



# LISTENING POST

June 2012

A Newsletter of the *International Listening Association*

Issue 108

## President's Perspective

by Alan R. Ehrlich, CLP

### A Personal Note:

I was looking forward to starting this presidential year off with a bang but I will have to settle for a small sizzle. Just a few days after returning from Bremerton, Susan and I were informed that our six year old granddaughter was diagnosed with a very aggressive form of cancer. Needless to say that the news turned our entire family upside down. A new normalcy will ensue, but the first few weeks have been filled with fears, a lot of research (if you need to know about aveolar rhabdomyosarcoma, just ask), and a lot of handholding.

New routines and a sense of a new normal is beginning to take hold and I look forward to putting some extra effort into the projects I'd like to see accomplished this year. For those who would, a quick prayer every now and then will be so much appreciated. Her name is Samara.

### Seattle/Bremerton Convention

The 33rd Annual ILA Convention is now history and many thanks go to everyone who worked hard to make it a success. Although attendance was down a little it seemed that those who were there enjoyed a solid two days of papers, presentations and workshops. W surveyed the membership to try to determine why some members chose not to attend, and gain feedback from those who did, so that next year's conference can be an even bigger success. My thanks and personal appreciation goes to Debra Worthington and her grad student Sarah for posting and processing the survey.

(CONTINUED PAGE 4)

**NEXT LP DEADLINE:  
OCTOBER 1**

## NAER of ILA FALL CONFERENCE Saturday, October 6, 2012

Union County College, Elizabeth Campus,  
Elizabeth, New Jersey  
(Accessible via New York City or Newark  
Liberty Airport.)

*The North America East Region of  
International Listening Association  
Extends from Canada to Maryland*

Contact Dr. Wayne Bond  
[bondw@mail.montclair.edu](mailto:bondw@mail.montclair.edu)  
973.748.0313

## ILA CONVENTION 2013 JUNE 20-23, 2013 MONTREAL, CANADA

*Listening: The Art, The Science, The  
Joie dr Vivre*

<http://www.listen.org/montreal2013>

Contact: Debra Worthington  
First Vice President & 2013 Conference Planner  
[worthdl@auburn.edu](mailto:worthdl@auburn.edu)

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# MEMBER NEWS & VIEWS

## ANNOUNCEMENTS

**Linda Eve Diamond** announces that her Listeners Unite website, <http://ListenersUnite.com>, has a new look, new listening poetry and a new page featuring listening-related news! The site also includes a library of over 200 listening-related quotes. Linda welcomes guest bloggers and artistic contributions and can be contacted at [ListenersUnite@gmail.com](mailto:ListenersUnite@gmail.com).

Recently, life member **Michael Z Murphy** attended the 34<sup>th</sup> Annual International Conference on Teaching & Leadership Excellence in Austin, Texas sponsored by NISOD, the National Institute of Staff and Organizational Development where he presented “Run, But Not With Scissors: The Case for Noise and Movement in Class”. This was a variation of the workshop he presented at this past ILA conference with fellow life member Daniel R. Corey. In it, the work of John Medina’s 12 Brain Rules: 12 Principles for Surviving and Thriving at Work, Home, and School was shared. The interactive program demonstrated the necessity for movement and talking in the classroom and how Medina’s ideas improve student engagement and listening.

**Michael Dalton** has had a paper accepted at the fifth biennial conference of The European Association for the Study of Literature, Culture, and the Environment. His presentation is called *Disrupted Dialog: A Macaw Using Language*. Some ILA members might recall Michael’s efforts to decode speech by a talking bird. EASLCE is part of a worldwide network of affiliated organizations that brings together scholars, artists, and activists with an interest in the study of the interrelationship between nature and human cultures, aiming to foster the dialogue on environmental issues across cultural and disciplinary boundaries. The conference will be held later month in the Canary Islands. Michael resides in Florida; more information about his research can be found at [www.ParrotSpeech.com](http://www.ParrotSpeech.com)

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## LISTENING STORIES

By Peter Delisser

**“I Didn’t Listen to My Husband When He Was Alive”** – We were conducting our second team workshop for a client. As we reviewed and practiced the skills of Responsible Listening, I noticed one of the staff was not participating with her same level of involvement. At the next coffee break, I quietly said to her, “You seem quiet and thoughtful. Anything I can do to help?” Her response: “Three months ago I lost my husband of 20 years and I am still working my way through it. But, as a result of learning how to listen, I sadly realize how often I didn’t listen to him when he was alive. I missed so much.”

**“I’m Sweating! This Listening is Hard Work.”** – I was asked to coach an executive described as “the best troubleshooter we have, but he kills off people in the process.” This results-driven leader didn’t listen to details of new information. He dictated what was to be done based on his experiences, and the need to get immediate results. We practiced a series of listening exercises. He had great difficulty doing them. Suddenly, he successfully completed an exercise. I laughed and said, “You got it.” He laughed and said, “Yeah – but I’m sweating. This is hard work!” Listening is hard work when we practice the fundamentals for the first time.

# MEMBER NEWS & VIEWS

## WELCOME NEW MEMBERS!!!

Michelle	Asuncion	USA	Tomoyuki	Ohe	Japan
Byung In	Cho	South Korea	Samuel	Palomares	USA
Jennifer	Decker	USA	Jennifer	Rabello	USA
Terra	James	USA	Piia	Salmi	Finland
Diaa	Khamis	USA	Deanson	Senda	United Kingdom
Caterina	Mengotti	Italy	Maura	Sullivan	USA
Aida	Milbergs	USA	Jaakko	Väisänen	Finland
Candice	O'Connor	USA	Alison	Walling	USA
Daniel	O'Neill	USA			



### Concept Keys KLAS Partnership and ILA Member Benefits

The online Key Learning Application System (KLAS) provides key fundamental info to each participant a little bit each day. In a world of information overload, KLAS makes a huge learning difference that produces actual utilization of that learning!!

All ILA members (and their students) receive a 10% DISCOUNT (Code is: ILA2011) on the special ePrograms written by ILA members Laura Janusik, Margaret Fitch-Hauser, and Will Powers:



**Improving Interpersonal Communication Outcomes (Second Ed.)**  
by [Dr. Laura Janusik](#)



**Improving Customer Service Relationships**  
By [Dr. Margaret Fitch-Hauser](#)



**Listening Effectively**  
by [Dr. Will Powers](#)

You and your students will also receive the same 10% discount on ALL CK programs; please visit the ILA/CK partnership landing page (<http://ila.conceptkeys.com>) and explore all the options.

You will also receive the same discount if you want to write your own content on our KLAS in either the Public Program or the Private Label Program.

A special ILA Convention Panel “**Increasing Listening Learning & Applications with KLAS**” will be available this year. ILA teachers will be talking about their experience using KLAS products. The conference schedule will have day/time/place info. A live hands-on demonstration is planned.

# MEMBER NEWS & VIEWS

SHARE, LEARN, AND REACH OUT VIA *LISTENING EDUCATION*

By **Margarete Imhoff**

*Listening Education*, ILA's online journal is continued in its fourth volume now. Since 2009, the online journal has published information on classroom activities for teaching listening, on classroom – related research on listening education, and provided reviews of teaching material. Typically, the publication has two issues a year and the first issue in 2012 will come out in early summer. The journal offers a publication platform for teachers of all levels, for all those who consider curriculum development in listening for certain target groups, and for all who are interested in field research, single case studies, and classroom observations. If you want to take a look at past issues, go to [www.listen.org](http://www.listen.org) and check out the *Listening Education* under "Publications." I am also including a call for papers here for the upcoming issues: Consider if you have anything to share under the headline of "What can you do in class to teach listening?" Any brief reviews of teaching materials or textbooks are welcome, too. For the convenience of the authors, a brief guide for authors is available at the website of the journal. Submissions of any kind to *Listening Education* are very welcome to [imhof@uni-mainz.de](mailto:imhof@uni-mainz.de).

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## A NOTE OF THANKS

**From Lou Hampton, President and CEO of The Hampton Group, Inc.**

I was surprised and humbled upon learning I'd received this year's award for listening in the business sector. My heartfelt thanks to all those involved in my selection. I am truly very appreciative of your recognition of my work. Since childhood, I have been fascinated by the processes and power of listening. In my early career I developed a listening program for K - 8 using children's stories recorded in the style of radio dramas. (Fisher Price later licensed and marketed 10 of our titles.) The 1980s brought opportunities to prescribe (in large doses) listening skills to physicians. And now I'm excited as we begin the roll out of FocusTalk(tm), our new program for executive communication. Listening is the guiding principle of the program. Again, thanks for the award. And thanks for the great contributions you all are making to reduce the world's listening deficit.

# MEMBER NEWS & VIEWS

## PRESIDENT'S PERSPECTIVE CONTINUED

### **Convention Proceedings**

To each and every presenter; it is my plan to have the Association publish a proceedings of the convention program. Many thanks to those who have submitted copies of their paper, workshop outlines and/or PowerPoint presentation. There are many more who I would like to urge to please send me a copy. If you gave a presentation, please send a copy of the PowerPoint. If you provided a workshop, please forward a copy of your PowerPoint (if used) and handouts. If you presented a research paper, please send a copy (if it has been published) or an abstract (if you plan on publishing it in the future).

The proceedings will be published in PDF (and if requested ePub) format and made available to all those who attended the convention. One of the key comments I received regarding the convention program was that there were a lot of good programs that overlapped on the schedule. The proceedings will provide a way to capture the essence of the session even if you could not split yourself in two. For those members who could not join us in Bremerton, the proceedings will be available to you to download for a nominal fee. We will also set a price for non-members so that they can see the quality of the convention and the value of membership.

### **Financial**

The financial review committee made a recommendation to the board that the Life Member Fund, currently held in CDs, be moved to a managed investment account with EdwardJones. This will provide a better return on our money and speed the process towards full reimbursement. My thanks to the committee and the board for making this happen.

### **The "OpenTalk on Listening" Program**

One of the programs I'm anxious to begin is the OpenTalk outreach program. My vision is to have one open telephone conference call each month, coordinated by our committee chairs, with members providing short programs (10 to 15 minutes) on their area of listening. For example the Research Committee might have two or three speakers talking about their research projects. The Business Committee might have speakers talking about listening for better customer service or enhanced mediation techniques. Our Education Committee could talk on best practices or techniques to teach better listening habits.

These calls would be open to everyone - members and non-members alike and hopefully, our members will invite their friends and associates to listen in and get an idea of the value that our membership offers to the listening community as well as the value that they can personally receive through their membership. In addition, Email blasts will be used to notify the membership when the OpenTalk on Listening events will be held.

# Get Ready to Celebrate New Members on 12/12/12!

The accomplishment of this  
“EACH ONE INVITES ONE”  
membership campaign  
as well as the ultimate success  
of the ILA  
is dependent on  
**YOU!**

Trinumerals are unique to this century. And we believe that the ILA is a unique organization. To celebrate the ILA Membership and PR committees launched a two-year membership campaign—*A Day to Celebrate the ILA!*—that started on 10/10/10 and will end on 12/12/12. Our hope is that these dates will prove to be profoundly significant for the ILA.

The premise of this membership campaign is quite simple: **EACH ONE INVITES ONE**. Certainly, if each current ILA member were to bring in at least one new member, our organization would double in size. Thus, those of us who align themselves with the ILA are able to play a significant role in advancing the ILA, and consequently, effective listening across the globe.

So let's see how far we can go. We have had about 75 individuals join the ILA since October 2010. How many will we be able to get to join by the deadline? At that time, will we be able to say that indeed EVERY ONE of our current members had at least one other person join the ILA? So make sure you tell your colleagues and students when they join the ILA to tell us that you sent them. That way, you are sure to get credit in our membership campaign

**Do you truly believe in the power of listening?** If you answer, “Yes,” and are committed to the mission and vision of the ILA, then

Invite at least **ONE NEW PERSON TO JOIN THE ILA !**



**The success of this membership campaign as well as the ultimate success of the ILA is dependent on YOU!**

# CLP NEWS

## ILA Advances Listening AND the ILA's Mission and Vision by Training Certified Listening Professionals™

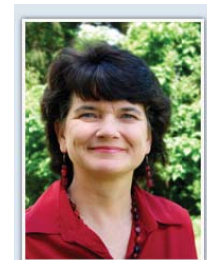
The *Certified Listening Professional*™ (CLP) training program provides another avenue for the ILA to meet its purpose, which is “to advance the practice, teaching, and research of listening throughout the world” through helping “to establish a network of professionals committed to promoting the study and development of effective listening” (ILA website, 2012). The “CLP” designation after the name shows that the individual has successfully met a global standard in listening. Indeed, for this very reason, several members of this year’s CLP cohort shared that they joined the ILA and the training program—they want that CLP after *their* names. They are eager to be part of this elite group specifically trained in listening and helping to advance listening around the globe.



The basic framework of the listening certification provides a progression from changing one’s perceptions to learning more in-depth knowledge about listening. These tasks are accomplished while challenging each individual to become better listeners.

Those who attended the annual listening convention in Bremerton, Washington, were able to listen in as the 2011-12 cohort shared their capstone projects that they completed with the assistance of a listening mentor. Indeed, everyone present was very impressed with both of these women’s work at advancing listening.

- **Theresa Caldwell**, from the Washington, D.C. area, showed her enthusiasm for her work aimed at enhancing the listening of elementary and middle school students in a local school district. Listening is part of the core curriculum in most states. The success of her project has resulted in Theresa continuing her listening activities in the schools this next year.
- **Dr. Ruth Livingston**, of Tennessee, was not able to attend the convention although she provided an interesting video in which she explained her listening project related to the listening behaviors of patients and health-care providers. Her research found that the listening behaviors of both the physician and the patient greatly affect patient compliance.



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# CLP NEWS

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## MEET THE 2012-2013 CLP COHORT

**Barbara Rochon** –  
Escanaba, Michigan

**Caterina Megotti** –  
Venice, Italy

**Deanson Senda** –  
Wolverhampton,  
United Kingdom

**Diaa Khamis** –  
Clifton, New Jersey

**Jay Frasier** –  
Creswell, Oregon

**Jen Decker** –  
Canton, Massachusetts

**Maura Sullivan** –  
Canton, Massachusetts

**Susan Eliot** –  
Portland, Oregon

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The ILA has started its fourth cohort. The 2012-2013 CLP training cohort's eight members have an international and multicultural flair as you can see from the listing on this page. Participants live in Italy, the United Kingdom, and across the U.S. from the West to East coasts. Certainly, their listening projects will also prove to be inspiring.

Dr. Richard "Dick" Halley, professor emeritus from Weber State University in Utah, is continuing an excellent job of facilitating the training and of challenging the participants to explore what effective listening really means, especially within their personal and professional lives. Dick was inducted into the 2012 Listening Hall of Fame.

We are adding a new dimension this year by incorporating two co-facilitators: Dr. Donna Renaud, Western Kentucky University, and Dr. Susan Timm, Elgin Community College in Illinois. They will be coordinating activities based on the Worthington and Fitch-Hauser text *Listening Processes, Functions, and Competency*, which was recently released (Allyn & Bacon, 2012). Dr. Debra L. Worthington currently serves on the ILA Executive Board as the First Vice President. Dr. Margaret E. Fitch-Hauser is an ILA Past President.

Make plans now to attend the CLP's 2013 convention presentation in Montreal, Canada, to learn about this cohort's experiences. Better yet, if you aren't already a member, make a decision to join the 2013-14 CLP training cohort so you too can add the designation CLP after your name.

*The International Listening Association - [www.listen.org](http://www.listen.org)  
Helping the world to listen, one CLP™ at a time!*





# TALKING ABOUT LISTENING

## Listening Film Premieres at Bremerton Convention

by Aïda Milbergs and Michael Purdy

### Isn't Listening a Basic Skill, Too?

Unlike, reading, writing, and arithmetic, “listening” is not taught in primary and secondary schools. At the college level unless “communication” is selected as a major, a *listening* course will probably not be part of a student’s curriculum. *Talking about Listening* (2012), by filmmaker Aïda Milbergs, is a plug-n-play lesson heralding the importance of this often ignored basic skill.

### Synopsis of the Film

The main purpose of this film is to encourage thinking and talking about how we listen. *Talking about Listening* makes clear that *hearing* is not synonymous with *listening*. It also recognizes that there are different *levels* of listening in communication. In the first half of the film, fictionalized dramatizations portray disruptive listening behaviors, or obstacles, common among an undergraduate student population. The second half of the film Dr. Michael Purdy provides a roadmap to bettering one’s listening behaviors and skillset.

Dr. Purdy, who became Milbergs’ chief collaborator on the project, conducts interviews with listening experts from diverse disciplines, not only to explore a variety of listening perspectives but also to showcase the actual listening process. The viewer is able to see, hear, and feel the give-and-take of dialogic communication demonstrated by people whose professional lives are dependent on their superior listening know-how.

Armed with the knowledge that a good listener is active, rather than passive, the film highlights the significance of listening as taught at The Second City Training Center in Chicago. At Second City improv students engage in exercises that demand being in the moment and listening in the field. It is here that the aspiring improv actor learns to surrender their individual agenda and comes to understand that improvisation is a collaborative, real-time endeavor that requires a rapid-fire agility to build, and heighten, the offerings of fellow actors in the creation of a top-flight comedy sketch. Countless Saturday Night Live cast members have honed their craft at The Second City, making Second City—Chicago, Los Angeles, and Toronto—time and time again one of the best proving grounds for comedic talent in North America.

The film also includes an interview with professor of psychology and clinician, Dr. Jon Carlson, revealing the practice of “tailoring” his listening style to fit the unique personality traits and history of individual patients. In another interview highly-acclaimed author, scholar, and professor, Dr. Andrew Wolvin of the University of Maryland, tells: of his research in listening leadership, the importance of nonverbals, and the acknowledgement of a paradigm shift in how we teach listening today. A couple of listening stories and two more interviews—dealing with the audial nature of listening and how our ancestral or cultural experiences shape our listening perception—conclude this multi-disciplinary exploration of the efficacy of being a good listener. Interspersed throughout the second half of the film Professor Purdy presents a series of mini-lectures summarizing the central themes and goals of an effective listener.

*Talking about Listening* is meant as a springboard, or catalyst, and suggests a more mindful approach to the art of listening. In shining a light on this integral component of the communication process, we are not only able to tap into our creativity but we can also open the door to higher learning, and better relationships.

# TALKING ABOUT LISTENING

Storyboard highlights from *Talking about Listening*



**Dialogue Guy dismisses Kirby when he finds it impossible to get a word in edgewise**



**Talent show contestant wins by a landslide with her superlative listening performance**



**"Shut-in" character is boxed in by self-doubt and worry, leaving little room to think about anything else**



**Anne Libera and Mike Purdy talk about listening and its role in improv at Second City in Chicago**



**Andy Wolvin, of the University of Maryland, tells of his research in listening leadership**



**Mimi-lectures, presented by Mike Purdy, summarize the goals of an effective listener**

**Aïda Milbergs** received her Masters degree in Communications and Training from Governors State University (Illinois). She produced *Talking about Listening* for her graduate thesis. Dr. Michael W. Purdy was her professor and collaborator. She joined the International Listening Association (ILA) in 2012.

**Michael W. Purdy** is Professor Emeritus in Communication at Governors State University. He and Deborah Borisoff (NYU) are co-editors of *Listening in Everyday Life: A Personal and Professional Approach*. He has authored articles for the *International Journal of Listening (IJL)* as well as other publications. He has been an ILA member since 1982.

# 2012 AWARDS

## ***ILA Lifetime Achievement Award – DR. LYMAN K. “MANNY” STEIL, CLP, CSP, CPAE***

ILA Founder Manny was left speechless when he received the ILA's Lifetime Achievement Award for his great accomplishments in advancing listening and the ILA. He is only the second person to receive this honor. Dr. Ralph Nichols, often referred to as the Father of Listening, was the first inductee. Manny was Nichols' protégé.



Manny speaks to a crowded room during a workshop during the 2012 convention.



Internationally known as “The Ambassador of Listening” and a “Speaker Worth Listening To,” Manny’s credentials are quite extensive in that he has been active in advancing listening for over 40 years. Manny has helped individuals and organizations throughout 17 countries through listening training.

After founding the ILA, Manny was the first President. In addition, he authored and co-authored four books and numerous articles; created the first *Effective Listening* video program; and designed the award winning *Sperry Listen Project*.

Manny earned the CLP (*Certified Listening Professional*) and the CSP (*Certified Speaking Professional*) designations and has been inducted into both ILA’s “*Listening Hall of Fame*” and NSA’s “*Speakers Hall of Fame*.” Manny also was named as the ILA’s first “*Listening Legend*,” an award that recognizes those who have made an indelible mark on listening and the ILA.

Although he has already done so much, Manny has many more years to add to his current list of lifetime achievements in listening.



Manny graciously accepts the ILA Lifetime Achievement Award at the 2012 Convention.

# 2012 AWARDS



In her speech explaining why Manny Stiel is deserving of the ILA's second lifetime achievement award, Nan Johnson-Curiskis said, "As Ralph Nichols is the father of the study of Listening so is Manny Steil the father of the ILA." She went on to share testimony from those who have been touched by Manny and highlight many of Manny's accomplishments from the last 48 years, including:

- Receiving 16 grants and 23 major awards including being named to the hall of fame of both the ILA and the National Speaker Association.
- Being an active member in 19 professional organizations
- Publishing 10 books and 178 articles
- Producing 5 video/audiovisual training programs
- Sharing his knowledge and expertise with over 400 groups or organizations
- Starting and leading several business: Communication Consultants Associated, Communication Development, Inc., and the International Listening Leadership Institute
- Educating students of all ages about listening and rhetoric in many ways including serving as department chair and professor of continuing education at the University of Minnesota.

## What can be said about Manny Steil?

Twenty five years ago this month in New Orleans, I attended my first ILA Convention and specifically registered for the pre-convention program 'Listening in the Workplace'. That day changed my life. The Ambassador of Listening, Dr. Lyman (Manny) Steil was facilitating the program. Everything that he said that day applied directly to me. He did not know this but I almost lost my job a few months earlier because I was not listening. I found the ILA out of a frantic search for a resource on how to listen better. Manny became my mentor that day, even though he did not know it. I devoured his books and recorded his listening video series that appeared on PBS, watching the segments over and over. Through his transforming work, I found a profound sense of renewal. **Rick Bommelje**

I remember the 1st summer State of the Art of Listening colloquium in St. Paul. We were invited to Manny and Dee's house after the sessions at the St. Paul Campus; Manny told us he would only give directions to his house once so we had better listen. I made it to their home where Manny took time to visit with me and treated me as if I was the only other person in the room. I have never forgotten that. **Charles Veenstra**

One really helpful thing Manny told me was that "If you get tired of talking to someone on the telephone, hang up when the other person is talking so that they think there is trouble with their phone." This was a "Canny Manny" strategy. **Nadine Marsnik**

# 2012 AWARDS

## *Listening Hall of Fame – DR. RICHARD “DICK” HALLEY, CLP*



Melissa congratulates Dick for being inducted  
ILA Hall of Fame at 2012 Convention.

Dick started advancing listening almost as soon as he graduated in 1964 from Bowling Green State University with a bachelor’s degree in speech. He went on to earn a master’s degree in public address at Bowling Green and then later a doctorate from Ohio University in interpersonal communication, cognitive processing, and attitude change. Currently, he is professor emeritus from *Weber State University* in Utah.

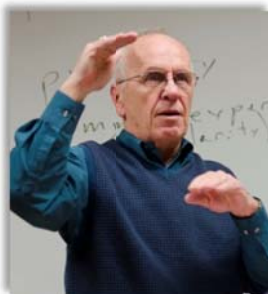
Previously, Dick served as consultant to ABC News 20-20 special segment on listening. He has published numerous articles and books on listening. He continues to present research at national and international conventions, including those of the ILA. His book *And then I was Surprised by What You Said: The Impact of Love and Listening on Community* is one of the required readings for those training to become certified listeners.



Dick has served the ILA in many capacities, including President. He is part of the *Certified Listening Professional™* Committee. He helped plan the CLP training and is the lead facilitator.

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## *Outstanding Educator Award – DR. CHARLES VEENSTRA*



Charles, *Dordt College* Professor of Communication, has expanded the Department’s curriculum to include listening. Charles has co-authored a textbook used in *Dordt’s* introductory classes and developed interpersonal and family communication classes that incorporate listening. He believes that “listening is the most important skill to acquire.”

Charles believes that encouraging good listening skills in the classroom requires creating a safe environment where students are welcome to share their opinions. “I tell the students to listen to everybody’s story. Everyone has an interesting story, and the more you listen to that person, the more interesting that person becomes.” When asked, he shares his best advice for listening better: “Look the other person in the eye. Smile. But probably most importantly, don’t interrupt.” Charles has served as the Communication Department Chair at *Dordt College* where he has taught since 1976. He has been a part of the ILA since 1981 and has served on the Executive Board as Second Vice President for Membership.



Charles shares his research  
at 2012 Convention.

# 2012 AWARDS

## ***Listening in the Business Sector Award – LOU HAMPTON, CLP***

Lou Hampton is President and CEO of *The Hampton Group, Inc.*, which is based in Washington, D.C. and specializes in media training, message development, and executive presentations and speech coaching.



In his 30-year career in public relations, Lou has had as clients senior executives of a “Who’s Who” list of international corporations, including American Express, Ford Motor Company, Marriott International, Microsoft, Morgan Stanley, and Visa. Moreover, he has advised political figures including leaders in both the United States Senate and House of Representatives, presidential candidates, Cabinet Secretaries, and foreign heads of state.

Lou is the founding president of the *National Speakers Association’s* Washington D.C. Area Chapter, the association for professional speakers in the nation’s capital. He is co-author of the book, *The Great Persuaders*, and author of two audio programs, *TV Talk: How to Get On a Talk Show and Be Invited Back* and *How to Listen Powerfully*.

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## ***Listeners of the Year – BILL AND MELINDA GATES of the Gates Foundation and HOWARD SCHULTZ, CEO of Starbucks***



Starbucks Newsroom on-line



Bill and Melinda Gates (Houston, Texas, 2008)

Those who nominated both of these winners had so much to say about their advancing listening throughout the year that the Awards Committee couldn’t select just one.

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# 2012 AWARDS

## ***President's Award* – DR. MELISSA BEALL, CLP**

Melissa, who is a Professor of Communication at *University of Northern Iowa* has been active in the ILA for years and has served in many capacities including as President. This past year, the 2011-12 ILA President, Dr. Chris Bond, awarded her this special President's award for her assistance throughout the year.



Melissa's research interests include listening, critical thinking, and issues in instructional communication. She previously has earned numerous awards including being inducted into the ILA *Hall of Fame* and being designated as a *Listening Legend*.

## **Want a Little Research? Who You Gonna Call?**

In the following sections, we talk about the listening research that merited special attention. If you want to know more about the latest in listening research, these individuals are certainly good ones to contact.

## ***Listening Research Award* – DR. HELEN MELDRUM**



Dr. Helen Meldrum is an Associate Professor of Psychology in the *Program in Health Sciences and Industry/Department of Natural and Applied Sciences* at *Bentley University* in Waltham Massachusetts. Prior to coming to *Bentley*, she was an Associate Professor of Communication and Psychology at *Massachusetts College of Pharmacy and Health Sciences*. Dr. Meldrum has taught in graduate programs at *Babson College*, *Northeastern University*, and the *University of Rhode Island*. Areas of expertise include; interpersonal and group dynamics, medication adherence, customer service, psychology of adulthood, dealing with difficult people, mental health services, talking about treatment plans, communicating sensitive issues, and conflict management.

Helen has a particular strength in teaching “teaching skills” having facilitated many train-the-trainer programs in the U.S., Canada, Europe, and Israel.

Dr. Meldrum research has been shared across the country and internationally. Her articles, interviews, editorials and reviews have appeared in many publications including *USA Today*, *The Wall St. Journal*, *Integrative Medicine*, *The Physician Executive Journal*, and the *International Journal of Clinical Leadership*. Her book *Interpersonal Communication in Pharmaceutical Care* (New York: Haworth Press) has been widely adopted and her text *Provider-Patient Partnerships* is co-written with Mary Hardy, M.D. Helen's newest book is entitled: *Characteristics of Compassion: Portraits of Exemplary Physicians* (2010).

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The following three conference and/or research awards have a couple of the same people involved; thus, we are putting them together in this area. Each person is introduced in alphabetical order by last name.

# 2012 AWARDS

**Top Conference Paper Award Winners** – Shaughan Keaton, Graham Bodie, Susanne Jones

**Top Student Conference Paper Award Winners** – Andrea Vickery, Shaughan Keaton, Michelle Pence, Graham Bodie

**Top Synergist Research Award Winners** – Shaughan Keaton, Graham D. Bodie, and Robert Keteylan



**GRAHAM BODIE** has published extensively in the *International Journal of Listening* as well as other outlets such as *Communication Monographs*, *Human Communication Research*, and *Communication Research*. He engages graduate students in the organization and encourages them to conduct research in this important area. Not only at the ILA, but at other professional organization's conventions, you can find Graham and some of his students presenting their research. In this listing of 2012 ILA Award winners, you will find his name under the three different awards all related to listening. He especially enjoys practicing the positive art of listening with his wife, Ashley, and his daughters, Eden and Lydia, whom you can see in this picture posing with their Dad.



**SUSANNE JONES**, who teaches in the *University of Minnesota's Department of Communication Studies*, conducts research in the production and perception of emotional support messages. Her research questions focus on the exploration of those message factors that make people feel better and that improve people's coping abilities. She also examines how verbal messages interact with nonverbal cues in the emotional support process. Her research has appeared in *Sex Roles*, *Communication Monographs*, *Human Communication Research*, *Communication Research*, and *Communication Studies*.

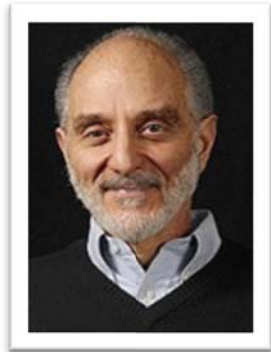
Dr. Jones earned her Ph.D. in Communication Studies from the *Hugh Downs School of Human Communication at Arizona State University*. She teaches graduate courses in interpersonal communication, nonverbal communication, communicating emotional support, and communication theory.

**SHAUGHAN KEATON**, a doctoral candidate at *Louisiana State University*, is the current ILA Web Editor. He became a member of the ILA after attending his first listening convention in 2010 where he was part of a student panel that ultimately won the *Best Convention Theme* award. His work consistently earns research awards, just like his mentor, Graham Bodie. Shaughan's dissertation research deals with sports fandom. In addition to his studies at LSU, Keaton also teaches public speaking, a course in which he is able to share his passion for listening. Originally from outside of Columbus, Ohio, Keaton went to college in Orlando at the University of Central Florida, where he earned both his bachelor's degree and master's degree in English.





# 2012 AWARDS



**ROBERT KETEYLAN**'s master's degree is in Counseling Psychology from *Cambridge College*. His primary interests are in communication and listening, and he has written the book *Do You Know What I Mean?—Discovering Your Personal Communication Style*. Bob has developed specialized consultation services for parents, teachers, business leaders, couples and families with a focus on achieving effective communication practices. He has presented his work at state and national conferences, as well as conducted workshops, training sessions, and consultations throughout the U.S.

Bob and his wife, Susan Ariane Garfield, enjoy being grandparents with four grandchildren on the West Coast and two on the East Coast.

**MICHELLE E. PENCE**, a member of the ILA Executive Board and a doctoral candidate at *Louisiana State University*, is a teacher and dedicated researcher. She has published numerous articles in notable journals and several book chapters, including one in *Oxford University Press's Eastern Communication Association Yearbook*, as well as guest-edited an issue of the *International Journal of Listening*.



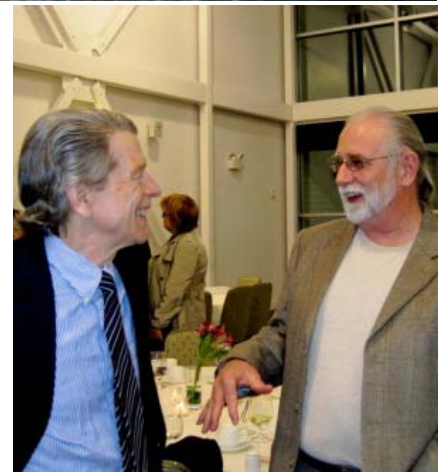
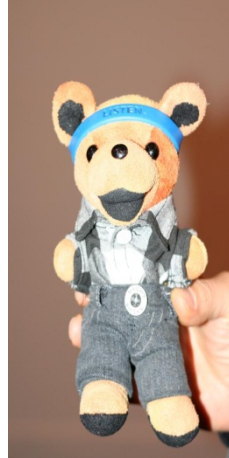
Michelle's dissertation work is focused on victims of intimate partner violence; for this work, she was awarded the prestigious *Louisiana State University Graduate School Dissertation Fellowship*. She is an active member of the Baton Rouge community and a strong advocate for women's healthcare following traumatic experiences. Additionally, Michelle has guest-lectured in numerous classes at LSU on the growing problem of dating violence.



**ANDREA VICKERY** is a graduate student in the *Department of Communication Studies* at *Louisiana State University*. Her primary areas of interest includes "advice," "communication studies," "interpersonal communication," and "listening."

Andrea has been active in listening research and has presented at several conventions including the ILA and the *International Communication Association*.

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# Holy Cow,\* ILA, You Left Me Gobsmacked\*\* in Bremerton!

*Impressions from a New Member, Presenter, and First-Time Attendee*

by Aïda Milbergs



First off, *only a handful* of guest speaker and syndicated cartoonist Leigh Rubin’s comic RUBES *did not* make me laugh. That means that I was laughing out loud, guffawing, for like almost an hour straight. He made my cheeks hurt! I had to press flattened palms on either side of my face to maintain my composure and ward off muscle spasms. Holy cow, I can’t remember the last time I laughed that hard, or for that long. It was a good beginning, had it only started there. My International Listening Association (ILA) experience really started weeks before, last minute as it was. It can all be traced back to Michael Purdy, longtime ILA member, ILA friend & colleague and, it just so happens, my professor in graduate school.

In February of this year when, *Talking about Listening* (a film and my graduate thesis), was finally in the can Mike wondered if there could possibly be a time slot at the March 2012 ILA conference to show the film. With that in mind, Purdy sent an exploratory email to Alan Ehrlich, ILA First VP and Convention Program Committee Chair. As one might expect, Ehrlich’s reply was, “No, no space. The schedule is quite full.” But Ehrlich did add that, “Should something change, I’ll let you know.” Less than a week later, “Someone has dropped out,” Alan wrote. Wow, the film was in! Mike and I scrambled to send off presenter biographical information (his) and film description (mine) for the conference program.

The following week I found myself thinking—hey, if my film is having it’s *premier* at ILA—I want to be there, too. After hours of surfing travel sites on the World Wide Web I was convinced that I had located the best possible deal between Chicago and Seattle. Then I reserved a hotel room, and I was good to go.

My money saving airplane ticket had me arriving in Seattle on Tuesday, so I decided I might as well meet up with ILA members the following night for dinner at Elliott’s on Pier 56. When I got to the restaurant—Alan Ehrlich, Susan Timm, and Greg Enos introduced themselves in rapid succession before I could even sit down. During dinner, even more introductions were made. My new coterie of ILA friends and I became so absorbed in lively conversation that we discovered we really had to book it if we wanted to stick to the original itinerary. So with a

hastening pace we piled out of Elliott's en masse and began race-walking, pulling, pushing, and dragging our luggage clickety-clack-across-the-sidewalk-chatting-all-the-way-right up-to-the-ticket-window-and-then-onto-the-ferry-with-barely-minutes-to-spare-before-shoving-off.

Onboard and settling in, the cell phones came out trying to make contact with Mike Purdy and Janice Newton when they were nowhere to be found. Since they were both unable to make dinner, the plan was to meet on the ferry.

“Where are they?”

“They should be here.”

As we motored across Puget Sound, text messages flew to and fro through the night sky until it was confirmed that Mike and Janice had both been swept up in a rush to catch another ferry destined for a different “B” destination. Just 9 minutes before our departure, they had boarded a ferry headed to Bainbridge Island, some 30 minutes west of Seattle. Mike and Janice did make it to Bremerton that night, even if it was the long way around.

I was pleased to have Thursday to acclimate, explore Bremerton on foot, enjoy a late lunch of tapas at one of the new restaurants in town, and undertake the challenging task—as you well know—of ticking off the sessions I wanted to attend.

I was presenting on Friday afternoon, but discovered Purdy in Ballroom D on Thursday night testing the AV equipment to ensure that everything was in order for the next day. Shortly after finding Purdy in the ballroom, Greg Enos showed up. He said he was there to help, too. I mean, who does that? I'll tell you who—ILA does that!

My session went off without a hitch, thanks Mike and Greg. Many thanks, as well, to those of you who attended the screening, filled out the survey, stuck around for the Q & A, and made purchasing inquiries; I am so honored. And, O.M.G., on Friday night, at like 11:00 p.m., Susan Timm and Donna Renaud actually came to my hotel room to watch my film because they couldn't make that afternoon's session. After screening the film, once again, another lively conversation ensued. It was well past 1:00 a.m. before we finally called it a night.

By conference end, I had met more people than I could remember, been introduced to new concepts, and educated on the latest in listening research. Not once did I feel like a fifth wheel or an outsider looking in. There were countless discussions and meaningful dialogic exchanges: before, during, and after sessions; at the breakfast table; in the hotel lobby; on the plaza; and yes, even in the ladies room. Everything came together, things were making sense, and as Rick Bommelje might say, I was able to “connect the ‘right’ dots.”

Back in February, I never imagined that I would travel to a small town in west central Washington state, laugh at a bunch of cows, spend a handful of days with 75 listening aficionados (give or take 3% for statistical error), and have such an incredibly good time talking—well, some—but, mostly listening. Holy cow, ILA, it was incredible—I was gobsmacked!

Rendez-vous à Montréal!

\* *Cows are a frequent subject and a prominent feature of guest speaker and syndicated cartoonist Leigh Rubin's cartoons.*

\*\* *“Gobsmacked combines the northern English and Scottish slang term gob, [i.e.] mouth, with the verb smack. It suggests the speaker is utterly astonished or astounded. It's much stronger than just being surprised; it's used for something that leaves you speechless, or otherwise stops you dead in your tracks. It suggests that something is as surprising as being suddenly hit in the face.”* [www.worldwidewords.org](http://www.worldwidewords.org)



**About the author:** After earning a BFA from Washington University in St. Louis, Aida worked as a graphic designer for 18 years—most notably creating graphics for NBC News and ABC News in Washington, DC. More recently, she earned a Master's degree in Communication and Training from Governors State University (IL). *Talking about Listening* (2012) is her graduate thesis and represents her interest in innovative approaches to learning, cross-disciplinary idea sharing, and promoting the rewards of being an effective listener. She lives in suburban Chicago.

# In Memoriam

## An Avid Listener Joins the Ranks of Angels

On February 25, 2012, the world lost a great listener. **DeAnna “Dee” T. Steil**, who for 48 years was the woman behind the man who started the ILA, Lyman “Manny” Steil. And now, Dee can be found listening with the angels.



In those early years, Dee opened her home and was the perfect hostess for those whom her husband, Manny, gathered together to talk about starting an organization aimed at advancing listening. Dee, herself, joined the ILA and continued to support both the organization and listening while continuing to raise a family. Manny and Dee’s children are also members of the ILA: Scott (Sarah), Sara (Sam) Shuster, and Stacy Steil.

In addition to her role as a listener extraordinaire, Dee was a gifted pianist who loved to cook, garden, ski, travel, and most of all, spend time with her grandchildren Elliot, Josie, Ben, Joseph, Zach, and Sophie and grand-dogs, Cash and Tango. Her grandchildren are also members of the ILA. Indeed, listening and the ILA are integral parts of the Steil family.

Dee was the ultimate hostess and server of others. As a result, she was loved dearly by everyone who knew her. Regardless of her role—Wife, Mother, Nana, Daughter, Sister, Aunt, Friend—Dee was sure to listen to the needs of those around her.

*The Listening Leaders’* May 2, 2012, issue of its ezine had the following quote about Dee Steil: “And to a phenomenal Listening Leader who knew how to Listen and Heal Hurting Hearts we lovingly remember and honor Dee Steil (January 24, 1940-February 25, 2012) who was a loving and extraordinary listening servant to all who knew her.” And indeed, she was extraordinary.

Dee Steil will be sorely missed by many; yet, she has left behind a piece of her in everyone she met. And her legacy in her children and grandchildren will continue to grow into excellent listeners as they follow the superb role model she provided throughout her life.

