



PRESIDENT'S PERSPECTIVE

ILA Transforms by Listening to Change

By Laura Janusik



Laura Janusik

One of the things I like best about ILA is its interdisciplinary nature. I believe most of us join ILA because we're dedicated to the idea of listening. We attend our first convention ready to meet other like-minded listening people, only to find that listening people run the gamut from teachers to researchers to healthcare professionals to business owners to ministers. Many of us appreciate the different perspectives of and approaches to listening, but interest groups seem to think that there's not enough for them.

Consider these disparate comments from the 2010 Albuquerque evaluation: One person didn't attend because "Conventions are primarily RESEARCH with little practical application of listening to business and family," while another member, who attended, said what was missing from this convention was "More research presentations." Yet another member who attended said, "Some of these events will not attract a business audience because they won't see it as credible. Meditation is one thing but we can get so far out in 'left field' that we will never gain the business credibility we need. Some events were of that 'woo woo' ilk."

What's an executive board and program planning committee to do? FIND OUT ON PAGE 17.

32nd International Listening Association Convention

Johnson City, TN

March 31 to April 2, 2011

"Listening for a Sustainable Future"



*Rocky Top you'll always be
Home sweet home to me
Good ol' Rocky Top
Rocky Top Tennessee,
Rocky Top Tennessee!*

First Vice President Christopher Bond says he is always asked the same two questions about the site of the 2011 convention: where is it and what is there to do there? He answers those questions and more on page 3.

IN THIS ISSUE

Page 2 – Membership; Page 3 – Convention 201; Page 4 – CLP© Program; Pages 5-7 – Committee News; Page 8 – Interdisciplinary Perspective; Pages 9- 14 – 2010 Convention and Awards; Page 15 – Publication News and Review; Pages 17 and 18 – President's Perspective

**TO SUGGEST A SITE FOR THE
2013 ILA CONFERENCE
EMAIL GRAHAM BODIE
gbodie@lsu.edu**

**ILA NORTH AMERICA EAST REGION
FALL CONFERENCE
Saturday, October 16, 2010
Montclair State University, Montclair, NJ**

For information contact Dr. Wayne Bond, 14 Elm Street,
Bloomfield, NJ 07003;
bondw@mail.montclair.edu; Telephone: 973.748.0313

MEMBERSHIP

WELCOME NEW MEMBERS OF ILA!

Fred Behnken

Albuquerque, New Mexico

Leslie Chanberlin

Albuquerque, New Mexico

Randy Dillon

Springfield, Missouri

Deborah Esmon

Bartlett, Tennessee

Kristin Froemming

Appleton, Wisconsin

Christopher Gearhart

Baton Rouge, Louisiana

Barnett C. Helzberg, Jr.

Kansas City, Missouri

Roberta Ireland

Nampa, Indiana

Tyler Jurich

New York, NY

Navneet Kaur

West Bengal, India

Tejinder Kaur

West Bengal, India

Thomas Lohman

Spartanburg, South Carolina

Jarley Nunes-Frieb, Jr.

Rio de Janeiro, Brasil

Michelle Pence

Baton Rouge, Louisiana

Josie Shuster

Edina, Minnesota

John Steitz

Barto, Pennsylvania

Molly Stoltz

Valdosta, GA

Albin Waid

Linz, Upper-Austria,

Beth Walters

Pleasanton, California

NOTES FROM A FIRST TIMER

By Philip C. Tirpak

I've been teaching Communication Studies at Northern Virginia Community College for ten years; listening is an important part of all my classes but I've always felt that I haven't covered it as adequately as I should. Our text describes the Hurrier Model and is co-authored by Melissa Beall; through the text I first learned of the International Listening Association. I decided to join and to attend the Convention in Albuquerque; I wanted to find out more for myself and my students and, truthfully, I wanted to meet Melissa Beall and many of the other scholars mentioned in the text.

The Convention was amazing! Not only did I get to meet Melissa (who gave me some wonderful advice) but I got to know so many tremendous scholars and colleagues. Every session gave me new ideas and expanded my horizons;

When I returned to NOVA my students were eager to hear about my experiences and I immediately applied many of the things I learned. In fact my Dean was interested in adding a listening course to our curriculum, so I'm working on that with guidance from Kathy Thompson, another well known scholar from Alverno College, who I met at the convention and then again recently when I attended a workshop at Alverno College.

I'm looking forward to next year's convention and am actively recruiting colleagues to come with me (and join the ILA.) I couldn't have hoped for a better experience.

FIVE GENERATIONS OF LISTENING SCHOLARS



Five generations of students and teachers include (l to r): Blaine Goss, Will Powers, Margaret Fitch-Hausner, Graham Bodie, Chris Gearhart, and Michelle Pence

CONVENTION 2011

CHRIS BOND
First Vice-President
2011 Convention Planner



816.271.4504
cbond3@missouriwestern.edu

Johnson City, Tennessee is located in the far Northeast corner of Tennessee in the Appalachian Mountains. According to the Johnson City Chamber of Commerce, the city is less than a day's drive from half of the United States Population. This means next year's convention will be close to many of our members. Another interesting fact is Johnson City is actually closer to Baltimore, MD than Memphis, TN.

The bottom line is that the city is easily reached and boasts many attractions including The Great Smoky Mountain National Park, the International Storytelling Center, the Bristol Motor Speedway, the Gray Fossil Site, and the five star Carnegie Hotel and Spa—just to name a few. By the way, this is our convention hotel, where we will be staying for less than \$90 per night!

In addition to a great hotel and spa, we will be doing things just a little different this year by using The Millennium Centre, a full service, state-of-the-art Conference Center, connected to the hotel. It has been voted one of the best meeting facilities within the Eastern United States! We are also excited to be partnering with East Tennessee State University located across the street from our convention venues.

As you prepare for next year's convention, think about how our theme, "Listening for a Sustainable Future," manifests itself

within other areas besides the environment. While the environment and sustainability are many times used side-by-side, think about how listening sustains relationships, businesses, education, healthcare, and religion. An award will be issued for a paper or program that best addresses the convention theme.

Please be on the look-out in our newsletters and your e-mail inbox for more information regarding the 2011 convention including the Call for Papers. We have some exciting events and speakers planned. If you would like additional information, contact the convention planner, Chris Bond. Also, more details about the hotel and conference center may be found at the following sites:

<http://www.carnegiehotel.com/>
<http://www.milletr.com/>



The ballroom at the Carnegie Hotel and Spa

HOW IS YOUR TREE GROWING?



As many of you saw at the last convention, the past ILA presidents and a few others received a tree from the Arbor Foundation to promote the theme for the 2011 Convention: *Listening for a Sustainable Future*. Trees were literally planted across the globe. To share a story about your tree for the next edition of the *Listening Post*, contact Chris Bond.

HOW IS YOUR TREE GROWING?

"For me, the trees represent how the ILA organization can grow and how listening can instill sustainability within our relationships, homes, businesses, and communities."

~ Chris Bond

CLP© PROGRAM

CLP PROGRAM NEWS Information from Donna Renaud

The Certification Committee, is making adjustments to the Certified Listening Professional © 2010 program based on the evaluations on the CLP © Pilot program. The program's four active participants in include a minister, a psychology major from Sweden, a political science professor, and a teacher from Canada. Fast Track members include: Krista Tess, Kathy Thomas, Carole Grau and Lou Hampton

WHY DO I SERVE ILA?

"For me, the ILA has provided a wonderful place for me to meet with the best listening scholars in the country. They helped me to begin a significant program of teaching listening 25 years ago, maintained contact, and offered free advice in the years since. ... These people are genuine friends. ... Serving on the ILA board is a privilege."

~ Charles Veenstra

Every time you conduct a GoodSearch,
the ILA gets money!

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

Spread the word. The more people who use Goodsearch and Goodshop, the more money the ILA receives. Go to www.goodsearch.com, and type in

"International Listening Association"

in the area that asks

"Who Do You GoodSearch for?"

CLP ORGANIZERS WIN AWARD By Susan Timm

Donna Renaud, Western Kentucky University; Susan Timm, Elgin Community College, Illinois; and Richard Halley, professor emeritus, Weber State University, Utah, were recognized at this year's ILA conference for their work on ILA's new Certified Listening Professional© (CLP) program

Along with a team of supporters, these three individuals spent two years putting together the certification process that more firmly establishes the ILA as the expert and international leader in listening,

which takes the association to a new level of professionalism and provides a new stream of membership for the ILA. They created a manual to be used in future certification training as well as a pilot program in which participants join in on-line discussions and work with a mentor to complete listening projects orientated toward their careers.

26 Certified Listening Professionals© were named in 2009 and five participants completed the year-long pilot training program at this year's ILA conference.



The new CLPs © pose with Timm, Renaud, Halley and Judi Brownell after presenting their projects at the 2010 conference. Pictured (l to r) are: Timm, Brownell, Janis Davis, Lori Joubert, Halley, Kae Lindahl, Alan Ehrlich, Teruko Aso, and Renaud

FOR MORE INFORMATION ON THE CLP© PROGRAM,
CHECK OUT THE ILA WEBSITE!

COMMITTEE NEWS

IN THE LOOP WITH COMMITTEE NEWS
Information compiled by Laura Janusik
Edited by Molly Stoltz

CHANGES ON THE ILA WEBSITE: WORKING ON USER-FRIENDLY FEATURES
By Margarete Imhof

Constitution and By-Laws Review Committee (Co-Chairs: Alan Ehrlich and Lori Joubert) – This committee has corrected grammatical errors changed in document and is in the process of reviewing constitutional wording in preparation for preparing for committee discussion of possible areas of change

Education Committee (Chair: Marva Shand-McIntosh) – This committee is working on creating partnerships with school districts; contact has already been established with District of Columbia Schools.

Financial Review Committee (Co-Chairs: Alan Ehrlich and Lori Joubert) – This committee is working with the Ad Hoc committee to develop a dashboard page that will extract relevant information from the current checkbook/accounting system to provide the Board with a detailed overview of ILA's finances.

Global Outreach Committee (Chair: Teruko "Teri" Akita-Aso) – This committee has created a questionnaire using ILA's on-line Zoomerang account that will be directed to regional members asking for their input on ways to improve regional ties within the ILA.

Membership Committee (Chair: Greg Enos) – This committee has published a procedure for contacting current members before they lapse. It continues to make contact with prospective members and has a goal for ILA to have 300 members by the 2011 convention.

Publications Committee (Chair: Molly Stoltz) – This committee has made recommendations about Listening Awareness Month and Partners information on website and will be starting to talk about the use of Public Service Announcements to promote ILA.



Margarete Imhof

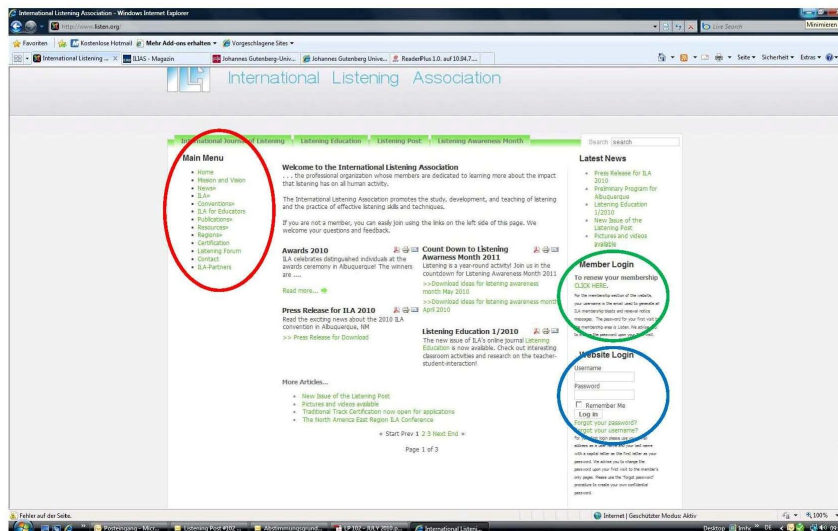
Have you noticed? The ILA website www.listen.org has new features which I would like to explain to you. In the picture to the left, the changed items are circled.

The *red circle* shows the selection of links on the website. ILA has a variety of items and interests which are presented on the website. The list had grown longer and longer so that we solved the problem by introducing a drop-down menu. Check out the categories with the bullet points and there you will find everything that was there before.

The *green circle* directs you to the membership renewal page. If your membership is up for renewal, it takes only a few clicks to secure your membership privileges. Proceed from www.listen.org to the renewal form.

The *blue circle* indicates the login area for the members only content on www.listen.org. Please enter your username and your password and check out the premium content. If you tend to forget passwords – as I often do – you may use the "remember me" feature if it is safe for you. If you lost your password, you may use the "forgot your password" or "forgot your username" feature. The system will send you the requested information.

WHAT'S NEW ON THE ILA WEBSITE?



COMMITTEE NEWS

THE MEMBERS ONLY PAGE ON THE ILA WEBSITE By Margarete Imof

The ILA website contains a members only area which offers premium content for ILA members. What can you expect when you login and open the members only section? Members have the following privileges on www.listen.org

- Free access to the online issues of the International Journal of Listening.
- Access to the resources, e.g., the Swap-Shop archives, the CPRC (conference paper resource center) and other material provided by ILA members for ILA members.
- Access to the collection of pictures and videos featuring ILA conventions.

The executive board is working on adding to the premium content to provide even better service to our membership. However, the user statistics show us that roughly a third of all members have never logged into the members only area. Before we invest more time and effort into expanding the pages, we would need to have a better idea about what your needs are and how we can serve you in the most appropriate ways. This is why we would like to ask you to take a moment and consider what would be a useful item to have on the site. Please do not hesitate to send the webmaster a note at imhof@uni-mainz.de or contact any other member of the board.

WHY DO I SERVE ILA?

“As President in 2000-01, my greatest thrill was when we got hearing aids for 10 needy kids in the Chicago area donated from the Starkey Foundation.”
~ Harvey Weiss

AD HOC COMMITTEE REPORT Information compiled by Laura Janusik Edited by Molly Stoltz

The purpose of this committee is to review income and expenses and identify more effective tools and strategies to become a sustainable association. The Ad Hoc Committee established the following priorities as our starting points:

- Assess the current income and expenses of ILA to get a clearer picture of the finances. Once the Finance Committee has determined the best mechanisms for reporting income and expenditures, the Ad Hoc Committee will be able to assess where to focus our efforts. We first need to know where money is coming from and how money is being spent so that we can make decisions about what helps ILA to be a viable organization and fulfill its Mission and Vision. (What activities are making money for ILA and what activities are costing us money.)



- Focus on strategies for building revenue. The Ad Hoc Committee believes that ILA is a pretty lean organization and that our costs are pretty well under control. Therefore, our focus should be on means of generating income.
- Gather information about categories of membership, the fees, and the goods and services that each level would receive in order to make a recommendation to the ILA Board.
- Once the above three goals are well under way, the ad hoc committee will be in a better position to recommend the best strategy to pay back the life member fund.

CALL FOR NOMINATIONS

The nominating committee is accepting nominations for the following Board positions:

Public Relations MAL
Global Outreach MAL
Secretary
First Vice President Elect

Nominations will be accepted until August 15, 2010.

Please contact Jennie Grau
TGATRAINER@aol.com

COMMITTEE NEWS

RESEARCH COMMITTEE REPORT by Debra Worthington

The Research Committee begins the 2010-2011 year with three ambitious goals. To achieve them, we need your help!

First, we are trying to increase the reach and reputation of listening research. We will do this for the ILA membership by highlighting a listening related research article in each issue of the *Listening Post*. These articles may be from *IJL* or other journals in other fields. If you know of an article that would be of interest to the ILA membership, please let me know at worthdl@auburn.edu. In this issue of the *Listening Post* we highlight an article by Tobias Greitemyer, a Psychologist at the University of Sussex. Dr. Greitemeyer examines the effects of prosocial song lyrics on listener behavior.

Related to this first goal, the committee also needs your help in identifying listening research being conducted by researchers outside of ILA and being published in journals other than *IJL*. Graham Bodie and several of his graduate students are in the process of constructing a comprehensive annotated bibliography of recent listening research. Such a bibliography will provide an invaluable service for listening researchers and educators in at least two ways. First, it will help us to identify scholars who may not be familiar with ILA. We can invite them to become members as well as to present at our annual conference. Second, it will provide an important database when researching listening constructs or identifying potential readings for listening classes and training programs.

Finally, it will help us in our third goal - to identify and create a comprehensive list of listening measures. One of the important conversations emerging from the ILA convention last March was our need to more thoroughly test the validity and reliability of current (and future) listening measures. As an example, Graham Bodie (past research chair) and I present a critique of the Listening Styles Profile in an upcoming issue of *IJL*. Thus, we encourage you to send us citations of listening related measures, again, particularly if they were not published in *IJL*.

As you can see, our committee needs your assistance in achieving our goals. With your help, we hope to increase our visibility, identify potential new members, and identify and refine listening research.

ILA EXPLORES NEW MARKETING AVENUES

By Susan Timm

If you attended the 2010 annual convention in Albuquerque, New Mexico, you couldn't help but notice two wonderful women who are helping the ILA to explore new avenues for marketing both the Association itself and listening in general: Michelle Napier-Dunnings and Rochelle Rizzi of Rizzi Designs (<http://www.rizzidesigns.com>). Both of them were introduced to the ILA by member Jennie Grau.

In addition to facilitating parts of the convention such as the opening session and the creation of a sacred listening area, the duo captured attendees on video as they shared their passion for listening and the ILA. Their goal is to put together two separate videos—one aimed at advancing listening and the other focused on the ILA. They also will provide suggestion about how to showcase these videos once created.



Michelle Napier



Rochelle Rizzi

INTERDISCIPLINARY PERSPECTIVE

ARTICLE REVIEW

Greitemeyer, T. (2009). Effects of songs with prosocial lyrics on prosocial behavior: Further evidence and a mediating mechanism. *Personality and Social Psychology Bulletin*, 35, 1500-1511.

By Debra Worthington

As noted in the Research Committee report, the field of listening is interdisciplinary; to demonstrate this, Research Committee Chair Debra Worthington offers the following review of an article outside of the ILA and communication journal

Music plays a significant role in most of our lives. Undergraduates average over four hours of daily music listening, and music listening is a large part of many social activities. Although we can all attest to the importance of music to some aspect of our lives, most previous research examining the psychology of music has addressed its negative aspects (e.g., preferences for rap and heavy metal and tolerance for racial discrimination and drug use). That is why Greitemeyer's recent study is so important – it provides empirical evidence that helps support a common experience among us all – when we listen to uplifting or otherwise positive music, we tend to be more prosocial, to engage in an action that shows caring for or concern about the well-being of another. While this claim may not seem earth-shattering, Greitemeyer's primary contribution is to propose an explanation for *why* there is a connection between listening exposure and individual action.

Greitemeyer hypothesized that listening to positive music enhances prosocial behavior because it resonates with the empathy people feel, leading them to engage in prosocial behaviors. In four experiments, Greitemeyer tests this hypothesis. In each study, participants were exposed to either prosocial (e.g., *Heal the World*, *Help*,

etc.) or neutral music (e.g., *One the Line*, *Octopus's Garden*). In the first study, while completing a follow-up survey, a confederate entered the room and “accidentally” spilled a cup of pencils. Helping behavior was measured by the number of pencils the participant helped retrieve. This technique was adapted from research by Twenge, Baumeister, DeWall, Ciarocco & Bartells, 2007. In this and his follow-up studies, Greitemeyer utilized a variety of techniques and measures to explain the connection between listening to prosocial music and engaging in prosocial behavior, including positive and negative affect schedule, word completion tasks, empathic concern, donation behaviors, dictator game, etc.

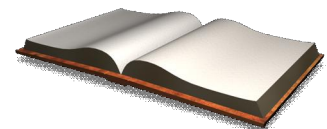
Results of Greitemeyer's series of studies found that increasing accessibility to prosocial thoughts alone did not result in a significant increase in helping behavior. In other words, thinking kind thoughts alone does not necessarily lead to kind behaviors. However, Greitemeyer discovered that the missing element between prosocial thoughts and prosocial behavior is empathy. Prosocial thoughts basically jump start our feelings of empathy, and the more we empathize with others, the more likely we are to engage in helping behaviors. Thus, listening to prosocial music increases affective feelings of empathy, which then helps promote prosocial behavior.

Greitemeyer's study is important for several reasons. First, the study emphasizes our need to identify mediating factors between listening cognitions and actual behavior. Of interest is how these findings may translate to business,

educational, and religious contexts. Is our spirituality, in part, influenced by listening to hymns or other types of religious music? Can organizations increase worker productivity and efficiency by strategic music choices? Can teachers encourage and engage students through the use of music? All intriguing questions raised by Greitemeyer's work.

His series of studies also suggest means by which we, as listening scholars, can begin to identify causal mechanism associated with listening. Much listening research relies on correlational studies, which makes it difficult to make causal claims. His step-by-step approach of breaking a larger research question into smaller, more testable components is one that can be quite useful as we continue trying to identify elements that constitute and contribute to listening.

Finally, the topic of the study is one that is timely and applicable to our students. Overall, it will be an easy read for both advanced undergraduate and graduate students. Our classes should inspire and interest students. Given that music is an important leisure activity (and associated with leisure activities) for students and others, Greitemeyer's work shows how listening research is directly applicable to their lives and to their social encounters.



CONVENTION 2010

WRAP UP OF CONVENTION BUSINESS MEETING

Minutes provided by: Lori Joubert
Edited by Molly Stoltz

The most recent ILA Annual Business Meeting took place at the Hyatt Regency Albuquerque, NM. One of the highlights of the meeting was the election of officers. Alan Ehrlich was elected 1st Vice-President Elect, Greg Enos was elected 2nd Vice-President; Melissa Beall was elected Member-At-Large for Special Projects; and Christa Tess was elected Student Member.

Another highlight of this meeting was the passing of a constitutional amendment that reads: "All existing and future Lifetime membership dues payments be held in perpetuity in an ILA interest bearing account and that all interest be reinvested in perpetuity until such a time that the ILA Lifetime membership fund matches the amount of Lifetime members paid membership dues. At that point in time, all future interest income from the ILA Lifetime Membership Fund will be transferred into the ILA General Fund for General Association Use." The original motion for this amendment was made by Manny Steil and seconded by Charles Veenstra. It was amended once by Sheila Bentley seconded by Susan Timm, and then again by Margaret Fitch-Hauser seconded by Graham Bodie. For a copy of the complete minutes, please contact Lori Joubert, board secretary.



ANOTHER SPECIAL DAY OF LISTENING AT ALBUQUERQUE

By Margarete Imhof

Building on a long-standing tradition, the Education Committee sponsored an Education Conference tailored to teachers at all levels. We were honored that Mary Renck Jalongo, a national expert on childhood education gave a presentation on the *Young Children as Listeners*. She showed us how empirical research has investigated aspects of listening and listening education and how listening skills have been shown to be important for the cognitive and personal development of children. For more details, you may check the most recent issue of the International Journal of Listening which features Mary Jalongo's work as the lead article. In addition to the conference, this year's participants had the opportunity to choose between several interesting and practice-oriented workshops sponsored by the Education Committee.

These sessions included Melissa Beall and Nanette Johnson-Curiskis presented on *Listening and Literacy*. Melissa Beall also offered a session on *It's An Art: Storytelling and Listening Assessment*. Alan Ehrlich's program *I can hear you talking but I can't understand the words you're saying - Listening Disabilities and Learning* looked at the listening needs of students with hearing challenges. Barbara Penington and Margarete Imhof shared their ideas on *Teaching Listening and Critical Thinking* in the classroom and across the developmental stages.

The engaging discussions among the participants were truly energizing and plans were made for the future to integrate listening into teaching activities. We had both brand new members and members with more experience in the group, which resulted in some great ideas!



At the 2010 conference are past ILA presidents (from l to r): Rick Bommelje (2009), Margaret Fitch-Hauser (1995), Charles Roberts (1999), Barbara Nixon (2005), Melissa Beall (2003), Manny Steil (1980 and 1981), Margarete Imhof (2007), Michael Gilbert (1993), Andrew Wolvin (1984), Sheila Bentley (1994), Wayne Bond (1991)

ILA AWARDS 2010

PRESIDENT'S AWARD James Floyd



James “Jim” Floyd and his wife of 23 years, Rebecca, have three children and one grandchild. This year, Floyd celebrates 47 years of teaching communication courses. He started teaching speech and English at a high school in Indiana. His debate team had great success. Today, he teaches rhetorical theory and other communication classes at the University of Central Missouri’s Department of Communication.

Floyd earned a B.S. at Indiana State University, and both his M.A. and Ph.D. at Indiana University. He joined the ILA in 1982. Interestingly, an article he wrote was published in the very first edition of the ILA’s journal; later, he became the editor of the *International Journal of Listening* (IJL), a position he held for four years. This year, he passed the baton to a new editor, Pamela Cooper. For his dedication and service to the ILA, especially as the IJL editor, Floyd was honored with the President's Award.

CONGRATULATIONS!



OUTSTANDING TEACHER OF LISTENING Michael Purdy



Michael Purdy is Professor Emeritus at Governors State University in Illinois. He has taught at the university level for 40 years, and he created a course in listening as early as 1982, one year after joining the ILA. Purdy is co-editor of two editions of *Listening in Everyday Life* (with Deborah Borisoff) and has presented at every listening conference since he joined the ILA.

Last year one of his students said she recommended his courses to all of her friends telling them they had to get familiar with “Purdy’s world”. The part of being a college professor that he enjoys most is teaching, or more accurately, setting up the conditions so that students can learn. Purdy believes that being able to help students learn requires listening to students’ needs and to their backgrounds so that you can discover what will help them to succeed. He calls this philosophy “listening in the field” because it demands listening on many levels and to the many aspects of a situation and the cultural context.

*Information about awardees
provided by Susan Timm
Edited by Molly Stoltz*

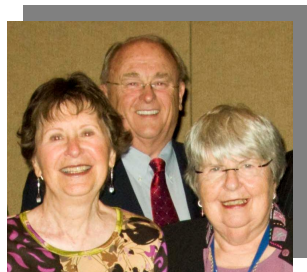
LISTENING IN THE BUSINESS SECTOR AWARD Greg Enos



As a Certified Listening Professional© and Lifetime Member of the ILA, Enos has contributed to advancing listening within the business sector for many years. Enos has facilitated listening workshops at Brown University, Boston College, Simmons College, the University of Rhode Island, Roger Williams University, and Quincy College. Further, Enos’ experience as a non-profit organization leader is extensive, including serving as president of the American Society for Training and Development-Bay Colonies Chapter.

One of Enos’ major accomplishment was leading a statewide Diversity Development Team for the Massachusetts Department of Mental Health, during which he provided training that was completed by more than 4,000 staff that featured listening as a primary individual skill. Additionally, he developed an Effective Time Management workshop using listening as the key required skill. More than 3,500 professionals have participated in these workshops during the last 20 years. Further, Enos’ research has proven that engineering manager’s listening skills could be improved and subsequently, contributed data to the validity of the Watson-Barker Listening Test.

ILA AWARDS 2010



Carole Grau, Manny Steil, Edie Cole

LISTENING HALL OF FAME INDUCTEE Edie Cole

Edith (Edie) Walters Cole, a native of Altoona, Pennsylvania, received a B.A. in Speech and Theatre and Business Administration from Otterbein College in 1960, M.A. from Ohio University in 1962, and a Ph.D. from Indiana University in 1975. Cole is a Certified Listening Professional© and as well as a Certified Laughter Leader.

A founding and Lifetime member of ILA, Cole has served two separate terms on the ILA Board of Directors and became infamous as an ILA fund raiser by creating the "Listening Is My Bag" Boutique. Cole has served on a number of ILA special committees, including the: Global, Membership, Site Selection, and Nominating committees. She is also the recipient of the ILA President's Award and a Special Recognition Award.

In addition to her teaching career, Cole has shared her message about teaching listening and listening and laughter to numerous community groups throughout the United States, Russia, and Guam. Her special presentation entitled "Therapeutic Laughter, Two-Fisted Listening, and Good-Hearted Living" moves audiences to meaningful action.

LISTENING HALL OF FAME INDUCTEE – Carole Grau

Carole Grau is a native of Brooklyn, New York and received her B.A. and a M. A. from Brooklyn College and a M.Ed. from Teachers College, Columbia University. She is a Founding and Lifetime member of the ILA and a Certified Listening Professional©. Grau has served on the Board of Directors of the ILA as the Chair of Public Relations and Member-at-Large. She is the recipient of the ILA Special Recognition Award, President's Award, Listening in the Business Sector Award.

In 1980, as a NYC high school teacher, she developed a curriculum for and taught one of only two full credit high school listening classes in the country. In addition, Grau served on the faculty of Brooklyn College for 15 years. Grau also conducted speaking and listening workshops for Cornell's Management Development program and conflict resolution workshops for the Labor

Studies program. As a Board member of the New York Society for General Semantics and a specialist in listening instruction, she has served as a consultant for the listening component of the National Teachers Exam.

In 1991 she founded her own interpersonal communication consulting firm, Taliaferro/Grau Associates, which has served Fortune 500 companies, federal, state and city agencies and non-profit organizations throughout the country. Recognized as a highly skilled mediator, Carole Grau is certified by the International Center for Cooperation and Conflict Resolution at Columbia University. In this role, Grau developed and administered a program in peer mediation for the New York City Board of Education. She has even delivered negotiation training for the United Nations in New York City and Vienna, Austria.

COAKLEY-HICKERSON SCHOLARSHIP AWARD

Beth Walters

Beth Walters is a doctoral candidate in Educational Leadership at St. Mary's College of California. She has taught for six years in public and private schools, in elementary and junior high school, and with children of all skill levels. She has pursued extensive training in Applied Behavior Analysis, psychology, and speech-language pathology in working with children with autism and ADHD. She has worked as an educational therapist, identifying and providing educational



Beth Walters receives her award from
Sheila Bentley



ILA AWARDS 2010

THESIS/DISSERTATION AWARD

Kristin J. Froemming

*Listen Up! You're Tuning Out!
Emotional Triggers that Serve as
Listening Barriers in Senior
Populations*



As a graduate student at University of Wisconsin-Whitewater, Kristin J. Froemming used her thesis to explore what emotional triggers or “hot buttons” most affected the elderly. She also investigated seniors’ perceptions of what happened to them cognitively and behaviorally when confronted with these emotional triggers. Her work has implications for groups such as families with elderly members, caregivers working with the elderly, and assisted care and senior living center employees.

SYNERGIST AWARD

Stephen McCord

*Leadership Style and Listening
Practices of IMB Team Leaders: A
Correlational Study*

With this study, McCord, a member of the International Mission Board in Richmond, VA seeks to determine if a relationship exists between leadership style as measured by the Multifactor Leadership Questionnaire and listening practices as determined by the Listening Practices Feedback Report. This is the first study to determine how communication style and leadership style are correlated.

TOP STUDENT PAPER

Yukari Kunisue

*Deep Listening and its Affect on
Human Psyche*



Yukari Kunisue is a doctoral candidate at the Institute of Transpersonal Psychology, Palo Alto, California, as well as a former journalist and long time volunteer in the hospice movement. Her award winning paper covered a lot of ground, tracing the history of listening across several cultures, discussing the nature of the research literature on listening, and finally working to extend the research with a discussion of the need for a more spiritual and philosophical understanding of listening. Her paper was the background for a dissertation proposal that will examine the experience of listening in the hospice situation

TOP CONFERENCE PAPER

Will Powers & Chris Sawyer

*Toward a Theoretical Framework for
Listening Fidelity*

Will Powers is a long time ILA member and Professor and former Department Chair of Communication Studies at Texas Christian University. Powers developed the concept of Basic Communication Fidelity in the 1980s and is currently working on extending its theoretical framework to include listening-related concepts. His publications appear in such outlets as the *International Journal of Listening*, *Communication Quarterly*, *Human Communication Research*, and *Communication Research Reports*.

Chris Sawyer is an Associate Professor in the Department of Communication Studies at Texas Christian University and a leading research-oriented scholar with special emphasis on speech apprehension and a strong emerging interest in the field of listening. Currently ranked among the top 100 most published scholars in the field of Communication Studies, Sawyer has received recognition as a teacher-scholar, including a nomination for the prestigious Minnie Stephens Piper Foundation Award for College Teaching Excellence and was a recipient of the College of Communication Distinguished Research and Creative Activity Award.



Chris Sawyer



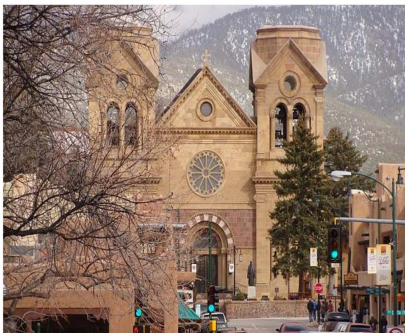
Will Powers



Graham Bodie presents the Synergist award to Stephen McCord



Q
CONVENTION 2010



Q

CONVENTION 2010

CONVENTION HIGHLIGHTS FROM ALBUQUERQUE

By Laura Janusik

This year's convention, *Transformational Listening, Listening to Change*, allowed us to transform some traditional convention rituals and implement new ones, and the survey we conducted afterwards allowed us to assess if the alternations were perceived positively or not. Following is some of the highlights of the survey. If you're interested in receiving all of the results, feel free to request them from me at Pres2010@Listen.org.

First, in terms of those attending, slightly over 26% have been ILA members for 15+ years, and 31% of attendees have been members for 4 – 9 years. Forty-six (46) people who attended completed the survey, and 26% of them indicated that it was their first convention. Those attending identified their primary listening interests as Business (11%), Education (44%), Healthcare (9%), Religion/Spirituality (6%), Theory/Research (17%), and Other (13%). Thus, we are drawing a diverse group, and this year is weighted heavily towards education.

Second, the transformations at the convention were varied, and those attending and completing the survey let us know what they thought about them. Overall, 70% of attendees endorsed the spotlight sessions (Nagesh Rao, UNM Student Panel), and 68% liked the Friday Santa Fe trip. In fact, 40.6% of the respondents rated the Santa Fe trip a 10. Conversely, about 22% did not like the trip.

There was support for the off-site mediators' training; however, the qualitative responses indicated that some would rather it be on-site or a pre-conference so that attention did not need to be divided. One person

commented, "Having two sessions, education & mediation, held during the conference forced missing too much, can at least one be done pre-conference but still be open to ILA attendees."

Most (over 60%) were favorable or strongly favorable to the less formal Sip, Nip, and Nosh event on Saturday night, while 11% had a preference for a seated dinner. Members saw the benefit in that "The Sip, Nip & Nosh was great--encouraged us to get up and mingle and not just chat with the few people at our own tables."

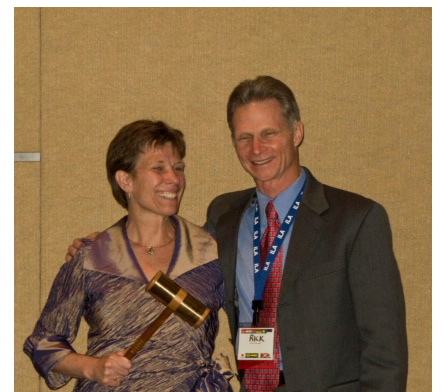
In addition, there were many comments about how the convention could be improved, and they ran the gamut of making it longer, and making it shorter, "I think the convention is too long. When you have to add in a day to get there and a day to get home, you have to devote way too much time to it. I would reconfigure the programming to fit everything into a more compressed schedule." Suggestions also included drawing younger members and bringing back more "old timers."

There were many terrific suggestions for future conventions and time between the conventions. The board will consider them all, and future program planners will have some terrific specific ideas to help tailor the next conventions for you. For example, one member who could not attend the convention stated, "As a person unable to afford to attend I would appreciate there being aspects of the convention that a person could participate in from a distance. For example, a webinar or putting some aspects on Skype or the like. With social media technology it should be

possible for a person to log in and least follow a presentation through the Internet." As a note, we did look into the possibility of broadcasting some of the sessions; however, we ran out of knowledgeable volunteers to drive the effort. If this is something in which you'd be willing to assist at future conventions, please contact us.

Overall, most were pleased, and there is always room for improvement. We thank you for your honesty, as it will help us plan conventions even better in the future. We should all feel great when people say, "I came away with all sorts of new ideas and a renewed energy for pursuing the study of listening", and "I was pleasantly surprised to see how many people were smiling at one another. It carried over into my regular life in a positive way."

In conclusion, continue smiling, continue spreading the message of listening, and continue getting involved with ILA!



Current ILA President Laura Janusik and 2009-2010 president Rick Bommelje at the passing of the gavel in Albuquerque.

PUBLICATION NEWS AND REVIEWS

RECENT PUBLICATIONS

By Andrew Wolvin

Wiley-Blackwell has published an important new book on listening: *Listening and Human Communication in the 21st Century*. This book is a collection of original essays which offer an overview of what we know and think about listening from theoretical, research, and application perspectives. The book, edited by Andrew Wolvin of the University of Maryland, includes chapters by Michael Purdy; Graham Bodie and Margaret Fitch-Hauser; Margarete Imhof; James Floyd; Judi Brownell; John Flowerdew and Lindsay Miller; Sheila Bentley; Laura Janusik; Melissa Beall; Diana Corley Schnapp; Kathleen Thompson, Pamela Leintz, Barbara Nevers and Susan Witkowski; and Wolvin.

Allyn & Bacon has published *What Every Student Should Know About Listening* by Judi Brownell of Cornell University and Wolvin. The guidebook, which describes the process of listening and offers strategies for improving listening, is part of a series on academic skills.

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 Pam Hoel Cooper, editor, at HOELP@uscb.edu.

WRONG LISTENING?

By Michael Purdy

A review of *Right Listening: Contemplative practices for fostering kindness and compassion*
By Mark Brady (Paideia Press
Langley, Washington, 2009.)

Mark Brady's little gem of a book, *Right Listening*, focuses on the best practices of aware relational listening. However, I use this review to suggest how the subtleties of what I call "wrong listening" can be equally fruitful.

Brady's book is a guide for developing essential listening skills that make working with relationship issues of helping and healing more profitable. In all Brady writes about 52 "lessons," along with questions for reflection, relevant quotes and examples. For Brady listening is a skill we can acquire that has as its goal kindness and compassion, but the book is also an insightful primer for self-development through listening practice. Some of the habits essential to aware listening are patience, learning to take crap without being deterred, focusing on attunement with the speaker, and the sensitive use of questions to help draw out the meaning and intent of the speaker. He suggests one needs to relax, be soothing and learn to "dance" with the speaker. So often, we react to the speaker from our emotional, limbic brain rather than being active and caring.

Equally, we could say that this is a book about the relevance and salience of wrong listening. Brady does not write about wrong listening, but he alludes to this in his discussion of what I call pathless listening based on Jiddu Krishnamurti's assertion that "truth is a pathless land." Concretely, this about:

say[ing] what we see, [so that] we take our cues from

what is present right in front of us. We follow rather than lead. We go where others are willing and ready to take us. We don't interpret. If a speaker is frowning, a skilled listener says, "I see you are frowning." It is much more helpful than offering an interpretation, such as: "I see you are angry," or "Why are you sad?"

The sense is that there is no right or correct way to listen; the pathless way leads us where the relationship needs to go and the listening is not always easy. When listening in life situations we often find ourselves on edge, always in the process of learning what right listening is. We find we screw up as listeners as often as we get it right; and we find that listening perfectly is rare and that listening is an art of near misses. Wrong listening implies that we are constantly learning what is needed or required to be an aware listener, that listening is seldom cut and dry, a set of rules or an obvious strategy; more often than not listening is making mistakes and improvising then observing the results so that we can redouble our efforts to heal and help. It is only through this rough process of learning that we become more self-aware, as Brady writes in lesson number 43: it is through this process that we find our own filters, short-comings, and the inevitable holes in our perception. This is very much akin to his sense of Zen listening--intentionally listening with gratitude, openness, curiosity and always with "fresh ears". For such a short book, about 100 pages, the reader gets a precious earful.

LISTENING WISDOM

A POEM By Yukari Kunisue

My mind and body
had a conversation last night

My body said:
*Isn't it about the time for me to
speak?*

My mind was surprised to hear
that body wanted to speak
because,

Mind was so used to speaking,
talking, chatting
but... forgot
Listening.

My body said again:

*I have my stories
I have my language
I have every cell to tell those stories*

*I lived and died
every day, every moment.
I remember
every moment of joy
every moment of happiness*

*I remember
every goodbye and tear
every sorrow and death*

It is my turn to speak
My body said it again:
....Listen
...because I have many stories to
tell...



LOSE 25 POUNDS AND GAIN TIME AND ENERGY – BY LISTENING! By Peter deLisser

When I asked him what he was doing differently in his communications since we finished our coaching, he laughed and said, ‘I’ve lost 25 lbs. and gained time and energy. I’ve changed a major communication habit. Now I go to the office at 8:00 A.M. instead of 6:30 A.M. and run each morning before going to work.’ I also laughed and asked him, “How does that relate to changed communication habits?”

He said, “I don’t get to the office at 6:30 anymore. I use to get in early to prepare for the daily management meeting in which I would drive the rest of the staff to produce results.” He discovered through our drills in Responsible Listening that he never “listened” to anyone, so he did not know whether they had ideas to contribute or not.

We had planned his next meeting to be one in which he would listen to explore their ideas instead of driving the meeting with his. He laughingly described the process of the meeting as “painfully slow but more productive.” He discovered once he was quiet and expected participation, others came up with “good ideas” and the team started to produce results that other people had suggested and worked on.

So, he said, “I lost 25 lbs. And gained time and energy by letting the other people produce the results! I still get the results I need – AND I get to run each morning and have breakfast with the family. Not bad for learning how to listen.”

NANCY KLINE NAMED LISTENER OF THE YEAR By Susan Timm



Nancy Kline

Nancy Kline, an American-born author, teacher, coach, public speaker, and Fellow of Ashridge Management College was named ILA’s 2010 Listener of the Year for the work she has done to create environments around the world that support and value listening. Kline is President and Founder of Time to Think, an international leadership development and coaching company.

Kline pioneered and developed the concept of Thinking Environment© - environments in which people are encouraged to have thoughts and those thoughts are then fostered and supported. These environments can also be called listening environments because in them people are encouraged to listen to each others’ unfiltered thoughts.

Kline’s ideas are at work in the UK, Ireland, the United States, Spain and South Africa. Her best selling book to date is *Time to Think: Listening to Ignite the Human Mind*, which is highly regarded by many professional coaches. Her latest book, *More Time to Think: A Way of Being in the World*, was published last year.

PRESIDENT'S PERSPECTIVE

PRESIDENT'S PERSPECTIVE CONTINUED FROM PAGE 1

In terms of the convention, the reality is this: ILA is a volunteer-run association and only can program conventions from submitted proposals. A quick look at the data shows that those whose primary affiliation is education (46%) comprised most of the attendees at the 2010 convention, and research accounted for 29% of the sessions.

Interest Group	% of Attendees' Interest Group Affiliation	% of Sessions
Appreciative	n/a	7%
Business	8%	7%
Education	46%	25%
Healthcare	9%	9%
Intercultural	n/a	10%
Religion/Spirituality	6%	3%
Theory/Research	20%	29%
Other	10%	10%

Why the disparity? Proposal submissions weigh heavily towards research, and while the call goes out to all, those interested in theory/research submit more than any other interest group. As an association of volunteers, if you'd like to see more sessions in an area, there's a greater likelihood of that occurring...if you submit a proposal. Get involved and commit yourself to submitting one for next year! See the article *Convention Highlights from Albuquerque*, for more information about the 2010 convention.

Personally, I'm proud of the interdisciplinary nature of ILA, yet it does present some challenges. What do ILA members want in between conventions? According to the survey, members want more interaction. You talked and the Board listened, and we have two plans for this year to provide greater interaction between conventions. First, a Zoomerang license was purchased for one year. That will allow us to conduct quick surveys throughout the year of both members and non-members. Committees are welcomed to use the tool, as well. This way, we'll keep a pulse on what the value of an ILA membership is, and could be, and we'll work to make it more valuable for you. The second plan is to develop some type of interactive forum for members, whether that be teleconferences, blogs, an on-line forum or a syllabus exchange. Right now we've got some plans in the works. Specifically, we will be offering some webinars this year, so stay tuned for further information. If you'd like to present a webinar, please contact me or the appropriate committee chair. Additionally, we're investigating our website capabilities in terms of an interactive forum, and we'll need a moderator. If you'd like to be involved in that, please make sure that you've logged on to the Members' Only area of the website (for instructions, see Margarete Imhof's article, *Changes on the ILA website*, in this issue).

What else do we have planned for the year? At our first board meeting in March, we've narrowed our efforts to the following goals:

1. Create a clearer Virtual Presence through coordinating with the Publication and PR Committees. We look to Susan, Chris, and Christa to champion this effort. Margarete has done an outstanding job in the last few years moving us into a better design, and because she's a volunteer with only one set of eyes, it will be helpful to have other sets of eyes help make certain that our members, and prospective members, can find what they need.
2. Continue Strategic Outreach, and Build and Promote Partnerships. Rick, Greg, Alan and Laura will join forces and investigate ways to do this. We began developing partnerships last year in an effort to integrate more, and this will continue. Partnerships and outreach are just two ways to build membership.
3. Continue to Build Members' Only Benefits – Margarete and Laura will coordinate this effort. Historically, ILA primarily has been a convention-only association. However, with a virtual presence, it's important for us to have value the other 360 days of a year, as well.

PRESIDENT'S PERSPECTIVE

PRESIDENT'S PERSPECTIVE CONTINUED FROM PREVIOUS PAGE

4. Package our Experience by Creating Templates for “Training in a box” workshops. This effort will be conducted by Alan, Chris, Laura, Margarete, Melissa, and Christa. This idea was developed from the great work that the education committee has done in the past few years of developing education conferences, as well as the fine work that Jennie Grau did this year for the mediator’s training, and previous pre-conferences sponsoring by both the business and research committees. By coordinating efforts and developing a “template” for training, any committee or ILA member should be able to develop a workshop for their listening context.
5. Promote Certified Listening Professional with the CLP and PR Committees. Lori and Susan will spearhead the effort, and it’s likely that the membership committee will be involved, too. The CLP program, initially conceived and spearheaded by Donna Renaud, is now in its second iteration with facilitator Dick Halley. It’s a great step forward for ILA, and the board believes that it will be a great marketing tool, as well.
6. Past President’s Project: Rick has agreed to develop and present revenue-producing webinars. Look for further information as his plans unfold.

In addition to the board goals, each committee has identified goals for the year as well. Because much of the association’s work is conducted at the committee level, we’ve decided to implement two changes as a board. First, one or two committee chairs will be asked to join our monthly virtual meetings to report on their great work. Second, at the business meeting next year, committee chairs will be asked to provide a report on their work throughout the year.

My personal goals for leading ILA this year are threefold, and they integrate nicely with the board and committee goals. First, I’d like us to have a better handle on our finances so that we can be a proactive instead of a reactive association. Our executive directors have done a great job of tracking finances, but it’s never been solely their job to increase revenues and decrease expenses. Over the past few years, the board has moved more to a position of fiscal responsibility, and that position has required us to rely on members with more financial acumen than the board members to help us better understand our financial situation, and how it can best be represented visually so it can be used as a planning tool. The Ad Hoc committee, chaired by Sheila Bentley, was appointed, and it consists of ILA members who have a strong background in finances, primarily through education or running other non-profit associations. They are hard at work on a number of charges, including recommending the best way to begin repaying the life members’ fund. I believe that through the Ad Hoc’s committee assistance, this board will be able to provide future boards with more understanding of and involvement in being a fiscally responsible board member.

My second goal is to identify and implement alternate revenue-producing programs. Historically, ILA revenues have consisted of dues and the convention, though the latter is typically run as a “break-even” event. Consequently, ILA has never had a pot of money to use for special projects. Through some personal fund raising last year, I was able to designate \$2,000 for the “vision fund”, which will allow committees and members to develop and implement special projects, including advertising to increase membership. We began developing alternate revenue streams in the last year, and this has resulted in over \$500 from the mediator’s conference as well as potential income from strategic partnerships.

Finally, my third goal is to continue building strategic partnerships. This began last year by partnering with Rockhurst University and Barnett Helzberg to sponsor the Listening Awareness website, and it continues with our partnerships with *Concept Keys* and *Described and Captioned Media*. These, and future strategic partnerships, have the ability to spread the great work of the ILA and potentially increase membership.

Thus, we have many exciting plans for ILA, and I invite you to get involved. I look forward to working with all of you as we continue to grow this wonderful interdisciplinary association! Feel free to contact me by sending an email to Pres2010@Listen.org.