as a listener and/or listening professional. Your work demonstrates that you think strategically, establish meaningful goals and objectives, and measure your success in relation to listening. Your work has been reviewed by peers and has successfully stood the test that demonstrates a well-rounded, problem-solving approach.

Applicants have two methods of earning Certification. If you are already a proven listening expert, then you can apply via the *Fast Track Program*. (See application guidelines for *Fast Track* on this page.) If you do not meet the criteria for *Fast Track*, then we invite you to join a Certification Training Cohort in the *Traditional Track*. Each group starts training in the fall, and the size of each cohort is limited. Applications are taken each Spring for enrollment in a Training Cohort.

The CLP class begins with selected readings and continues with online discussions. Participants are assigned a mentor in October to assist with the design of a listening project related to the applicant's specialized area of interest. The culmination of the CLP will include presentation of projects at the annual convention, an exam, and public recognition during the convention.



With your certification, you will receive a certificate, updated yearly on renewal, and preferred listening as a current CLP on the ILA Website.

For more details, e-mail Donna Renaud, Chair, Listening Certification Committee, at donnaarenaud@gmail.com.



**How do I apply for
 Fast Track CLP Certification?**

- Complete the application, which can be found on-line at www.listen.org.
- Pay fee of \$100 for current ILA members. (Renewal fee is \$25/year with current ILA membership.)
- Meet the following criteria:
 1. Completed minimum of three years membership in the ILA AND have current ILA member status.
 2. Attended at least two ILA conventions.
 3. Presented at least five seminars/workshops/presentations related to listening.
 4. Obtained education/practical experience according to the chart below:

Full-Time Professional Communication Experience	Degree or Years of Post-Secondary Education
7	0
6	1 Yr
5	AA or 2 Yrs
4	3
3	BA or Higher

Fast Track applicants are already proven experts and leaders in the field of listening who are active members of the *International Listening Association*.

The *regular CLP program* is designed for those individuals who wish to learn and improve their listening skills and learn how to develop strategies to complement their fields of expertise.

Listening Certification appeals to a wide range of professionals who spend time listening to a variety of constituents in diverse settings.

**I Can Hear You Talking
But I Can't Understand A Word You're Saying
Hearing is about Sounds, Listening is about Understanding**

I can hear you whispering in my ears
The warmth of your breath and the sweetness, the smell of you
I instinctively know what you're saying
I think
But I can't understand a word you're saying
I move to the front of the classroom
I can hear much better from there
I watch carefully to see what you're saying
To try to gain meaning from the sounds
But I can't understand a word you're saying
We hold each other tight as we watch a movie on the TV
You giggle as the characters tell a funny story
I turn up the volume and try to catch more of the dialog
The sounds get louder
But I still can't understand a word they're saying
The phone rings and I don't want to answer it
Its painful to listen to the person on the other end
I hear the sounds of conversation but only pieces of the words
Its too difficult to grasp for a meaning
Because I can't understand a word they're saying
Conversations are too challenging so I avoid them
Leaving my friends and family to wonder what's wrong
I've withdrawn into myself, not wanting to see anyone
For fear of hearing them talk
Because I can't understand a word they're saying
All's quiet, not because I can't hear, I really can
But the sounds are meaningless mumbles, frustratingly difficult to decipher
I hide from everyone so as not to appear disconnected or unintelligent
Dealing with the noise and chatter is too much, the quiet is easier
Because I can't understand a word you're saying

©2009 Alan R. Ehrlich

I (did) hear her
I was listening
"You do not disappoint!"
Listening
Truly, deeply
That was then, but
I am still hearing
I am still listening
"The past is no more."
Still I am listening
For appointments
Meetings of the (y)ears.



Two poems by
Michael Purdy

Daddy 'O*
Daddy 'O, We be cool.**
We argue and debate; still listening.
Winter moves to
Spring, we sprout ears.

*Inspired by lively business meeting in Milwaukee

**Tribute to Larry Barker, ILA's Elvis Impersonator and "past" members.

Poetry Galore



Dick and Bronia Holmes

Dick and Bronia Holmes presented a session at the 2009 convention entitled "Listening for Peace," for which Dick wrote the following poem.

"What We're Listening For"

Three friends are sitting together talking when a peculiar thing happens: Something one of them says is taken by the other two in two quite different ways. They've both heard the same thing, but for one of them the remark implies that the speaker has a low opinion of him. For the other, it sparks a liberating philosophical insight, beneficial to anyone who might take it to heart.

Like breathing, listening goes on nonstop, involuntarily. We're always listening to something — ambient sounds, someone speaking, an inner voice. We're always listening FOR something, too, though we might be unaware of what that is. We might be listening for conflict, or we might be listening for peace, and we hear what we want to hear, as the saying goes, Conscious or not of our motivation in listening.

The less aware of what we're listening for we are, the more what we're listening to is generated and constrained by egocentric tendencies. And, conversely, the more aware of what we're listening for we are, the more impelled we are to transcend those limitations and the freer from them we are in listening. That freedom allows an opening of mind and heart to what we're listening to, a greater receptivity, a more inclusive acceptance of everything we hear.

With a mind full of conflict, we can't hear peace, but we can listen for peace beyond mind primarily conditioned to hear conflict, and, without the obstruction of divisive listening filters, we can hear peace in what we're listening to. We can hear the whole universe harmoniously sprouting in a mustard seed.

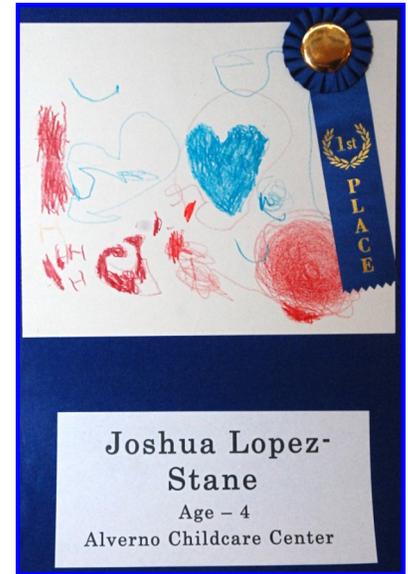
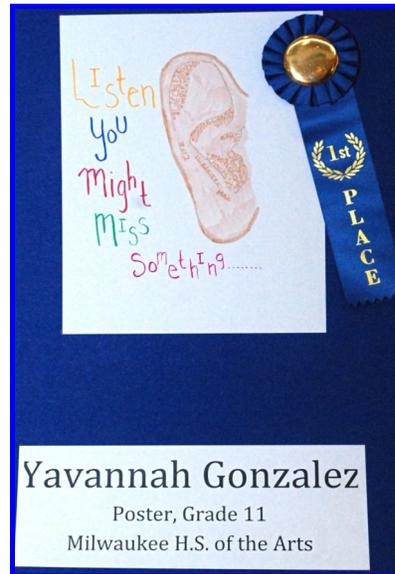
~ Dick Holmes ~

2009 Listening Essay, Poetry, and Poster Contest

The Education Committee worked with the Midwest Region and with *Alverno College* to create a listening essay, poetry, and poster contest to complement the Convention. In addition to placing the information on the ILA website, *Alverno College* helped to publicize this exciting event. Then, Kathy Thompson had some of her students display and judge the entries. **Special thanks are due to Kathy Thompson for coordinating all aspects of this contest.**

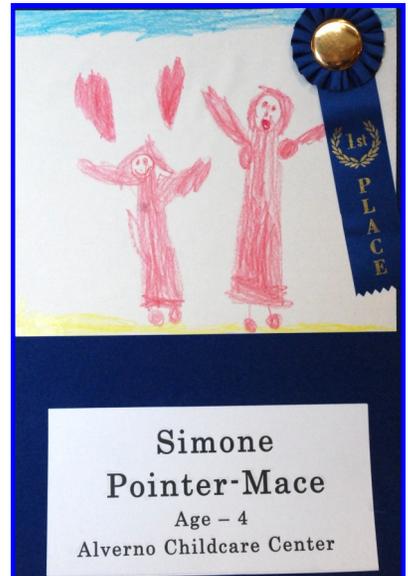
Entries were displayed both at *Alverno College* in the Conference Center Rotunda before and during the Educational Listening Conference and at the *Hyatt Regency Milwaukee* during the Awards Ceremony. The work created quite a stir at *Alverno*! Folks were calling and coming up to Kathy and telling her how wonderful an idea that the contest was. Many students stopped to read the poems and essays. *Alverno* students did a fabulous job of picking and writing to all of the winners--each child received some positive feedback, but the winners were sent official letters as well as gift baskets.

Lisa Orick-Martinez, Local Arrangements Chair for the 2010 convention, is going to work with the Education Committee to host this contest again in conjunction with the ILA convention. So if you have younger children, grandchildren, nieces and



nephews, students, and/or neighbors in preschool through high school, share the good news about this great opportunity for their creative juices to flow!

Official rules will be made available on-line. We hope to have more entries to display this next year.



Thank you so much for organizing the contest! We are so proud to have three winners from our writing workshop! Kelly's mother told me she was so excited to get her letter that she started crying. She's had some unusual health problems lately, and winning was a big blessing to her, I know.

Matt showed me the letter he received, and I was impressed by the personal comments you wrote about his poem. His started out very rough, but as he kept working, he really revised it well.

Christina has a strong love for poetry. She has a way with words! We publish a small booklet of essays and poems after the workshop is over, and each student dedicates the booklet to someone special to them. She dedicated it to her father, for reading to her when she was little. I think that love of reading is having a lifelong effect on her.

Again, thank you. It is very hard to find suitable poetry contests to motivate the students to write, and finding yours was wonderful! Even the students who didn't enter were happy for our winners, and hopefully this will motivate them to write, too.



Listen

Rukiya Stewart - Grade 11 - *Essay* - Milwaukee HS of the Arts, WI, 2009

The ability to really hear is very valuable. Many people take it for granted, including myself sometimes. We don't realize how much listening helps us everyday. Listening to the smallest piece of advice can change your situation for the better.

Listening helps me all the time. My mom is always giving me advice on things that I'm going through or situations that occur in my life. She tells me how to handle things. My mom is my best friend, so I know she only wants the best for me. Whenever she tells me something, I know it's to help me, so I listen. She helps me with boys, friends, everything.

My friends and I help each other out, too. They come to me when they have a problem that they think I can help with. I do the same for them. My friends are like my sisters and brothers. I know that I can always go to them if I need them.

Listening to God is a big part of my life. My family and I are Christians, so we believe that God loves us and will help us if we come to Him. When I pray to God and tell Him about things I need help with, I find that things always work out for the better. He listens to me when I pray, and I listen to Him when He tells me what I need to do. I listen because I know that it will help me, and it always does.

There was a time when my family really needed god to listen to us. A while ago my mom was really sick. I mean, she was extremely sick! It was very hard on us. We did the best thing we could do, that's pray. We prayed and prayed for my mom's body to be healed. God heard our prayers. Today my mom is alive and well!

Sometimes it's hard for people to see how important listening is. Everybody wants to talk and be loud. Sometimes you just need to be quiet, to listen and pay attention. That's when you learn.

The Sounds of a Homeschooling Family

Kelly Freed - Grade 9 - *Poem* - Hill Writing Wkshp, Lakeland, FL, 2009

A cheerful family rejoices; bluebirds chirp to greet the day
Children race from bed and chatter at first morning's light
The tiny infant coos, cuddled closely by his sister
A thoughtful daughter asks grace from the Lord
Spoons clatter against bowls of warm oatmeal

Pencils scratch against paper
Piercing cries resonate from the 2-yr-old over his scraped knee
Click-click from a keyboard as fingers punch while she writes sentences
Reading from the Bible in soft tones
Children energetically quiz each other on history facts around the table

Little ones tucked in for a nap, rustling soothing pink sheets
After waking, the children jump and rejoice that they can play for the afternoon
The boys shout "On guard!" with their swords while the girls giggle with dolls
Mother teaches the oldest girls while kneading bread
Daddy is tackled in the family room, with squeals of delight

The large family quietly reads scripture, and exuberantly sings hymns
Children embrace in their pajamas; parents pray before bedtime
Whispering from the bedrooms of last good nights, blessings and sweet dreams
The sound of true love resounds in every corner of the inviting home
A homeschooling family praises the God who lovingly guides them

Watchman in a Tower

Matt Hazelton - Grade 8 - *Poem* - Hill Writing Wkshp, Lakeland, FL, 2009

A watchman is a tower, listening for an approaching horde
He stands above all, the protector of the city
Dusk envelops him as he fights to stay alert
Yet weariness cannot win this battle
He is watchman in a tower, listening for the horn of destruction

In the smoldering darkness, the battle for his mind rages
Strain and stress: the only add to his troubles
The fearful children, the frightened women, the anxious old
All below have out their trust in him to save them
He cannot let them down
He is watchman in a tower, listening for every sound

He listens for something, anything
Something to report
Not even the wind speaks on this sinister night
Uselessness sweeps over him like a flood

Exhaustion triumphs over him
He is watchman in a tower, listening for any sound

Attack!

The field below swarms with evil like a million menacing ants
Tension flees
Weariness runs away like a rabbit chased by wolves
He jumps to life and sounds the alarm
He is a watchman in a tower, listening
Listening

Ballroom Dancing

Christina Schrader - Grade 7 - *Poem* - Lakeland, FL, 2009

Listening to the sugary, delectable chime of nature
My thoughts run vivid, wild, and clear
I hear each papery leaf pat against the other in a breathy flutter
Stream water tripping, slapping face-down on the river's slick floor

Breezes ballroom-dancing in my ears
And wild grasses tango to the lively beat of a cricket's chirp
Whirring, twirling, dipping
To the bouncy salsa music and the slow solemn blues

Loons sing the low, legato clarinet
The stout earth softly plucks the bass
While bees hum the buzzing violin
An orchestra complete

Relishing the luscious harmony that surrounds me
Listening to its clear, sublime melody
The conductor keeps his ensemble on time, in tune
My thoughts run vivid, wild and clear
Listening, listening to the sweet symphony He has written

Ad Hoc Committee (Funding Options)

Sheila Bentley—We looked at several options. We could accept bids from hotels. We thought about using the same hotel chain for all the conventions. Johnson City, Tennessee, has a good venue at a convention center, which would cut costs as it isn't affiliated with a hotel. Jim Pratt commented that our cheapest option for conventions is always near a major airport. We also looked at having a couple of sessions and not having research or business meetings during the convention. We also looked at sponsorships. We considered separate conventions and a listening champions program. At the banquet tomorrow, we'll be handing out certificates to those who are Stars (Read about this program on page 9.). We need to keep in mind who we are, and get advisement from the Board. How do we tap into who we are and market this information to potential members?



Healthcare Committee

The new Healthcare Committee was approved later in the meeting when we accepted the Constitutional Changes in the By-Laws.

Nomination Committee

Greg Enos offered a **slate of officers that was approved**: First Vice President Elect, Christopher Bond; Secretary, Lori Joubert; Member at Large PR, Susan Timm; Member at Large Global, Teri Akita; Student Member of the Board, Sanna Ala-Kortesmaa.

The **Nominating Committee for 2010 was also approved**: Manny Steil; Carol Grau; Ali Zohoori; Kae Van Engen; and Student Member of the Nominating Committee (taken from the floor), Lisa Gun.

Constitution and Bylaw Changes



A special taskforce had been formed to view the original document, which was constructed before the Digital Age, and to recommend changes. The Taskforce proposed two separate documents: Bylaws and Constitution. The new changes were proposed to the membership at last year's Business meeting. The sticky issue seemed to be the word "control". **Approval was given to the Board to recommend changes to the Bylaws and send information for 30 days either by postal mail OR electronic means.** Options for voting would be "Yes," "No," or "Delay to Convention for Further Discussion". The documents would still be in the control of the membership. The recommendation allows the Board to expedite matters as opposed to having to wait until the next annual meeting. **The motions to separate the two documents (Bylaws and Constitution) and to add a Healthcare Committee were approved.**

The proposed amendment to Student Membership was approved: Change in definition of student members to include all ages and to eliminate the time limit. **The addition of a Virtual Membership category failed.**

After detailed discussion, the motion to keep all life-time dues in perpetuity failed. Individuals who become life-time members can designate whether their dues go into the General Fund or in a CD.

Much debate surrounded the issue of raising dues. Consequently, **the motion to raise membership dues 20% across the board and Life Time dues to \$1500 on April 1, 2009, was passed.**

The theme of the convention, *Transformational Listening: Listening to Change*, is purposefully ambiguous. What is certain is that when we engage in true listening,

The Listening Post
Summer/Fall 2009 Issue #100

(Continued on page 25)

The 31st Annual Convention (continued from Page 1)

whether as the listener or when we are listened to, something changes. How has listening changed you? Your family? Your community? The world? Consider these questions as you ponder your program proposals and the programs to which you want to listen.

Why come to Albuquerque, especially in today's economy? For so many reasons! Airfares are at an all-time low for the past several years. The Local Arrangements and Planning committees are putting together lodging, food, and entertainment that won't flatten your wallet or close out your credit card.

Did you know that Albuquerque was just selected as one of the best 10 cities in the U.S. to live? The average temperature in March is 70 degrees, so you'll have a lighter suitcase by not packing the heavier clothes! The airport is less than 20 minutes from the hotel, and there's an inexpensive shuttle from the airport to the hotel.

Once at the hotel, you'll be able to access the local transportation, which can take you to *Old Town* for only \$1! Finally, if you're like me, flying into Albuquerque will help you understand how the colors blue and brown are complimentary and beautiful together! Exposure to the Southwestern culture and lifestyle is well worth the journey.



Hot Air Balloons Over Albuquerque During International Balloon Fiesta

Not only is Albuquerque convenient and beautiful, but you get to surround yourself with other listening people. Do you realize that the top listening scholars and trainers in the WORLD come to ILA? Imagine being able to interact face to face with the people who train our world to listen and who are the top researchers of the nature of listening.

Come to Albuquerque for the people and the programs. We'll build on last year's theme by honoring the past while looking towards the future. New members and new attendees will be showcased like never before, so make sure to invite those people in your life who can benefit from being around listening people!

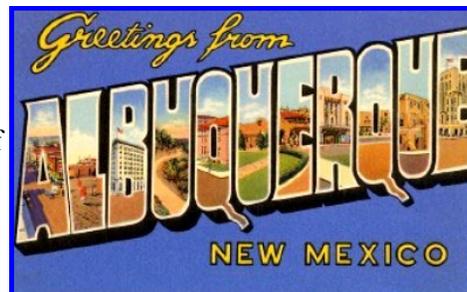
Additionally, with the help of some great planners, you'll see some ILA traditions enacted with a twist. The convention will showcase programs in the traditional areas of Business, Education, and Research, as well as the contexts of Health Care, Technology, Religion/Spirituality, and Listening to the Self. There will be some "spotlight" programs in different contexts. Additionally, we'll still honor award winners, but not by way of the Saturday night banquet. In fact, stay tuned, it may not even be a banquet! Most importantly, the meals we share will be revived to their original intention: a chance to listen to each other, as opposed to a chance to conduct more business or listen to a speaker.

So book your hotel room early! The convention hotel is Hyatt Regency Albuquerque, and we negotiated an amazing rate of \$129 for both single and double occupancy. As another twist this year, those of you who register during early-bird hotel registration will be eligible for a drawing for a two-night stay at any U.S. Hyatt. In addition, early-bird registrants will be upgraded to a mountain view, a \$15 per night upgrade, as well as a welcome amenity gift. Call 1-800-233-1234 to book your room today. Also, if you're traveling to Albuquerque prior to March, you can stay at the hotel and have it count towards ILA's room block. Contact Laura Janusik for further information.

What other great ideas do you have for the convention? The Program Planning Committee would love to hear them! So the committee can give your ideas consideration, send them ASAP to



Albuquerque International Balloon Fiesta
Held Each October



ILA and Members in the News



Double the Listening Joy for ILA Member Jennie Gil Rosier

Jennie Gill Rosier and her husband, Wesley Rosier, are happy to announce the birth of their twins. Gavin Charles and Vivian Grace Rosier were born at 1:52 a.m. and 1:53 a.m. on Saturday, May 9, 2009. They each weighed in at 4 lbs 9 oz and are doing amazingly well. In the picture to the left, Vivian is on the left, and Gavin (who was born first) is on the right.

Jennie is an ILA member and a doctoral student in the Department of Communication at Purdue University. Now, she adds "mommy" to her list of titles and responsibilities. Congratulations, Jennie and Wesley. Enjoy your opportunity to learn some new listening skills!

**Congratulations are in order for ILA
Executive Director
Nanette Johnson-
Curiskis. This summer
she earned full
professorship at Mankato
State University in
Minnesota.**



Listening Text Now Available in Swedish

Kent Adelmann recently published the first textbook in Scandinavia about *The Art of Listening* (Konsten att lyssna. Didaktiskt lyssnande iskola och utbildning. Lund: Studentlitteratur). It is in Swedish, of course. Maybe some of our international members could benefit from this interesting text. Contact Adelmann directly for more details:

Malmö högskola
Lärarytbildningen
205 06 Malmö
Sweden

Malmo University
School of Education
SE-205 06 Malmo
Sweden

Farewell to a Dear Friend by Bob Neuleib & Susan Timm



Morris Snively, an ILA member who had presented at our conferences, died Saturday, May 2 in Belleville, Illinois. Snively, 63, was a retired teacher from Belleville Township High School East, where he had taught for 34 years.

Morris was unique, one-of-a-kind. Anyone who met him never forgot him. As another friend wrote, "Morris was bigger than life."

Snively's dedication to his profession earned him *The Oberle Award for National Speech Teacher of the Year* and the *President's Award* from the *Illinois Speech and Theatre Association*.

Morris will be deeply missed, especially by his three children and five grandchildren who were first-hand recipients of his excellent listening skills.

2009-10 Executive Board

President:	Rick Bommelje, Florida
First Vice President (VP):	Laura Janusik, Kansas
First VP Elect:	Chris Bond, Missouri
Second VP:	Charles Veenstra, Iowa
Secretary:	Lori Joubert, Washington
Member-at-Large (MAL) Special Projects (Listening Certification):	Donna Renaud, Kentucky
MAL-Public Relations:	Susan Timm, Illinois
MAL-Global:	Teri Akito, Japan
Student Member:	Sanna Ala-Kortesmaa, Finland
<i>IJL</i> Editor:	James Floyd, Kansas
<i>LP</i> Editor:	Susan Timm, Illinois
Web Editor:	Margarete Imhof, Germany
Immediate Past President:	Lisa Orick-Martinez, New Mexico
Executive Director:	Nanette Johnson-Curiskis, Minnesota

CALL FOR PAPERS, PANELS, & PROGRAMS
 For the 31st Annual Convention of the
 INTERNATIONAL LISTENING ASSOCIATION CONVENTION

March 24-27, 2010

The Hyatt Regency Albuquerque, New Mexico, USA

TRANSFORMATIONAL LISTENING: LISTENING TO CHANGE

Please complete each section of this form. Note that only abstract proposals, not completed papers, are required for submission.

PART I - Submitter's Information

Name	
Affiliation	
Preferred Mailing Address	
Phone	
E-mail	
Title	

PART II - Track

Identify track or tracks that best fit your proposal:

- Appreciative Business Education Health General
 Intercultural Political Religion/Spiritual Research/Theory Technological
 Other (Please describe) _____

Part III - Proposal Type

Place an X next to the type of proposal.

TYPE	Place an X here indicating the type*	Total Number of Presenters	Time Requested*
Paper			
Presentation			
Paper Panel Program			
Panel Program			
Practice Workshop			
Swap Shop Exercise			
Other (please describe)			
Is this a debut presentation? (First time at ILA)			
Are all presenters students?			

*See following page for the proposal descriptions and time guidelines. We'll try to honor your request if your proposal is accepted; however, time might need to be modified based on scheduling.

Part IV - Supporting Material

Directions: Review the supporting material required in the proposal descriptions on the next page. Type the required information and send it as an attachment to this form.

Continued on next page.

Paper* - A paper, complete with references, that investigates listening as a phenomenon. The paper will be completed by the convention, and copies will be available for the audience. Time: 10 minutes to 30 minutes.

Supporting Material - Include a proposal description (1/2 page – 1 page, single spaced) that details the rationale, contribution, and perspective of the paper. You also may identify a chair and/or respondent who have agreed to act in that capacity.

Presentation - A presentation that does not include a paper available for the audience. This might be a presentation delivered from an outline or PowerPoint, and it may include handouts, but there is no paper. Time: 10 minutes to 30 minutes.

Supporting Material - Include a proposal description (1/2 page – 1 page, single spaced) that details the rationale, contribution, and perspective of the presentation. You also may identify a chair who has agreed to act in that capacity.

Paper Panel Program* - A program consisting of multiple papers, all of which will be completed by the convention with copies available for the audience. Panel programs are generally “themed,” such as “Listening in the Classroom.” Time: 30 minutes to 60 minutes.

Supporting Material - Include a complete proposal description (1/2 page – 1 page, single spaced) that details the purpose and rationale of your panel. You also may identify a chair and/or respondent who has agreed to act in that capacity.

Panel Program - A program consisting of multiple participants presenting a perspective of the same topic, such as “Listening in the Classroom.” Each presenter might use an outline or PowerPoint, including handouts, but no papers are provided. Time: 30 minutes to 60 minutes.

Supporting Material - Include a complete proposal description (1/2 page – 1 page, single spaced) that details the purpose and rationale of your panel. You also may identify a chair who has agreed to act in that capacity.

Practice Workshop - A program consisting of “how to.” Audience members will learn new ways to do and/or look at something, like Training Listening in the Corporate Environment. Papers are not expected; however, handouts for the audience are encouraged. Time: 30, 60, or 90 minutes.

Supporting Material - Include a workshop description (no more than 2 pages, single spaced) that describes the nature of the workshop. Include content, contribution to the field, format (e.g., interactive, round-table), and intended audience (i.e., educators, business trainers, health care workers, etc.)

Swap Shop Exercise - Keeping with ILA’s mission of teaching and training listening, the swap shop exercise will consist of a hand-out and brief presentation that provides one teaching or training exercise. Time: Presentations will be given multiple times in an hour, and each presentation will be limited to 9 minutes.

Supporting Material - Include your great idea for teaching or training listening. Description should include the goals, time frame, materials needed, explanation of the activity, and the recommended debrief.

* **NOTE:** Completed manuscripts may be submitted for a top paper panel and award, and a top student paper panel and award, respectively. They should be submitted separately to the Award Call.

Include a description, suitable for program listing that will be used if your program is accepted (50 – 250 words).

Participant #1

Name:
Institutional Affiliation:
Address:
Phone #:
E-mail:
1 – 2 Sentence Biography:

Participant #2

Name:
Institutional Affiliation:
Address:
Phone #:
E-mail:
1 – 2 Sentence Biography

PART V - Program Listing (Continued)

Participant #3	Name: Institutional Affiliation: Address: Phone #: E-mail: 1 – 2 Sentence Biography
Participant #4	Name: Institutional Affiliation: Address: Phone #: E-mail: 1 – 2 Sentence Biography:
Participant #5	Name: Institutional Affiliation: Address: Phone #: E-mail: 1 – 2 Sentence Biography:
Chair	Name: Institutional Affiliation: Address: Phone #: E-mail: 1 – 2 Sentence Biography:
Respondent	Name: Institutional Affiliation: Address: Phone #: E-mail: 1 – 2 Sentence Biography:

PART VI - AV Needs and Room Set Up

Due to budget limitations, all AV requests must be paid by the speaker. Estimated charges are indicated, but final charges will depend on the hotel:

- Flip Chart (\$15)
- Overhead (\$25)
- VCR (\$25)
- Computer/Projector (\$50)

Rooms are generally set up theater style, with rows of chairs facing forward. Swap shop will be set up in round table formats. Identify any special room or setup outside of these: _____

PART VII - Submission (Must be received by November 10, 2009)

You may send your submission electronically (preferred) to Pres2010@listen.org. Alternately, mail hard copy (to be received by November 10, 2009) to:

Dr. Laura Janusik
 Rockhurst University
 111 Sedgwick Hall
 1100 Rockhurst Road
 Kansas City, MO 64110-2561

The Listening Post
Summer/Fall 2009 Issue

Nanette Johnson-Curiskis, Ph.D., Executive Director

International Listening Association

PO Box 164, Belle Plaine,
MN 56011 USA

FAX: 1-952-856-5100

Fax Outside US: +1-952-856-5100.

1-877-8-LISTEN or 1-952-594-5697

Outside US: +1-952-594-5697

info@listen.org

Visit us on the Web at www.listen.org

Join us for the
**International Listening Association's
31st Annual Convention**

**Transformational Listening:
Listening To Change**



March 24-27, 2010
The Hyatt Regency Albuquerque
Albuquerque, NM, USA

**Find the Call for Papers on the back of this page
and also online at <http://www.listen.org>.**

U.S. Postage

Bulk Rate