



Convention 2005 Program

the
POWER
of
LISTENING

April 13-17, 2005
Marriott City Center
Minneapolis, MN (USA)

www.listen.org



**the
POWER
of
LISTENING**

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About the International Listening Association

lis-ten-ing n (1996): "the process of receiving, constructing meaning from, and responding to spoken and/or nonverbal messages"

PURPOSE

The International Listening Association (ILA) is a professional organization whose members are dedicated to learning more about the impact that listening has on all human activity.

FOUNDATION AND MEMBERSHIP

ILA was formed in 1979 to promote the study, development, and teaching of effective listening in all settings.

Although listening is at the root of communication, it remains an interdisciplinary topic. The ILA membership is built of an array of diverse professionals from the fields of education, business, government, medicine, human resources, training and development, the media and the arts. The ILA enjoys a diverse membership drawing from 17 countries and 49 states.

ACTIVITIES

The ILA meets at annual conventions and regional conferences to share information, to support research efforts, and to promote the practice and teaching of effective listening. The ILA's cooperative and engaging atmosphere provides the opportunity to share applied, theoretical and strategic ideas about listening.

AWARDS

Listening Hall of Fame

The highest award in the ILA, the Hall of Fame Award is presented to individuals who are recognized for notable achievements involving listening in academic, business or other settings.

Listener of the Year Award

Recipients of the Listener of the Year Award are nationally or internationally prominent listeners who have demonstrated the highest standards and principles of effective listening.

Past recipients of the Listener of the Year Award have included:

- Barbara Bush
- William Jefferson Clinton
- Hugh Downs
- Alex Haley
- Johnny Carson
- Ann Landers
- Sandra Day O'Connor
- Bryant Gumbel
- Jane Pauley
- James Earl "Jimmy" Carter, Jr.

Other awards include Special Recognition, ILA Research Awards, Award for Listening in the Business Sector, Outstanding Educator, and the President's Award.

PUBLICATIONS

International Journal of Listening

Published annually since 1987, the *Journal* contains scholarly articles of research about listening.

The Listening Professional

Containing feature-style articles that appeal to the broader business community of listening professional, this publication is published annually.

Listening Post

The association's quarterly newsletter that features news of interest to members as well as articles about new research, teaching techniques and resources.

CONTACT

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Executive Board 2004-2005

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***International Journal of Listening* Editor** David Beard
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Web Editor Joyce Chen
Executive Director James W. Pratt

Convention 2005 At a Glance

Date	Time	
Wed., April 13	1:00-6:00	Registration, ILA Boutique & Silent Auction - Lafayette Bay/Excelsior Bay - 8th Floor
	1:30-5:30	ILA Executive Board Meeting - Gray's Bay/Wayzata Bay (8th Floor)
	6:30-7:00	Newcomers Meet the Board - Lake Nokomis (8th Floor)
	7:00-9:00	Meet and Greet ILA Newcomers and Lifetime Friends - Lake Nokomis (8th Floor)

Date	Time	Lake Calhoun Rm	Spring Park Room	Cook's Bay Room	Lake Nokomis Rm
Thursday, April 14	7:30-5:00	Registration, ILA Boutique & Silent Auction - Lafayette Bay/Excelsior Bay - 8th Floor			
	7:30-8:30	Light Continental Breakfast			
	8:30-9:00	Opening Session - The Power of Listening			
	8:30-5:15	Business Mini-Conference: Listening: Part of the Treatment and Cure The Role of Listening in Healthcare See details on page 29.			
	9:15-10:15	1A Teaching & Assessing Listening Across the Curriculum - Kathy Thompson, Pamela Leintz, Barbara Nevers & Susan Witkowski	1B "Gear Your Ear": A Music Listening Program - Holly Slocum	1C A Factor Analytical Investigation of Listening Concepts in a German and a US American Sample - Margarete Imhof & Laura Janusik Integral Listening - Michael Purdy	1D The Importance of Listening for Cognitive Behavior Therapy - Roberta K. Ray & John W. Ray
	10:30-11:30	2A Effective Listening at 35,000 Feet - Christa Brown	2B Large Lecture Listening - Paul J. Kaufmann, Connie Ringlee, Yen Dao, & John Fidler	2C An Analysis of Russ Feingold's Communication Strategies in His 2004 Debates - Andrew Wolvin Presidential Debates: Listening for Emotional Appeals and/or Emotive Language -Megan Learman	2D Listen In, Listen Out, Listen In - Maria F. Loffredo Roca & Erin Tobiasz
	11:30-12:00	Networking Break Note to All ILA Past Presidents: Please gather in the Cook's Bay Room for a short meeting before lunch.			
	12:00-1:30	Luncheon - Minnesota Room Don Shelby, Keynote Speaker			



Date	Time	Lake Calhoun Rm	Spring Park Room	Cook's Bay Room	Lake Nokomis Rm
Thursday, April 14	1:45-2:45	3A Perceptions of Anti-Smoking Campaigns - Amy Pollack & Klye Thomas	3B Productive Paper Assignments for the Effective Listening Class - Jeanne Cook, Julie Lynch, Diane Rehling, Erika Vora & Don Turk	3C Building Rapport in Police Interviews with Children : The Role of Listening - Cecilia Joseph Communication in Finnish Criminal Trials - Tuula-Riita Välikoski	3D Sharing Your Research and Reflections with the Community of Listening - David Beard
	3:00-4:00	4A Intercultural Listening: A Workshop - Pamela Cooper, Melissa Beall & Rick Hoel	4B The Critical Importance of Listening in Higher Education - Sarah J. Smith	4C GanzOhrSein - A Project to Improve Listening in Schools - Mechthild Hagen	4D Listening to God for Empowerment - Ken Paulin
	4:15-5:15	5A Intercultural Listening: A Workshop, cont'd - Pamela Cooper, Melissa Beall & Rick Hoel	5B Technology and Listening: In the Classroom and Beyond - Louisa Eckert, Kirsten Cronn-Mills & Christa Brown Teaching Listening: A Research-Based Approach - Laura Janusik	5C Method of Observation, Actual Communicative Competence, Attractiveness, and Perceived Communicative Competence - Jennifer Gill Preparing to Listen - James Floyd	5D Listening for Peace - Ila June Brown- Pratt & Judy Freund
	6:00-?	Evening Activities			

Date	Time	Gray's Bay/ Wayzata Bay Rm	Spring Park Room	Lake Calhoun Rm	Lake Nokomis Rm
Friday, April 15	6:00-7:00	Jazzercise (Room to be announced)			
	7:30-5:00	Registration, ILA Boutique & Silent Auction - Lafayette Bay/Excelsior Bay - 8th Floor			
	7:30-10:00	General Business Meeting (with Light Continental Breakfast from 7:30-8:00) Saint Croix 1 (6 th floor)			
	10:15-11:45	6A Listening to "Crucial Conversations" - Sheila Bentley	6B Spirituality in the Listening Classroom - Diana Rehling, Bruce Hyde, Don Turk, Julie K. Lynch & Jeanne Cook	6C Examining the Relationship between Listening Fidelity and Listening Competence - Margaret Fitch- Hauser & William Powers Further Explorations of Listening Style Preference - Debra Worthington Exploring the Relationship between Conversational Listening Span and Listener Preference Profile, Listening Channel Preference, and Self-Monitoring - Sarah O'Colmain, Jennifer N. Gill & Amie Shomette	6D Listening at Life's Most Difficult Moments - Erika Vora The Role of Empathy and Listening in Improving Interpersonal and Intrapersonal Skills Among the Elderly - Carol Paulnock
	11:45-1:00	Luncheon - Saint Croix 1, 6 th floor			
	1:00-3:00	7A The Big Picture: Listening - Andrew Wolvin, Melissa Beall, Laura Janusik, & Kathy Thompson	7B Bend, Don't Break: The Dynamics of Listening in Intimate, Power- Driven Relationships - Theodore E. Chaffee	7C Why Not Listen? - Jerry Catt- Oliason	7D Listening with the Heart - Cygnus Storytelling



Date	Time	Gray's Bay/ Wayzata Bay Rm	Spring Park Room	Lake Calhoun Rm	Lake Nokomis Rm
Friday, April 15	3:30-4:30	8A Listening for Religious and Cultural Understanding - Zafar Siddiqui	8B Creating a Listener-Oriented Classroom in the Basic Communication Course - Nichole Zumbach Johnson, Marilyn Shaw, & Melissa Beall	8C The Effect of Mood of Listening to Radio Programs on Memory and Comprehehnsion - Hesham M. Mesbah Listening to Inner Speech - Ray Young & Deb Robson	8D Ensuring Listening's Place in Social Support Skills Training - Graham D. Bodie Use of Nonverbal Communication as a Predictor of Listening Behavior in Patient-Provider Communication - Christopher Bond & Jennifer Ware
	4:45-5:45	Committee Meetings Business - Lake Calhoun Room Elementary/Secondary - Spring Park Room Research - Gray's Bay / Wayzata Bay Room Global Outreach - Lake Nokomis Room Public Relations - Location TBA Membership - Location TBA			
	5:45-?	Evening Activities			

Date	Time	Gray's Bay/ Wayzata Bay Rm	Spring Park Room	Lake Calhoun Rm	Lake Nokomis Rm
Saturday, April 16	6:00-7:00	Jazzercise (Room to be announced)			
	7:30-9:00	Leisurely Light Continental Breakfast - Lafayette Bay/Excelsior Bay - 8th Floor			
	8:00-2:00	Registration, ILA Boutique & Silent Auction - Lafayette Bay/Excelsior Bay - 8th Floor			
	8:30-9:30	'You Talk, We'll Listen' - Gray's Bay/Wayzata Bay, 8th floor			
	9:30-10:30	9A Research in Intercultural Listening - Stephanie Materese, Melissa L. Beall, & Pamela Cooper	9B Inconsistencies in Listening Education - Christopher Bond & Kelli Fellows Incorporating Listening as a General Education Outcome: One College's Journey - Susan Timm, Gary Norden, Sara Baker, Andy Erbach & Glenn Earl	9C Listening as a Means to Effect Social Change - Monique Myers, Rev. Doug Mork, Carl Warren & Doug Smith	9D The Power of Listening to the Elderly, Russian Youth, and On An American Campus: Undergraduate Listening Research - Florida Gulf Coast University Student Panel (Gail Schultz, Levi Pancake, Samantha Weech & Rebecca Yost)
	10:30-11:00	Networking Break			
	11:00-12:00	10A-D ILA 25 Years Later: How Did We Do? What Should We Do? - ILA Founding Members Sheila Bentley, Warren Gore, Carole Grau, Alice Ridge, Lyman "Manny" Steil & Andrew Wolvin (Laura Janusik, Chair) - Gray's Bay/Wayzata Bay, 8th Floor			
	12:00-1:30	Past Presidents' Luncheon - Saint Croix 1, 6 th floor			
	1:30-2:30	11A ILA's First 25 Years: Presidential Perspectives - Giacomo Baglio	11B Listening, Your Child and You: A Workshop for Parents of Preschool Children - Sharon Bond Perceptions and Evidence Among Reading Testers - Carol Christy & Dick Halley	11C	11D The Hidden Power of Listening in the Health Setting - Christopher Bond & Amanda Young
	2:30-2:45	Break			



Date	Time	Gray's Bay/ Wayzata Bay Rm	Spring Park Room	Lake Calhoun Rm	Lake Nokomis Rm
Saturday, April 16	2:45-3:45	12A Listening & Diversity - Kay Lindahl & Prany Sananikone	12B Strategic Listening on a School-wide Scale - Jeannine S. Tate The Interdisciplinary Nature of Listening: Contributions From the Disciplines - Maria F. Loffredo Roca	12C Listening to Women's Voices: Vocal Production a Determinant of Perceived Sportscasters' Credibility - Ray Young	12D Northwest Airlines -Erika Gwilt
	3:45-5:00	Committee Meetings Publications - Gray's Bay / Wayzata Bay Room Nominating - Spring Park Room Awards - Lake Calhoun Room Program Planning & Local Arrangements for 2006 - Lake Nokomis Room Task Force on Reinventing the ILA Wheel - Location TBA Site Selection for 2008 - Location TBA			
	5:00-6:00	On Your Own			
	6:00-7:00	Reception & Cash Bar - Saint Croix 2 (6 th floor)			
	7:00-?	Closing Banquet - Saint Croix 2 (6 th floor)			
Sunday, April 17	8:00-12:00	ILA Executive Board Meeting - Lake Nokomis (8th Floor)			



Detailed Program Listing

Wednesday, April 13

1:00 - 5:00 PM

Registration

Lafayette Bay/Excelsior Bay (8th Floor)

Stop by Registration to pick up your packet of materials, including Conference Proceedings, meal tickets, name tag, and other information.

1:00 - 5:00 PM

ILA Boutique of Fine Products

Lafayette Bay/Excelsior Bay (8th Floor)

Visit the registration room to browse through a wonderful and unique selection of fine products.

1:30 - 5:30 PM

ILA Executive Board Meeting

Gray's Bay/Wayzata Bay (8th Floor)

All Executive Board Meetings are open to members of the organization.

6:30 - 7:00 PM

Newcomers Meet the Board

Lake Nokomis (8th Floor)

Newcomer to the organization? Or first time to an ILA Convention? Please stop by the Lake Nokomis Room for some informal conversation with the ILA Executive Board.

7:00 - 9:00 PM

Meet and Greet ILA Newcomers and Lifetime Friends

Lake Nokomis (8th Floor)

The strength of ILA relies on the strength of individual relationships in ILA. Meet new friends and rekindle relationships with old ones at this reception with cash bar.



After each brief program description, you will find a suggestion of who the program may appeal to. The key follows:

A - Appreciative (incl music)
B - Business
EE - Elementary Education
G - Global / Intercultural
H - Healthcare
HE - Higher Education
I - Intrapersonal

L - Legal
M - Media / Politics
R - Research
S - Spiritual
SE - Secondary Education
SPE - Special Education

Thursday, April 14

8:30-9:00

Opening Session - The Power of Listening

Lake Calhoun Room (8th Floor)

Barbara Nixon

This session may appeal to: all attendees

8:30-5:15

Business Mini-Conference - Listening: Part of the Treatment and Cure

The Role of Listening in Healthcare

Gray's Bay / Wayzata Bay Room (8th Floor)

Chair: Sheila Bentley

Listening impacts diagnosis, treatment, and outcomes, provider-patient relationships, and the bottom line. See details on this Mini-Conference on page 29.

This mini-conference may appeal to: B H

9:15-10:15

1A

Teaching & Assessing Listening Across the Curriculum

Lake Calhoun Room (8th Floor)

Kathy Thompson, Pamela Leintz, Barbara Nevers & Susan Witkowski

Chair: Kathy Thompson

Alverno College's new Integrative Listening Model (ILM) is an important addition to its ability-based curriculum. In this session, participants will learn how the model has been incorporated into the college's communication entrance assessment, and is being taught in required communication seminars and various discipline courses across the curriculum. Presenters will also show how it has become the foundation for the new Civil Discourse Model currently being developed.

This session may appeal to: HE R

1B

"Gear Your Ear": A Music Listening Program

Spring Park Bay Room (8th Floor)

Holly Slocum

Chair: James W. Pratt

"Gear Your Ear" is a music listening program developed by WAMSO, a volunteer organization of the Minnesota Orchestra. Members will describe and demonstrate this successful program for 5th and 6th grade students.

This session may appeal to: EE A

1C

Integral Listening

Cook's Bay Room (8th Floor)

Michael Purdy

Chair: Wayne Bond

This paper explores the philosophical position of listening in the late modern world. What are the characteristics of a full-bodied listening in a global world? How does the conception of listening change as we assess its role in a world of diverse cultures? This session may appeal to: B R G

A Factor Analytical Investigation of Listening Concepts in a German and a US American Sample

Margarete Imhof & Laura Janusik

Chair: Wayne Bond

This study investigates the factors underlying a lay concept of listening and looks at cross-cultural differences concerning this structure in a German and a US American sample.

This session may appeal to: R G

1D

The Importance of Listening for Cognitive Behavior Therapy

Lake Nokomis Room (8th Floor)

Roberta K. Ray & John W. Ray

Chair: Sarah S. Smith

Mental disorders are effectively treated using cognitive behavior therapy that has as a key component listening. This presentation examines listening's role in cognitive behavior therapy.

This session may appeal to: H SPE

10:30-11:30

2A

Effective Listening at 35,000 Feet

Lake Calhoun Room (8th Floor)

Christa Brown

Chair: Anna Ignatjeva

This panel focuses on listening during a conflict situation, derived from a flight attendant training manual created for dealing with conflict while in the confined situation of an airplane. This section on listening focuses on the importance of learning about listening, the three different types of listening, barriers to listening effectively, as well as some tips on how to listen better.

This session may appeal to: B G

2B

Large Lecture Listening

Spring Park Bay Room (8th Floor)

Paul J. Kaufmann, Connie Ringlee, Yen Dao & John Fidler

Chair: Paul J. Kaufmann

The panel will chronicle and evaluate the development of a listening course from a seminar in 1983 to a large lecture course in 2005.

This session may appeal to: HE

An Analysis of Russ Feingold's Communication Strategies in His 2004 Debates
Cook's Bay Room (8th Floor)
Andrew Wolvin
Chair: James W. Pratt

Presidential Debates: Listening for Emotional Appeals and/or Emotive Language
Cook's Bay Room (8th Floor)
Megan Learman
Chair: James W. Pratt
Using Monroe's 19 emotional appeals and/or emotive language, the selected texts from the 2004 Presidential debates will be examined for comparative effects on listeners. This session may appeal to: R M

2D
Listen In, Listen Out, Listen In
Lake Nokomis Room (8th Floor)
Maria F. Loffredo Roca & Erin Tobiasz
Chair: Sarah S. Smith
This workshop incorporates meditation and visual imagery with deep listening activities to develop stronger interpersonal listening skills and reflective intrapersonal abilities. This session may appeal to: H S I

11:30 - 12:00
Networking Break

Note to All ILA Past Presidents: Please gather in the Cook's Bay Room for a short meeting before lunch.

12:00 - 1:30

Luncheon & Keynote Speaker Don Shelby
Minnesota Room



Don Shelby, WCCO-TV anchor and reporter, joined the WCCO-TV staff in 1978.

He has won all five of the nation's top journalism awards, including three national Emmys, the Columbia duPont Citation, the Scripps-Howard Award and the Society of Professional Journalists Distinguished Service Award.

In 1997, Don was honored with a second Peabody Award for his ongoing work with the youth of Minnesota. Don's commitment to mentoring has energized the station and the community.

He has received several honors for his work in the community, including Minnesota Sportsman of the Year; Martin Luther King Humanitarian of the Year in 1993 and 1995; the Great American Traditions Award by B'nai Brith; Minnesota Broadcaster of the Year; and the coveted Josten's Mr. Basketball ring, an honor rarely given to an adult.

He is a rock and ice climber, canoeist, gardener and beekeeper, to name just a few hobbies.

Don is married and has three daughters who all share his passion for the outdoors.

1:45-2:45

3A

Perceptions of Anti-Smoking Campaigns

Lake Calhoun Room (8th Floor)

Amy Pollack & Klye Thomas

Chair: Stephanie Materese

3B

Productive Paper Assignments for the Effective Listening Class

Spring Park Bay Room (8th Floor)

Jeanne Cook, Julie Lynch, Erika Vora & Diana Rehling

Chair: Don Turk

Every educator struggles with creating written assignments that enhance understanding of the course material. Hear four experienced listening educators share some of their favorite paper assignments.

This session may appeal to: SE HE

3C

Building Rapport in Police Interviews with Children: The Role of Listening

Cook's Bay Room (8th Floor)

Cecilia Joseph

Chair: Kent Zimmerman

In the UK, it has been the practice since 1992 to use video recordings of forensic interviews with child witnesses as evidence in criminal proceedings dealing with sexual or violent offences. The guidelines for these interviews emphasize the importance of actively listening to the child. Data from 11 police interviews of children ranging from the ages of 4 to 8 years old are used to explore how, in practical terms, police interviewers listen in these interviews. Specifically, this study uses the conversational analytic method to identify and account for some of the characteristic features of the turn and sequence structures through which rapport between child and interviewer is established. The findings show that topic specific rapport building is markedly different from child-initiated rapport building and it is proposed that this is largely due to considerations associated with turn-taking practices in the forensic interview setting. The implications of this on the listening process will be discussed.

This session may appeal to: L EE R

3C

Formal Settings and Human Communication

Cook's Bay Room (8th Floor)

Tuula-Riitta Välikoski

Chair: Kent Zimmerman

Communication in Finnish Criminal trials. The system of justice is an abstract phenomenon but manifests itself in action which becomes observable through communication between litigant parties.

This session may appeal to: L

Sharing Your Research and Reflections with the Community of Listening

Lake Nokomis Room (8th Floor)

David Beard

Chair: James W. Pratt

Share your research and your reflections with the community of listening and communication scholars. Drawing from how-to sources (like *Publishing Your Research* by Patrick Dunleavy), scholarly research (by Dale Sullivan, on the function of peer review) and a first-year's experience as editor of *IJL*, David will walk attendees through the submission and peer review process. He will also offer resources to help beginning scholars and encouragement to those interesting in submission to the *IJL*. Can't attend this session? Stop by the *IJL* table, where David will be at different points in the convention, and get the truncated version of this presentation.

This session may appeal to: R

3:00-4:00

4A & 5A

Intercultural Listening: A Workshop

Lake Calhoun Room (8th Floor)

Pamela Cooper, Melissa Beall & Rick Hoel

Chair: Wayne Bond

This workshop examines listening in the intercultural setting. Workshop participants engage in several activities and will be provided numerous handouts. (This session will run from 3:00-5:15.)

This session may appeal to: B G

4B

The Critical Importance of Listening in Higher Education

Spring Park Bay Room (8th Floor)

Sarah J. Smith

Chair: Jim Floyd

When students enter a university of higher learning, they need to be heard. Counselor's decisions and professors' abilities to listen are prime determinants of the student's success.

This session may appeal to: H HE

4C

GanzOhrSein - A Project to Improve Listening in Schools

Cook's Bay Room (8th Floor)

Mechthild Hagen

Chair: Graham Bodie

The presentation explains approach and proceeding of the project, developed by the education department of the Ludwig-Maximilians-University Munich. Practical examples and important results of the evaluation will be included.

This session may appeal to: EE SE HE R G

4D

Listening to God for Empowerment

Lake Nokomis Room (8th Floor)

Ken Paulin

Chair: Maria F. Loffredo Roca

Dr. Kenneth Paulin will serve as a facilitator for a five minute SILENT MEDITATION and then he will SING three of his favorite chants from Cosmic Chants by Paramahansa Yogananda: "Listen, listen, listen," "Who Is In My Temple?" and "Door of My Heart".....followed by leading the audience in the singing of three of his favorite Christian Hymns: "Amazing Grace," "Master Let Me Walk With Thee," and end with the signing of "My God and I." Then serve as facilitator for what hopefully might be a most interesting discussion of how important a part BEAUTIFUL SOUNDS make in LISTENING TO GOD FOR EMPOWERMENT.

This session may appeal to: S I

4:15-5:15

5A

Intercultural Listening: A Workshop, continued

Lake Calhoun Room (8th Floor)

Pamela Cooper, Melissa Beall & Rick Hoel

Chair: Wayne Bond

5B

Technology and Listening: In the Classroom and Beyond

Spring Park Bay Room (8th Floor)

Louisa Eckert, Kirsten Cronn-Mills & Christa Brown

Chair: Andrew Wolvin

This paper reflects on listening in an age of cell phone interruptions and technological factors. The author's viewpoint along with several outside interviews will frame the paper.

This session may appeal to: SE HE

5B

Teaching Listening: A Research-Based Approach

Spring Park Bay Room (8th Floor)

Laura Janusik

Chair: Andrew Wolvin

One of the difficulties with teaching listening at the university level is the lack of research-based materials. This paper introduces the 'Listening Quad,' a theoretical and research-based foundation to teach listening.

This session may appeal to: HE R

Preparing to Listen

Cook's Bay Room (8th Floor)

James M. Floyd

Chair: Margarete Imhof

I contend that preparing to listen is multi-dimensional and discuss the various dimensions. I will explain how effective preparation can enhance listening.

This session may appeal to: HE R

5C

Method of Observation, Actual Communicative Competence, Attractiveness, and Perceived Communicative Competence

Cook's Bay Room (8th Floor)

Jennifer Nicole Gill

Chair: Margarete Imhof

This research investigates how the method of observing an interaction, viewing or listening, the actual communicative competence of an interactant, and the attractiveness of an interactant effects one's perceived communication competence.

This session may appeal to: R

5D

Listening for Peace

Lake Nokomis Room (8th Floor)

Judy Freund

Chair: Ila June Brown-Pratt

We cannot solve problems until we listen. We will view 'Peace X Peace, the Power of Circles,' a video that describes the peace circle global network. This interactive session will then result in the formation of peace circles.

This session may appeal to: G

Friday, April 15

6:00 - 7:00

Jazzercise!

Room to be Announced

Power up your morning with Jazzercise! Jazzercise combines elements of jazz dance, resistance training, Pilates, yoga, kick-boxing, and more to create truly effective programs for people of every age and fitness level. Wear loose, comfortable clothing.

7:30 - 8:00

Breakfast in Saint Croix 1 (6th floor)

Join us for an early, light breakfast before the Annual Business Meeting.

8:00 - 10:00

General Business Meeting

Saint Croix 1 (6th floor)

The International Listening Association has many key issues that need to be determined by the general membership. Please make your opinions known as we start our second quarter-century.

10:15-11:45

6A

Listening to 'Crucial Conversations'

Gray's Bay / Wayzata Bay Room (8th Floor)

Sheila Bentley

Chair: Diana Schnapp

Many people have difficulty listening well when the conversation gets crucial, such as during criticism, when strong negative emotions are being expressed, or when the listener becomes defensive. This session explores common listening reactions and provides techniques for creating better outcomes from these 'crucial conversations.'

This session may appeal to: B L H EE SE HE M I

6B: *Spirituality in the Listening Classroom*

Spring Park Bay Room (8th Floor)

Diana Rehling, Bruce Hyde, Don Turk & Julie K. Lynch

Chair: Jeanne Cook

Participants discuss their diverse spiritual foundations for teaching listening, present readings and exercises to introduce their perspectives and discuss issues surrounding spirituality in the classroom.

This session may appeal to: EE SE HE S

6C

Examining the Relationship Between Listening Fidelity and Listening Competence

Lake Calhoun Room (8th Floor)

Margaret Fitch-Hauser

Chair: Kent Zimmerman

This research attempts to validate the concept of listening fidelity and explore the relationship between fidelity and competence. Listening competence is measured by the Watson Barker Listening Test.

This session may appeal to: R

6C

Exploring the Relationship between Conversational Listening Span and Listener Preference Profile, Listening Channel Preference, and Self-Monitoring

Lake Calhoun Room (8th Floor)

Sarah O'Colmain, Jennifer N. Gill & Amie Shomette

Chair: Kent Zimmerman

This research explored the relationship between Conversational Listening Span and Listener Preference Profile, Listening Channel Preference, and Self-Monitoring.

This session may appeal to: R

6C

Further Explorations of Listening Style Preference

Lake Calhoun Room (8th Floor)

Debra L. Worthington

Chair: Kent Zimmerman

Previous research has found listening style preference to be associated with a variety of communication and social-psychological constructs (e.g., personality, need for cognition, conversational sensitivity, etc.). This paper extends this research by examining the relationship between Listener Style Profile and learning style.

This session may appeal to: R

6D

The Role of Empathy and Listening in Improving Interpersonal and Intrapersonal Skills Among the Elderly

Lake Nokomis Room (8th Floor)

Carol Paulnock

Chair: Warren Gore

Studies have demonstrated that empathy and listening training make a difference in improving behavior dynamics of the elderly, resulting in improved interpersonal and intrapersonal interactions.

This session may appeal to: H R

6D

Listening at Life's Most Difficult Moments

Lake Nokomis Room (8th Floor)

Erika Vora & Diana Rehling

Chair: Warren Gore

This program presents a theoretical framework and personal experiences for effective listening to and learning from those who are facing a life threatening condition or are dying.

This session may appeal to: H

11:45 - 1:00

Luncheon in Saint Croix 1 (6th Floor)

1:00-3:00

7A

The Big Picture: Listening

Gray's Bay / Wayzata Bay Room (8th Floor)

Melissa Beall, Laura Janusik & Kathy Thompson

Chair: Andrew D. Wolvin

Responding to a National Communication Association initiative, this panel of listening teacher-scholars addresses 'the big picture' principles and practices of listening that a communication generalist ought to know.

This session may appeal to: EE SE HE

7B

Bend, Don't Break: The Dynamics of Listening in Intimate, Power-Driven Relationships

Spring Park Bay Room (8th Floor)

Theodore E. Chaffee

Chair: Graham Bodie

This workshop explores the assumptions, contexts, and boundaries of the Wolvin-Coakley category of Critical Listening as experienced in marriages in which power struggles dominate.

This session may appeal to: H

7C

Why Not Listen?

Lake Calhoun Room (8th Floor)

Jerry Catt-Oliason

Chair: Susan Timm

'Why Not Listen?' examines paradoxical tensions facing listeners to better understand the power of a behavior that serves to both preserve and disrupt social mores.

This session may appeal to: R

7D

Listening with the Heart

Lake Nokomis Room (8th Floor)

Cygnus Storytelling

Chair: Wayne Bond

Listening to stories is one of the first events in our lives. Storytelling is the first language that we use to explain our world. From the time we begin using language, we describe events, explain feelings, and attach meaning to our lives with stories.

Storytelling is also an important and effective tool for listening and language development.

This session may appeal to: EE A

3:30-4:30

8A

Listening for Religious and Cultural Understanding

Gray's Bay / Wayzata Bay Room (8th Floor)

Zafar Siddiqui

Chair: James W. Pratt

We must listen to one another before we can bridge the gulfs that divide us in a violent and confusing world. Zafar Siddiqui, President of the Islamic Resource Group of Minneapolis, will discuss the relatedness of Islam to other faiths with a goal of mutual understanding, tolerance, and respect.

This session may appeal to: B S G

8B

Creating a Listener-Oriented Classroom in the Basic Communication Course

Spring Park Bay Room (8th Floor)

Nichole Zumbach Johnson, Marilyn Shaw, & Melissa Beall

Chair: Bob Neuleib

These panelists will share their strategies for creating a listener-oriented class in Oral Communication, a hybrid basic communication course. Audience participation is invited. Handouts will be provided.

This session may appeal to: HE

8C

The Effect of Mood of Listening to Radio Programs on Memory and Comprehension

Lake Calhoun Room (8th Floor)

Hesham M. Mesbah

Chair: Pam Cooper

This is an experimental study that compares between linear and nonlinear listening to radio programs on subjects ability to recall information and make sense of what they have listened to. Two version of a program were prepared: one to be presented on a regular radio show, and the second was prepared to be available on a special website developed especially for the study.

This session may appeal to: R M

8C

Listening to Inner Speech

Lake Calhoun Room (8th Floor)

Ray Young & Deb Robson

Chair: Pam Cooper

This study examines the relationship between inner speech and listening and discusses how media use impacts that relationship.

This session may appeal to: R M I

8D

Ensuring Listening's Place in Social Support Skills Training

Lake Nokomis Room (8th Floor)

Graham D. Bodie

Chair: Diana Schnapp

This paper reviews the extant literature on social support skills training and listening as a form of SS to call for further emphasis on the perspective of the receiver.

This session may appeal to: H

8D

Use of Nonverbal Communication as a Predictor of Listening Behavior in Patient-Provider Communication

Lake Nokomis Room (8th Floor)

Christopher Bond & Jennifer Ware

Chair: Diana Schnapp

This paper examines how nonverbals in the patient-provider dyad mitigate listening behaviors.

This session may appeal to: H

4:45 - 5:45

Committee Meetings

Business (Rochelle Devereaux, Chair) - Lake Calhoun Room

Elementary/Secondary (Bob Neulieb, Chair) - Spring Park Room

Research (Ray Young, Chair) - Gray's Bay / Wayzata Bay Room

Global Outreach (Margarete Imhof, Chair) - Lake Nokomis Room

Public Relations (Cyndi Grobmeier, Chair) - Location TBA

Membership (Jim Weaver, Chair) - Location TBA

Please see partial listing of committee members on beginning on page 32.



Saturday, April 16

6:00 - 7:00

Jazzercise!

Room to be Announced

Power up your morning with Jazzercise! Jazzercise combines elements of jazz dance, resistance training, Pilates, yoga, kick-boxing, and more to create truly effective programs for people of every age and fitness level. Wear loose, comfortable clothing.

8:30-9:30

'You Talk, We'll Listen'

Gray's Bay / Wayzata Bay Room (8th Floor)

Share your thoughts on the future of the International Listening Association with current Executive Board members.

9:30-10:30

9A

Research in Intercultural Listening

Gray's Bay / Wayzata Bay Room (8th Floor)

Stephanie Materese, Melissa L. Beall, & Pamela Cooper

Chair: Wayne Bond

As the world shrinks to a global village, the need for learning more about listening in intercultural contexts becomes ever more important. What do we know about intercultural listening? In what directions should our research be aimed? These panelists will discuss their personal intercultural research projects and provide some guidelines and suggestions for further research. Audience members are invited to share their perspectives and research projects as well.

This session may appeal to: B G HE R

9B

Inconsistencies in Listening Education: A Content Analysis of Listening Curricula in Textbooks of the Basic College Communication Course

Spring Park Bay Room (8th Floor)

Christopher Bond & Kelli Fellows

Chair: Susan Timm

This project examines the listening curricula in four popular basic college communication course textbooks using content analysis techniques

This session may appeal to: HE R

9B

Incorporating Listening as a General Education Outcome: One College's Journey

Spring Park Bay Room (8th Floor)

Susan Timm, Gary Norden, Sara Baker, Andy Erbach & Glenn Earl

Chair: Susan Timm

If listening is a desired general education outcome, how can this skill set be assessed?

This panel discusses one college's struggle to do just that.

This session may appeal to: EE SE HE R

9C

Listening as a Means to Effect Social Change

Lake Calhoun Room (8th Floor)

Monique Myers, Rev. Doug Mork, Carl Warren & Doug Smith

Chair: Doug Smith

Listening has long been held up as a necessary condition for social movements, legal action and policy initiatives. This panel tests the extent to which that ideal matches reality and explores the means by which agents for social change can improve listening - not only as a way to better understand the concerns of constituent groups, but as a powerful means for change.

This session may appeal to: L R

9D

The Power of Listening to the Elderly, Russian Youth, and On An American Campus: Undergraduate Listening Research

Lake Nokomis Room (8th Floor)

Florida Gulf Coast University Student Panel: Gail Schultz, Levi Pancake, Samantha Weech & Rebecca Yost

Chair: Maria F. Loffredo Roca

Panel includes an examination of how we listen to the elderly and how we are changed by listening to their narratives, a report on listening to the Russian youth, and a study of the impact of preconceived notions on listening to a controversial speaker.

This session may appeal to: H HE R G M

11:00-12:00

10A-D

ILA 25 Years Later: How Did We Do? What Should We Do?

ILA Founding Members Sheila Bentley, Warren Gore, Carole Grau, Alice Ridge, Lyman "Manny" Steil & Andrew Wolvin

Gray's Bay / Wayzata Bay Room (8th Floor)

Chair: Laura Janusik

As with any organization, much of our early history is held within our members as opposed to written in documents that are carefully archived. This panel, which consists of six early members, will address ILAs history in terms of the association's initial goals and dreams, as well as the goals set at 15 years. They will comment on how we did with their dreams, and lead us to consider our dreams for the next 25 years.

12:00 - 1:30

Past Presidents' Luncheon in Saint Croix 1 (6th Floor)

This luncheon pays tribute to the former presidents of the International Listening Association and highlights their significant contributions to listening's body of knowledge.



1:30-2:30

11A

ILA's First 25 Years: Presidential Perspectives

Gray's Bay / Wayzata Bay Room (8th Floor)

Giacomo Baglio

Chair: James W. Pratt

As ILA enters its second quarter-century, we look back on the first 25 years. Interviews with past ILA presidents give us answers to the questions: What have we accomplished, and what do we need to do?

This session may appeal to: B R

11B

Listening, Your Child and You: A Workshop for Parents of Preschool Children

Spring Park Bay Room (8th Floor)

Sharon A. Bond

Chair: Bob Neuleib

This presentation describes the rationale for and development of a parent workshop focused on the importance of listening in a child's learning of language.

This session may appeal to: H EE

11B

Perceptions and Evidence Among Reading Testers

Spring Park Bay Room (8th Floor)

Carol Christy & Dick Halley

Chair: Bob Neuleib

This is a report on research comparing listener perceptions of reading fluency to the number of errors identified while the reader read text.

This session may appeal to: EE R

11C

11D

The Hidden Power of Listening in the Health Setting

Lake Nokomis Room (8th Floor)

Christopher Bond & Amanda Young

Chair: Stephanie Materese

An overview and discussion of listening in healthcare in various settings including caregivers, patients, providers, and standardized patient training.

This session may appeal to: B H

2:45-3:45

12A

Listening & Diversity

Gray's Bay / Wayzata Bay Room (8th Floor)

Kay Lindahl & Prany Sananikone

Chair: Pam Cooper

This program is an introduction to our workshop on Public Listening and Diversity Training which we present to leaders in business and management. We define these terms and offer exercises and case studies to illustrate them.

This session may appeal to: B G HE I

12B

Strategic Listening on a Schoolwide Scale

Spring Park Bay Room (8th Floor)

Jeannine S. Tate

Chair: Melissa Beall

Listening to individual teachers can be hard enough, but listening to the entire faculty can be daunting. However, with patience and planning, it can be done.

This session may appeal to: B EE SE HE

12B

The Interdisciplinary Nature of Listening: Contributions From the Disciplines

Spring Park Bay Room (8th Floor)

Maria F. Loffredo Roca

Chair: Melissa Beall

In-depth interviews were conducted with faculty from diverse disciplines. Individuals were asked to examine and discuss what their respective fields contribute to understanding the process of listening. Faculty were also asked to identify special listening skills required for someone to succeed in their discipline.

This session may appeal to: HE R

12C

Listening to Women's Voices: Vocal Production a Determinant of Perceived Sportscasters' Credibility

Lake Calhoun Room (8th Floor)

Ray Young

Chair: Anna Ignatjeva

This paper presents the findings from an experiment designed to examine the role that voice plays in determining the credibility of women announcers.

This session may appeal to: R M

12D

Powerful Listening at Northwest Airlines

Lake Nokomis Room (8th Floor)

Erika Gwilt

Chair: Sheila Bentley

This session may appeal to: B



3:45 - 5:00

Committee Meetings

Publications - Gray's Bay / Wayzata Bay Room
Nominating - Spring Park Room
Awards (Pam Cooper, Chair) - Lake Calhoun Room
Program Planning (Maria Roca, Chair) & Local Arrangements for 2006 - Lake Nokomis Room
Task Force on Reinventing the ILA Wheel - Location TBA
Site Selection for 2008 - Location TBA

Please see partial listing of committee members on beginning on page 32.

6:00 - 7:00

Reception & Cash Bar

Saint Croix 2 (6th Floor)

Begin your relaxing evening with some conversation with colleagues and listening to the delightful harmonies of the Minnesota Go-4's.



*The ILA thanks the Communication Studies Department at the University of St. Thomas
(<http://www.stthomas.edu/commstudies>)
for sponsoring our entertainment at this Reception,
as well as promoting our convention throughout the area.*

7:00 - 10:00

Closing Banquet

Saint Croix 1 (6th Floor)

The International Listening Association's traditional formal banquet highlights and concludes The Power of Listening convention with the passing of the gavel from Ray McKelvy to Barbara Nixon and an Awards Ceremony.

Sunday, April 17

8:00 - noon

ILA Executive Board Meeting

Gray's Bay/Wayzata Bay (8th Floor)

All Executive Board Meetings are open to members of the organization.

International Listening Association Business Conference
Thursday, April 14, 2005
Minneapolis, Minnesota

Listening: Part of the Treatment and Part of the Cure
The Role of Listening in Health Care

**Listening impacts diagnosis, treatment, and outcomes,
provider-patient relationships, and the bottom line.**

Quality health care promotes accurate diagnosis & treatment, builds trusting relationships between health care providers and their patients, and results in an improved bottom line. Skillful listening contributes to achieving all of these goals. This year, the ILA Business Group will present a mini-conference focused upon the State of Listening in Health Care. Join us as we identify, examine, and develop insights regarding the problems and issues of effective listening communication in health care, from both provider and patient perspective. Profit from techniques and strategies shared for the promotion of improved listening communication within the health care profession.

Goals

- Identify key issues in listening in the health care field both from the perspective of health care providers and patients.
- Explore how listening impacts both the health care process and medical outcomes.
- Share research and practices regarding these issues.
- Present techniques and strategies for improving listening during the health care process with the secondary goal of improving the outcomes of the process.

*NOTE: A separate registration and fee are required
for the Business Conference.*



*Business Mini-Conference Agenda
Thursday, April 14, 2005*

8:30 - 10:00 Session I

Diagnosing the Listening Illness: What Are the Problems and Issues in Listening in the Health Care Field?

Panel: Karin Alaniz, Ph.D., R.N.; Frank DiSilvestro, Ed.D.; Daniel Rosenblum, M.D.; and Lawrence Savett, M.D.

10:00 - 10:15 Break

10:30 - 11:45 Session II

Listening to the Patient: Hearing All of the Chapters from the Patient's Book.

Panel: Carole Grau, Taliaferro/Grau Associations; Sandra W. Reifsteck, MS, RN, FACMPE; Barbara Leonard, Ph.D., RN, FAAN; and Carol Lindberg, Patient Partners of the American Cancer Society

Lunch 12:00 - 1:30

1:30 - 3:00

Promoting the Cure

Session III

➤ **Listening Strategies for Doctors and for Nurses**

Presenters include: Lawrence Savett, M.D.; Karin Alaniz, Ph.D.; Daniel Rosenblum, M.D.; Frank R. DiSilvestro, Ed.D.; Roberta Hunt, R.N, M.S.P.H, Ph.D.; Sandra W. Reifsteck, MS, RN, FACMPE; and others to be determined.

Doctors and nurses face the challenge of listening effectively on a daily basis. Time is often limited, stress is high, and life-and-death situations may be common. This interactive workshop session examines the specific challenges that doctors and nurses face and provides strategies for listening effectively, not only to the patient, but to each other, as well. It also provides insight into how to get patients to listen effectively.

3:00 - 3:15 Break

3: 15 - 4:30 Sessions IV and V

➤ **Listening to Children Having Health Care Encounters**

Presenters: Mary Hauck, Ph.D., MSN; and Lauren Johnson, MS, RN, CNS

In this session, participants will gain an appreciation for what children have to tell us if we choose to listen. The session will identify strategies for listening to ill children at each developmental level. Practical tips for listening to children experiencing health care encounters will be presented. The session will also examine how parents and other adults help and hinder our abilities to listen to children who are ill.

➤ **Listening to Elderly Patients: So Much to Learn; So Little Time**

Presenters: Kathy Thompson and TBD

Caregivers—family members, health care professionals and friends—often struggle to develop the kind of caring listening older people so desperately need and want. In this session, learn about the unique challenges and special rewards of listening empathically to our older generation, especially those in health care and nursing home facilities. A sample listening workshop program for CNAs in a large metropolitan nursing home will be shared.

4:30 - 5:15 -- Reception



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Debra Schwartz - DebinMld@aol.com
(mentoring)

ILA Committee Meetings

Friday, April 15 - 4:45-5:45

Business - Lake Calhoun Room
Elementary/Secondary - Spring Park Room
Research - Gray's Bay / Wayzata Bay Room
Global Outreach - Lake Nokomis Room
Public Relations - Location TBA
Membership - Location TBA

Saturday, April 16 - 3:45-5:00

Publications - Gray's Bay / Wayzata Bay Room
Nominating - Spring Park Room
Awards - Lake Calhoun Room
Program Planning & Local Arrangements for 2006 - Lake Nokomis Room
Task Force on Reinventing the ILA Wheel - Location TBA
Site Selection for 2008 - Location TBA

Have you got great ideas about how to make the ILA grow and prosper? Are you a planner? A dreamer? Odds are, one of the ILA committees needs you! If you are interested in joining an ILA Committee, please contact Barbara Nixon at pres2005@listen.org by May 1, 2005.



ILA Convention Locations & Themes

1980	Atlanta, GA	
1981	Denver, CO	
1982	Washington, DC	
1983	Minneapolis/St. Paul, MN	
1984	Scottsdale, AZ	The Field of Listening: Directions in the 80's
1985	Orlando, FL	Building Bridges through Listening
1986	San Diego, CA	Conceptual Frontiers in Listening
1987	New Orleans, LA	Listening in an Age of High-Tech--High-Touch
1988	Scottsdale, AZ	Listening makes a difference
1989	Atlanta, GA	Listening: The Next Generation
1990	Indianapolis, IN	Centering Listening in an Oral Culture
1991	Jacksonville, FL	Listening as an Agent for Change
1992	Seattle, WA	A Listening Mosaic
1993	Memphis, TN	Listening as Empowerment
1994	Boston, MA	Listening An Agent for Positive Change
1995	Little Rock, AR	Listening in the Natural State
1996	Sacramento, CA	Listening: Building Foundations
1997	Mobile, AL	Listening: Celebrate the Past, Prepare for the Future
1998	Kansas City, MO	Listening: The Heart of Humanity
1999	Albuquerque, NM	Listening Enchantment
2000	Virginia Beach, VA	The Listening Spirit
2001	Chicago, IL	2001 An Odyssey Toward Effective Listening
2002	Scottsdale, AZ	Listening: The Foundation of Community
2003	Stockholm, Sweden	Touch the World: Listen
2004	Ft. Myers, FL	Listen to Bridge the Gulf
2005	Minneapolis, MN	The Power of Listening
2006	Salem, OR	<i>Listening: The Language of Peace</i>
2007	Frankfurt, Germany	

A Message from the Program Planning Chair

by Barbara B. Nixon, First Vice-President

Listening is a powerful thing. You give others power by listening to them. You gain power by listening to others.

We're so pleased that you've joined your International Listening Association colleagues for our 26th annual convention, with the theme of "The Power of Listening." This year, we are back where it all started for ILA: Minnesota! What a great place to begin our second quarter century. Your Program Planning and Local Arrangements Committees have a great convention in store for you.

We're keeping all the things our members value in an ILA convention, and adding some new features.

Rather than having four tracks to choose from as in previous years, your Program Planning Committee has a fresh new approach for you: we worked with each of our presenters and identified which audiences might best benefit from the material in the sessions. This might help us to better target our own specific listening goals for the convention.

New features include opening the convention on Thursday, and each day thereafter, kick off with a plenary session. We'll also aim to have more time available for "power networking" with colleagues.

Presenters this year show us that we truly are an International Listening Association. You'll have the opportunity to learn from members across our globe: Finland, Germany, Kuwait, United Kingdom, USA, Canada and more!

Committee meetings will be held at various times throughout the convention, at the request of many members who are on multiple committees. If you're considering joining a committee, be sure to get in touch with the committee chair, or just stop by the scheduled meeting. See page 32 for details.

A special thanks to the 2005 Program Planning Committee: Pam Cooper, Rochelle Devereaux, Bob Neuleib, Maria Roca, Diana Schnapp and Ray Young.

Questions or comments? Contact Barbara Nixon, First Vice-President, or Nan Johnson-Curiskis, Local Arrangements Chair. Or stop by the registration room, and anyone there with a Staff ribbon will be delighted to assist you.

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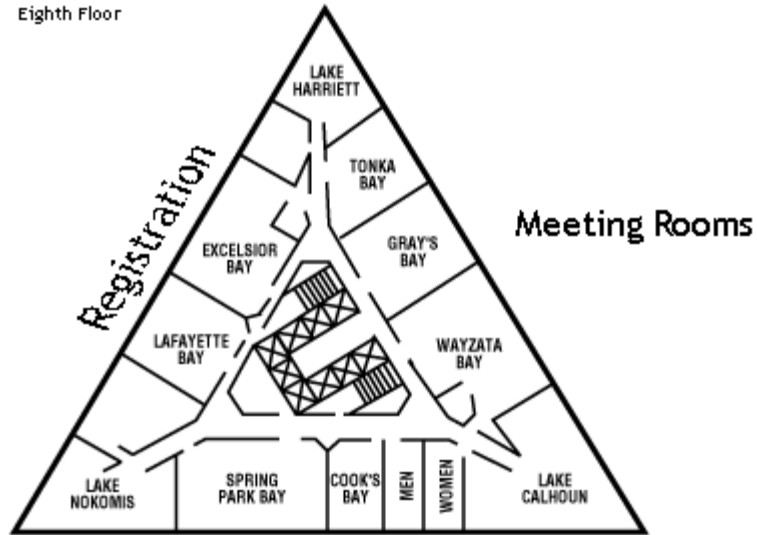
Yost	
Rebecca	25
Young	
Ray.....	22, 26, 27

Z

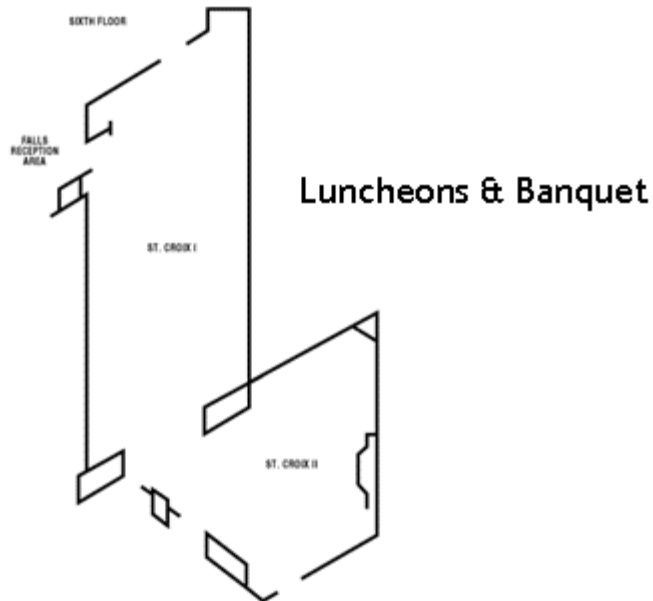
Zimmerman	
Kent	15, 19, 20

Marriott City Center Floor Plan

Eighth Floor



Sixth Floor



Action Items