



International Listening Association

37th Annual Convention

Listening: A Labor of Love

DoubleTree Suites by Hilton Tucson Airport
Tucson, Arizona

March 9-12, 2016



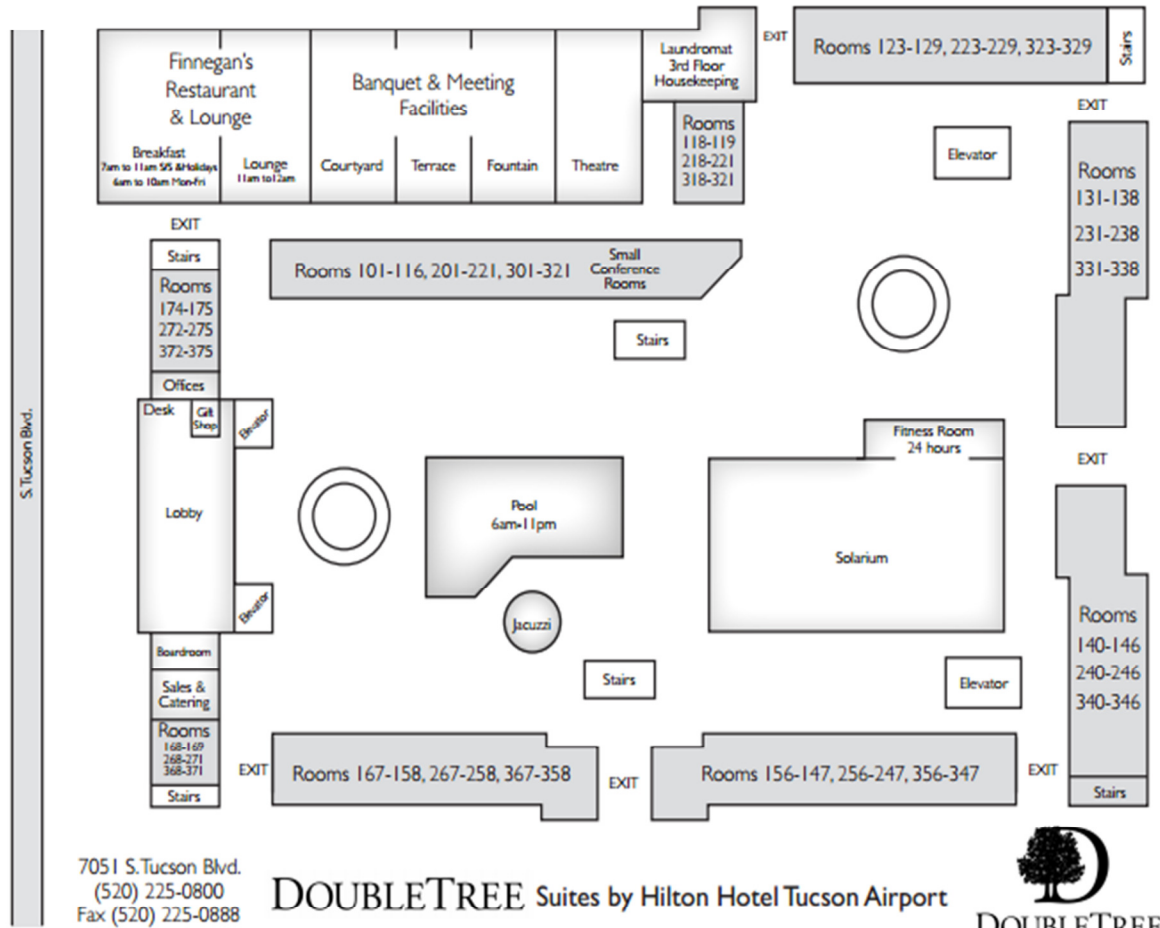
SCE 877 Saguaro with Sunset

Photo by: Fred Hood © Metropolitan Tucson Convention & Visitors Bureau

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Convention Floor Plan



- The educational sessions will be held in the Courtyard, Terrace and Fountain Meeting Rooms (close to the Pool).
- The Opening Session and the Graduate Student Presentations will be held in the Theater (close to the Pool).
- The Friday and Saturday luncheons, along with the Reception, will be held in the Solarium (behind the Pool).
- The Executive Director will be in the Lobby.

Executive Board 2015-2016

President	Philip Tirpak
First Vice-President	Kent L. Zimmerman
First Vice-President Elect	Charles Veenstra
Immediate Past President	Pamela Cooper
2nd Vice-President	Vacant
Secretary	Kae Van Engen
Member, Public Relations	Michael Z Murphy
Member, Global	Michelle Pence
Member, Special Projects	Melissa Beall
Student Member	Victoria Hill
ILJ Editor	Margarete Imhof
Listening Post Editor	Gayle Pohl
Web Editor	Beth Montgomery
Listening Education Editor	Erica Lamm
Executive Director	Nan Johnson-Curiskis

ILA Hall of Fame Members

The Hall of Fame Award is presented to individuals who are recognized for notable achievements involving listening in academic, business, or other settings. Selection to the Listening Hall of Fame is the highest award of the Association. Winners have contributed to the advancement of effective listening over a number of years.

William Arnold: 1992	Margaret Fitch-Hauser: 2004	Charles V. Roberts: 2002
Paul Bagwell: 1984	Paul Friedman: 1990	Carl Rogers: 1981
Larry Barker: 1984	Michael Gilbert: 2011	Donal Spearritt: 1989
Melissa Beall: 2008	Ethel Glenn: 2000	Lyman K. (Manny) Steil: 1985
Sheila Bentley: 2001	Harry Goldstein: 1981	Kathy Thompson: 2006
Bob Bohlken: 2006	Warren Gore: 2007	Kittie Watson: 1988
Rick Bommelje: 2011	Carole Grau: 2010	Carl Weaver: 1983
Wayne Bond: 1999	Dick Halley: 2012	Harvey Weiss: 1997
Robert Bostrom: 1991	Margarete Imhof: 2015	Wesley Wiksell: 1981
Charles T. Brown: 1983	Nanette Johnson-Curiskis: 2009	Miriam Wilt: 1981
James I. Brown: 1980	Sara Lundsteen: 1981	Tom Wirkus: 2011
Judi Brownell: 1995 & 2003	Nadine Marsnik: 1998	Belle Ruth Witkin: 1993
Carolyn Coakley-Hickerson: 1988	Weslynn Martin: 2005	Florence Wolff: 1986
Edith Cole: 2010	Ralph Nichols: 1980	Andrew D. Wolvin: 1985
Sam Duker: 1980	Michael Purdy: 1994	
Ella Erway: 1984	Paul Rankin: 1980	
Seth Fessenden: 1981	Alice Ridge: 1991	

Founding Members

Any member who joined the Association during the first year and has maintained membership in the Association from that time forward shall be listed in the convention program each year as a founding member. (*deceased)

Larry L. Barker 0011	Joyce Donen Hirschhorn 0010	Dee Steil* 0200
Jerald Carstens* 0014	Nanette Johnson-Curiskis 0075	Lyman K. "Manny" Steil 0001
Carolyn Coakley Hickerson* 0068	Nadine Marsnik 0034	Milda Steinbrecher 0031
Edith Walters Cole 0033	Ray McKelvy 0058	Stanford E. Taylor 0093
James East* 0069	E. Lucile Nichols* 0063	Erika Vora 0030
Ella Erway 0073	Ralph G. Nichols* 0062	Kittie W. Watson 0100
Mary Forestieri 0007	Terry H. Ostermeier 0035	Harvey F. Weiss 0016
Corinne Geeting* 0024	Kenneth Paulin 0057	Tom Wirkus 0171
William M. Gering* 0046	Richard R. Reagan 0096	Florence I. Wolff* 0027
Warren Gore 0094	Alice Ridge 0003	Andrew Wolvin 0009
Carol Grau 0059	Arthur Robertson 0101	

Life Members

Any member who pays a one-time fee, or a greater fee prorated over a five year period, shall be listed in all future convention programs as a lifetime member. An asterisk shall be placed beside the names of Lifetime Members who are deceased.

W. Clifton Adams	Diana Corley Schnapp	Joyce Donen Hirschhorn	I. Warton Ong
Linda Albert	Beth Courtier	Bill Holland	Lisa Orick-Martinez
Alberta Arnold	Anita Dorczak	Richard Hunsaker	Kenneth Paulin
William Arnold	Carolyn deLisser	Margarete Imhof	James Pratt
Yoshio Asano	Peter deLisser	Laura Janusik	Sara Gayle Pyfrom *
Teruko (Teri) Akita	George Dwyer	Nanette Johnson-Curiskis	Shelby Reigstad
Beverly Aweve	Sakae Endo	Mark LeBlanc	Paul Rich
Emmanuel S. A. Ayee	Gregory Enos	Nadine Marsnik	Alice Ridge
Susan Ellen Bacon	Ella Erway	Sally McCracken	Charles Roberts
Larry Barker	Margaret Fitch-Hauser	Ray McKelvy	Arthur Robertson
Kimberly Batty-Herbert	James Floyd	Justin McKeown	Mailey Rohner
Melissa Beall	Mary Forestieri	Murlene McKinnon	Liz Lavallee Shifflett
Sheila Bentley	Wendy Fraser *	Mary Ann Messano-Ciesla	Dee Steil *
Robert Bohlken	Corrine Geeting *	Robert Metke *	Lyman "Manny" Steil
Richard Bommelje	William Gering *	John Murphy	Sandy Stein
Wayne Bond	Catherine Gifford	Michael Z Murphy	Hiroko Suzuki
Jay Brandon	Michael Gilbert	Robert Neuleib	Philip Tirpak
Ila June Brown-Pratt	Tim Gilmor	Linda Wilson Nichols	Charles Veenstra
Jerry Catt-Oliason	Warren Gore	E. Lucile Nichols *	Kittie Watson
Carolyn Coakley Hickerson *	Frances Grant	Ned Nichols *	Harvey Weiss
Edie Cole	Carole Grau	Ralph Nichols *	Gil Whiteman
Judith Cole *	Jennifer Grau	Jack Nichols	Florence Wolff *
Pamela Cooper	Michael Haller	Rick Nienow	Andrew Wolvin
Byung In Cho	Barnett C. Helzberg	Barbara Nixon	Debra Worthington
Daniel Corey	Thomas Hickerson	Kathy O'Brien	Ray Young

Organizational Members

Any Regular Member who pays annual dues to the Association at the rate established by the Executive Board for organizational members shall be listed in the Convention Program for that year as an Organizational Member

Sinclair Community College: Kent L. Zimmerman, Heidi McGrew

CUNY/Queensborough Community College: Rosanne Vogel, Franca Ferrari

ILA Convention Sites And Presidents

The International Listening Association has met as a body every year since its founding in 1979. On August 23-24, 1979, Lyman K. "Manny" Steil hosted the "Listening State-of-the-Art Symposium" in Minnesota. According to the letter sent to interested individuals, the meeting would serve as an opportunity to "share important information and experiences and to establish a network of professionals." Twenty-seven people met for the symposium and decided to establish the International Listening Association. The following have been locations for the annual meeting along with the presiding President and the convention theme.

	Year	President	Location	ILA Convention Theme
1	1980	Lyman K. "Manny" Steil	Atlanta GA	None
2	1981	Lyman K. "Manny" Steil	Denver CO	None
3	1982	Sally Webb	Washington DC	None
4	1983	Bob Miller	Minneapolis/St. Paul MN	None
5	1984	Andrew D. Wolvin	Scottsdale AZ	The Field of Listening: Directions in the 80's
6	1985	Marguerite Lyle	Orlando FL	Building Bridges through Listening
7	1986	Larry Barker	San Diego CA	Conceptual Frontiers in Listening
8	1987	Carolyn Coakley Hickerson	New Orleans LA	Listening in an Age of High-Tech--High-Touch
9	1988	William E. Arnold	Scottsdale AZ	Listening makes a difference
10	1989	Kittie W. Watson	Atlanta GA	Listening: The Next Generation
11	1990	Ethel C. Glenn	Indianapolis IN	Centering Listening in an Oral Culture
12	1991	Wayne Bond	Jacksonville FL	Listening as an Agent for Change
13	1992	Judi Brownell	Seattle WA	A Listening Mosaic
14	1993	Michael Gilbert	Memphis TN	Listening as Empowerment
15	1994	Sheila Bentley	Boston MA	Listening An Agent for Positive Change
16	1995	Margaret Fitch-Hauser	Little Rock AR	Listening in the Natural State
17	1996	Philip Emmert	Sacramento CA	Listening: Building Foundations
18	1997	SusanEllen Bacon	Mobile AL	Listening: Celebrate the Past, Prepare for the Future
19	1998	Janet Cherry	Kansas City, MO	Listening: The Heart of Humanity
20	1999	Charles Roberts	Albuquerque NM	Listening Enchantment
21	2000	Harvey Weiss	Virginia Beach VA	The Listening Spirit
22	2001	Dick Halley	Chicago IL	2001 An Odyssey Toward Effective Listening
23	2002	Kimberly Batty-Herbert	Scottsdale AZ	Listening: The Foundation of Community
24	2003	Melissa Beall	Stockholm Sweden	Touch the World: Listen
25	2004	Ray McKelvy	Ft. Myers FL	Listen to Bridge the Gulf
26	2005	Barbara Nixon	Minneapolis/St. Paul MN	The Power of Listening
27	2006	Maria Roca	Salem OR	Listening: The Language of Peace
28	2007	Margarete Imhof	Frankfurt Germany	Listen and Make the Connection

	Year	President	Location	ILA Convention Theme
29	2008	Lisa Orick-Martinez	Portland ME	Listening Lights the Way
30	2009	Rick Bommelje	Milwaukee WI	Growing Our Listening Legacy: Treasuring the Past, Embracing the Present and Creating the Future
31	2010	Laura Janusik	Albuquerque NM	Transformational Listening: Listening To Change
32	2011	Chris Bond	Johnson City TN	Listening for a Sustainable Future
33	2012	Alan Ehrlich	Bremerton WA	We ARE Listening: Advocate, Research, Educate
34	2013	Debra Worthington	Montreal Canada	Listening: The Art, The Science, The Joie de Vivre
35	2014	Pamela Cooper	Bloomington MN	The Power of Story Sharing
36	2015	Philip Tirpak	Virginia Beach VA	Listening: The Key to Life
37	2016	Kent L. Zimmerman	Tucson AZ	Listening: A Labor of Love
38	2017	Charles Veenstra	Omaha NE	Listening for Healing

37th Annual International Listening Association Convention
Program at a Glance

Wednesday, March 9th

	Courtyard	Terrace	Fountain	Theater	Board Room	
5:00- 7:00 pm	-----	-----	-----	-----	Board Meeting	

Friday’s Keynote Speaker
Dr. Franci Washburn



Franci Washburn holds a BA with a double major in English/Spanish; an MA in English (Creative Writing, Fiction) and a Ph.D. in American Studies with an emphasis in Cultural Studies, all from the University of New Mexico. Her dissertation, “Beauty of Sound and Meaning: An Analysis of Lakota Oral Tradition,” was directed by M. J. Young. She has been employed at the University of Arizona since 2004 with a joint appointment in the American Indian Studies Program and the Department of English. Research and teaching interests include American Indian literature, Indigenous World literature, Globalization and Indigenous Peoples, Critical Theory, and Creative Writing (both fiction and poetry). She will introduce her new book, *The Red Bird All-Indian Traveling Band.*”

Thursday, March 10th

March 10	Courtyard	Terrace	Fountain	Theatre	Lobby	Other
7:00 - 11:30 a	-----	-----	-----	-----	-----	Optional Trip to Arizona-Sonoma Museum
10:00 - 4:00 p	-----	-----	-----	-----	Registration	
12:30 - 1:00 p	-----	-----	-----	Opening Session & Welcome	-----	
1:15 – 2:05 p	<i>What Do You Want from the ILA?</i> Bentley & Ralston		<i>Better Lawyering though Better Listening –</i> Part 1: Grau & Dorczak			
2:15 - 3:05 p	<i>Love and Listening - A Rule Based Approach:</i> Ray	<i>The Trump Phenomena: Is Critical Listening in a Democracy Still Possible?</i> Swanson	<i>Better Lawyering though Better Listening –</i> Part 2: Grau & Dorczak			
3:10 - 3:25 p				Patio area: Beverage Break		
3:30 - 4:20 p	<i>Social Media: Listening Concepts in Direct and Mediated Communication from Childhood to Young Adults:</i> Imhof & Janusik	<i>Listening as an Integral Part of Oral Storytelling:</i> Packer	<i>Better Lawyering though Better Listening –</i> Part 3: Grau & Dorczak			
4:30 - 5:20 p	<i>The Listening Field - A new paradigm:</i> Purdy	<i>The St. Valentine's Day Massacre: Reconciling Technology and Listening Among Digital Natives:</i> Murphy & Corey	<i>Better Lawyering though Better Listening –</i> Part 4: Grau & Dorczak			
6:00 - 8:00 p	-----	-----	-----	-----	-----	Kick-Off Reception in the Solarium*

***Reception Sponsored in part by Taylor and Francis Publishers**

Friday, March 11th

March 11	Courtyard	Terrace	Fountain	Theater	Board Room	Solarium
7:00 - 7:50 a	Committee Meeting: Research	Committee Meeting: Global Outreach	Committee Meeting: Education	Committee Meeting: Business	Committee Meeting: Publications	Committee Meeting: Nominating
7:00 - 4:00 p					Lobby Registration	
8:00 – 8:50 a	<i>The ILA Officers are Ready to Listen: Members of the Executive Board</i>	<i>Listening Community: Sacred Circles of Support:</i> Lindahl	<i>Assessing Critical Listening Skills Across the Curriculum:</i> Ferrari-Bridgers			
9:00 - 9:50 a	<i>The Role of Listening Behavior in Criminal Cases:</i> Välikoski	<i>If These Walls Could Talk (and They Do):</i> Fletcher	<i>A Listening-Centered Approach to the Basic Communication Course:</i> Wolvin, Lahman & O'Brien			
10:00- 10:20 a				Patio area: Beverage Break		
10:25- 11:15 a			<i>An International Day of Listening - Brainstorming Session:</i> Bentley, Moderator			
11:30 - 1:15 p	-----	-----	-----	-----	-----	Presidents' Lunch in Solarium
1:30 - 2:20 p	<i>Listening - An Update:</i> Wolvin, Moderator	<i>Listening to the Stories that We Love:</i> Washburn	Pope Francis – The Listening Pope: Stoltz			
2:30 - 3:45 p	Workshop <i>Servant-Leader Listening: The Key to Employee Engagement:</i> Bommelje	Workshop <i>Listen to My Story: The Power of Listening as a Collaborative Revision Technique:</i> Tolchin & Davis	Workshop <i>Developing Curricular Activities & Units to Teach Listening Pre-K through 18:</i> Beall, Moderator			
3:50 - 4:10 p				Patio area: Beverage Break		
4:15 - 6:15 p	-----	-----	-----	U of Arizona Student Presentations	-----	
6:30 p						Dinner on your own

Saturday, March 12th

March 12	Courtyard	Terrace	Fountain	Theater	Lobby	Other
7:00 - 4:00 p					Registration	
7:15 - 8:15 a	-----	-----	-----	Annual Meeting	-----	
8:30 - 9:45 a	Workshop <i>Power Listening:</i> Bloom	Workshop <i>Listening: The Keystone to Successful Team Building:</i> Enos	Workshop <i>Fostering listening and learning in the classroom across the curriculum:</i> Imhof			
9:55 - 10:45 a	<i>A Journey to the Edge of Culture:</i> O'Mullane	<i>Are We in a Listening Crisis?</i> Bentley, Moderator	<i>Sound Listening: Practical Strategies for Listening in K-12 Classrooms:</i> Fischer & Combs			
10:50-11:05 a				Patio area: Beverage Break		
11:10-12:00 p	<i>What Metacognitive Listening Strategies do U.S. American Students Report Using?</i> Janusik & Varner	<i>Can Appreciative Listening be a way to (re)discover the motivation to listen to people?</i> Mathieu	<i>Understanding How Teachers Orient Their Listening in a Reading Enrichment Program:</i> Gilson			
12:10 -1:00 p	<i>The Dark Side of Listening: Examining the Functional Use of Imagined Interactions by Dark Personalities during the Active-Empathic Listening Process:</i> Pence	<i>Ethical Listening in Life and Death Matters:</i> Cruze	<i>From Forming to Performing: Service, Teams and Storytelling:</i> Mancini, O'Connor & Satkoski			
1:10 – 2:00 p	<i>Listening to the Rhetoric in the 2016 U.S. Presidential Election Campaign:</i> Swanson	<i>Research Journey in Diversity: Listening to the Gifted Population:</i> Stange	<i>How Well Do Students Listen to Their Professor in Asynchronous Online Discussion Forums?</i> Good & Rouner			
2:10 - 4:15 p	-----	-----	-----	-----	-----	Awards Lunch in Solarium
4:30 – 6:00 p	-----	-----	-----	<i>Exploring the Past, Present & Potential Future of the ILA:</i> Steil	-----	
6:00 p	No	Activities	Planned			

Extended Program

Wednesday, March 9th

Time: 5:00-7:00 p.m.
Executive Board Meeting

Board Room

Thursday, March 10th

Time: 7:00-11:30 a.m.
Excursion to Arizona-Sonoma Museum

Hotel Lobby

Time: 12:30-1:00 p.m.
Opening Session & Welcome

Theater

The Mayor of Tucson, Johnathan Rothschild, will present a Proclamation (Listening Awareness Day) to the ILA President, Philip Tirpak.

The Chair of the Tucson Metro Chamber of Commerce Board, Tom McGovern, will extend his greetings to the ILA Convention attendees.

Time: 1:15-2:05 p.m.
What Do You Want from the ILA?
Sheila Bentley, Bentley Consulting
Helen Ralston, Consultant

Courtyard

We believe that there are huge untapped reserves of goodwill and talent in the ILA which could produce benefits for the organization and its members. This panel will invite discussion on specific ways for members to make a positive contribution to reinvigorating the ILA. Prior to the Convention, data will be gathered from existing and ex-members to input to the discussion.

Better Lawyering though Better Listening – Part 1
Anita Dorczak, Attorney
Jennifer Grau, President of Grau Interpersonal Communication
Jennifer Roming, Attorney

Fountain

Talented lawyers desire to be persuasive speakers, expert negotiators, strong advocates, critical thinkers, and precise writers. Listening is foundational to these abilities, but most people generally use a limited range of listening techniques. Join us for a skill building workshop drawing on fact-based case study and interactive role play designed to enhance your practice of law by expanding your listening knowledge and effectiveness. ILA members are encouraged to join us for this mini-workshop and learn more about where listening and the law intersect.

Time: 2:15-3:05 p.m.
Love and Listening - A Rule Based Approach
John Ray, Professor at Montana Tech of the University of Montana

Courtyard

The rules of empathic listening are the rules of love. This paper in progress examines the listening rules most closely associated with expressions of love. As is the case of all purposive human behavior, love is a rule based behavior. Intimately connected to the rules of love are the rules of listening and like all forms of communication, listening is rule based.

Thursday, March 10th

Time: 2:15-3:05 p.m.

The Trump Phenomena: Is Critical Listening in a Democracy Still Possible?

Don Swanson, Professor at Monmouth University

Terrace

This is an opportunity to discuss the unusual presidential election that is underway in 2016 and to share perspectives on how it should be listened to. The moderator will preface with some basic commentary and open to general discussion. The goal is to get participants to share their perspectives and how knowledge of listening theory and process can assist in understanding.

Better Lawyering though Better Listening – Part 2

Anita Dorczak, Attorney

Jennifer Grau, President of Grau Interpersonal Communication

Jennifer Roming, Attorney

Fountain

(Please see the session description in the 1:15-2:05 p.m. time slot today.)

Time: 3:10 – 3:25 p.m. Beverage Break

Patio Area

Time: 3:30-4:20 p.m.

Social Media: Listening Concepts in Direct and Mediated Communication from Childhood to Young Adults

Margarete Imhof, Professor at Johannes Gutenberg University, Mainz, Germany

Laura Janusik, McGee Chair of Communication at Rockhurst University

Courtyard

How much is receiving information in digital media perceived to be like listening? Using the Listening Concept Inventory in its revised form we surveyed N = 679 individuals in four age groups from 9 – 12 year-olds to 23 and above and asked them to indicate which dimensions of the listening concept were activated in direct communication and in mediated communication. Results show age effect and interaction effects of age and gender. Implications may concern development of communication behavior and attitudes and education.

Listening as an Integral Part of Oral Storytelling

Laura Packer, Sole Proprietor of Thinkstory, LLC

Terrace

Humans are storytelling animals and all told stories start with listening. This workshop explores storytelling listening and creation techniques that can be applied personally and professionally. Participants will leave with an understanding of the neurology of storytelling, techniques they can use and a story they can tell.

Better Lawyering though Better Listening – Part 3

Anita Dorczak, Attorney

Jennifer Grau, President of Grau Interpersonal Communication

Jennifer Roming, Attorney

Fountain

(Please see the session description in the 1:15-2:05 p.m. time slot today.)

Thursday, March 10th

Time: 4:30-5:20 p.m.

The Listening Field - A new paradigm

Michael Purdy, Emeritus Professor at Governors State University

Courtyard

Listening is presented as at the center of a new approach to the modern world of instant communication. With listening as the organizing principle, we must look to a supporting constellation that includes: trust, care (empathy), curiosity/creativity, and most important, patience.

The St. Valentine's Day Massacre: Reconciling Technology and Listening Among Digital Natives

Dan Corey, Lifetime ILA Member

Michael Z Murphy, Professor at Union County College

Terrace

At times technology and listening seem to be at odds with each other, but there is both good and bad news about technology and its impact on listening. Some people approach the two with an either/or mindset. Michael and Dan will walk participants through some of this news with an AND mindset rather than an OR attitude: the negative, the positive, the hybrid coping methods.

Better Lawyering though Better Listening – Part 4

Anita Dorczak, Attorney

Jennifer Grau, President of Grau Interpersonal Communication

Jennifer Roming, Attorney

Fountain

(Please see the session description in the 1:15-2:05 p.m. time slot today.)

Time: 6:00-8:00 p.m.

Kick-off Reception

Plan to meet & greet old and new friends at the Kick-off Reception, partially sponsored by Taylor and Francis, publisher of the *International Journal of Listening*. Light appetizers will be served. A Cash Bar will be available.

Solarium

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Friday, March 11th

Time: 7:00-7:50 a.m.

ILA Committee Meetings:

Research	Courtyard
Global Outreach	Terrace
Education	Fountain
Business	Theater
Publications	Board
Nominating	Solarium

If you are a current member of any of these ILA committees, please plan to attend and participate in the work of the group. If you have not decided upon which committee to join, try one! Sharing your time and talent in this important committee work is absolutely essential in the effective, productive work of the organization.

If you need assistance in finding a committee, please see any of the ILA Executive Board members.

Friday, March 11th

Time: 8:00-8:50 a.m.

The ILA Officers are Ready to Listen

Philip Tirpak, President
Kent L. Zimmerman, First Vice-President
Charles Veenstra, First Vice-President Elect
Incoming First Vice-President Elect

Courtyard

ILA has had a tradition of giving members & guests the opportunity to interact with the leadership team. Please plan to share your thoughts, questions and suggestions with the ILA Officers. They are there for you!

Listening Community: Sacred Circles of Support

Kay Lindahl, Founder of "The Listening Center"

Terrace

How do we tap into listening as the language of love when we are stressed out, tired, and overwhelmed by the fast pace of daily life? Discover the value of gathering in sacred circle on a regular basis. Practice listening to yourself and each other in the presence of mystery and not knowing. Learn how to create your own sacred circle.

Assessing Critical Listening Skills across the Curriculum

Franca Ferrari-Bridgers, Professor, Queensborough Community College, CUNY: Moderator
Barbara Lynch, Lecturer, Queensborough Community College, CUNY
Rosanne Vogel, Lecturer, Queensborough Community College, CUNY

Fountain

In this panel we will present the results of a multidisciplinary pedagogical research study where college students' critical listening skills were assessed across three academic disciplines (mathematics, computer sciences and speech) using similar procedures and methodology. The goals of our panel presentation are twofold: (i) to argue in favor of a common assessment methodology that enables to evenly measure critical listening skills across the curriculum and; (ii) to present a set of in-class listening activities that teach students how to improve their critical listening skills from multidisciplinary perspectives.

Time: 9:00-9:50 a.m.

The Role of Listening Behavior in Criminal Cases

Tuula-Riitta Välikoski, Professor University of Eastern Finland

Courtyard

This session will explore how the listening behavior of the legal agents (judge, prosecutor, and lawyer) is related to the witness' experience of being heard. The feeling of being heard is one piece of evidence for a fair trial. So it seems that when a witness describes the characteristics of a fair trial, he/she actually describes the listening behavior of the legal agents.

If These Walls Could Talk (and They Do)

Connie Fletcher, Professor at Loyola University Chicago

Terrace

Museums are increasingly using sounds and stories to immerse visitors in the lives of others. "Open House: If These Walls Could Talk" is a Minnesota History Center exhibit that moves visitors through a re-created house, using sounds and recorded stories, to help them gain understanding and empathy for the lives of laborers immigrants.

Friday, March 11th

A Listening-Centered Approach to the Basic Communication Course

Fountain

Andrew Wolvin, Professor at University of Maryland: Moderator

Mary Lahman, Professor at Manchester University

Liz O'Brien, Director of the Honors Program at Phoenix College

Whether offered as a public speaking course or as a "hybrid" (with units on interpersonal, group, and public communication) course, the basic communication course in higher education traditionally focuses on speaker/message skills. At most, listeners might get a chapter in the text and/or a short unit on listening skills. This panel brings together three basic course specialists who advocate a listening-centered approach to the course.

Time: 10:00-10:20 a.m. Beverage Break

Patio Area

Time: 10:25-11:15 a.m.

An International Day of Listening - Brainstorming Session

Fountain

Sheila Bentley, Bentley Consulting: Moderator

Margarete Imhof, Professor at Johannes Gutenberg University, Mainz, Germany

Laura Janusik, McGee Chair of Communication at Rockhurst University

Marva Shand-McIntosh, Founder of 'The Listening First Foundation'

Andrew Wolvin, Professor at University of Maryland

Kent L. Zimmerman, First Vice-President, ILA

This session will introduce the concept of an International Day of Listening that would be sponsored by the ILA. The purpose of the International Day of Listening will be to promote the value of listening and the benefits of listening and to promote these across the globe. This session will be designed as a planning session to explore the interest, scope, and potential benefits to the ILA and to the world.

Time: 11:30-1:15 p.m.

Presidents' Luncheon

Solarium

*Charles Veenstra, First Vice-President Elect: The 38th ILA Convention theme and location;

Welcome to the Past Presidents of the Association!

**Musical Interlude*: Tucson High Magnet School Orchestra; Cayce Miners, Director

**Keynote Speaker*: Dr. Franci Washburn. She has been employed at the University of Arizona since 2004 with a joint appointment in the American Indian Studies Program and the Department of English. Her research and teaching interests include American Indian literature, Indigenous World literature, and Creative Writing.

Time: 1:30-2:20 p.m.

Listening - An Update

Courtyard

Sheila Bentley, Bentley Consulting

Laura Janusik, McGee Chair of Communication at Rockhurst University

Andrew Wolvin, Professor at University of Maryland; Moderator

Debra Worthington, Professor at Auburn University

In 2008, the International Journal of Listening featured review summaries of listening in context, the result of a major 2006 conference of listening scholars at Rockhurst University. This panel of listening scholars, whose work focuses on research, pedagogy, and practice, is designed to offer an update on what we know, what we don't know, and what we need to know about what listening is and what listeners do.

Friday, March 11th

Time: 1:30-2:20 p.m.

Listening to the Stories that We Love

Franci Washburn, Professor at the University of Arizona

Terrace

The best way to learn about another culture is to learn their language, but if that isn't possible, then the next best way is to learn their stories. The tales we tell, whether we speak them aloud or read them as written documents transmit the ideas that any culture deems important: what they love, what they question, how the world came to be, and how it should or should not be changed. This session will emphasize one sentence stories: how we hear them, understand them, and interpret them. We will review one sentence stories that we love or hate, and we will create one sentence stories of our own.

Pope Francis: The Listening Pope

Molly Stoltz, Professor at Valdosta State

Fountain

Since the naming of Pope Francis I as the 266th Bishop of Rome in March of 2013, people have noticed a difference in how different he is from previous popes. By looking at the encyclicals, media coverage, and press statements, this paper will demonstrate that Francis is making a deliberate effort to listen to his fellow Catholics about their beliefs and their concerns about the Church.

Time: 2:30-3:45 p.m.

WORKSHOPS

Servant-Leader Listening: The Key to Employee Engagement

Rick Bommelje, Professor at Rollins College

Courtyard

Engaged employees are involved in, enthusiastic about and committed to their work and workplace. Unfortunately, less than one-third of U.S. workers are engaged in their jobs today. This workshop explores how servant-leader listening can positively impact employee engagement. Organizations that have infused servant-leadership into their culture are experiencing a positive impact with employee engagement. Learn how listening plays a critical role in the process as well as an implementation plan.

Listen to My Story: The Power of Listening as a Collaborative Revision Technique

Dean Davis, Co-Founder & President of DeKa Storytelling Institute LLC

Karen Tolchin, Professor at Florida Gulf Coast University

Terrace

Learn how to use oral storytelling to deepen students' understanding of the value of active listening in the writing process. This creative, collaborative workshop will focus on the theme of Voice. It will feature three components: creative writing, peer editing, and sharing.

Developing Curricular Activities & Units to Teach Listening Pre-K through 18

Melissa Beall, Professor at the University of Northern Iowa: Moderator

Other presenters from the ILA Executive Board:

Nan Johnson-Curiskis, Michael Z Murphy, Gayle Pohl, Philip Tirpak, and Kae Van Engen

Fountain

This is a work session! The presenters will work with attendees to create listening curriculum units and classroom activities people can put to use immediately in their own classrooms or workshops. We'll start with three learning objectives and find, create, or adapt materials to set up learning activities and units for Pre-K through grade 3, grades 4-6, grades 7-12, community college, college and university classrooms. Please bring 5-10 copies of the favorite activities you use in your own classrooms to share with the group.

Time: 3:50 – 4:10 p.m. Beverage Break

Patio Area

Friday, March 11th

Time: 4:15-6:15 p.m.

Theater

Special Graduate Student Panel Presentation

Listening locally: Narratives of cultural and identity transition in Tucson explored and explained through theories of intercultural communication

Margaret Pitts, Professor at the University of Arizona: Moderator

Graduate Student Panelists:

Candace Manriquez, University of Arizona;

Farah Qadar, University of Arizona;

Samantha Stanley, University of Arizona;

Eric Tsetsi, University of Arizona

The purpose of this panel is to provide rich case studies of individuals who a) have experienced recent resettlement to the United States, or b) are in close contact with such individuals. This panel allows for different local voices in the experience of immigration and resettlement to be heard and for diverse experiences to be illuminated in ways that are not often captured. To achieve this goal, authors solicited narratives from and listened empathically to local immigrants, cultural "strangers," and key informants who work with the immigrant and "stranger" communities in Tucson.

Time: 6:30 p.m.

Dinner on your Own

Saturday, March 12th

Time: 7:15-8:15 a.m.

Annual Meeting of the membership of the International Listening Association

Theater

The President of the Association will bring any business before the membership for consideration and action.

Time: 8:30-9:45 a.m.

WORKSHOPS

Power Listening

Courtyard

Bruce Bloom, Faculty member, Robert Morris University & President, Career Consulting Services

The workshop will focus on some controversial points from *Power Listening* by Bernard Ferrari. Can injections and interruptions be part of a listening conversation? Do good listeners nail down unknowns or let them float and develop? Join us to find out if *Power Listening* contributes to organizational success.

Listening: The Keystone to Successful Team Building

Terrace

Greg Enos, Consultant

Effective teams are one of the most significant assets to an organization because they are directly linked to long-term goal achievement. Successful teams are the result of team members embracing a goal, listening to continuing dialogue, and asking probing questions. Organizations that invest in listening when a team is being established can reap significant returns on their investment.

Fostering listening and learning in the classroom across the curriculum

Fountain

Margarete Imhof, Professor at Johannes Gutenberg University, Mainz, Germany

Against the backdrop of the theory of listening as information processing, we developed small scale experiments to test and validate strategies which can be used in the classroom to foster listening and learning across the curriculum. Both the strategies and the evidence will be presented. The main goal of the workshop is to share our material and to stimulate the discussion about transfer options into your classrooms.

Saturday, March 12th

Time: 9:55-10:45 a.m.

A Journey to the Edge of Culture

Courtyard

Elaine O'Mullane, Department of Paediatrics and Child Health, Trinity College Dublin, The University of Dublin

This work in progress is a re-analysis of data collected to explore the culture of listening amongst children's nurses in an outpatient (ambulatory) setting. This mini-ethnographic study sought to gain an understanding of the beliefs, values and attitudes children's nurses' attach to listening to their patients in their daily practice. This project could be described as an ongoing 'labor of love'. One of the recognized limitations of the initial analysis was the depth of analysis which was at best descriptive. In re-analyzing the data the greatest challenge has been to gain understanding of the terms 'culture of listening' and 'listening culture'.

Are We in a Listening Crisis?

Terrace

Sheila Bentley, Bentley Consulting: Moderator

Bruce Bloom, Faculty member, Robert Morris University & President, Career Consulting Services

Kathy O'Brien, Founder and Managing Director of Red Shoe Communications

Don Swanson, Professor at Monmouth University

This panel will explore whether we are currently in a listening crisis or not. Panelists will explore the question from several perspectives, such as personal, business, education, relational, etc. The presenters will also explore what a listening crisis might look like or how it would be defined, and then offer research and support for their stand on whether such a crisis exists.

Sound Listening: Practical Strategies for Listening in K-12 Classrooms

Fountain

Danny Combs, Music Teacher, Aspen Academy in Colorado

Charles Fischer, Middle School Teacher, Aspen Academy in Colorado

This interactive workshop will explore several levels of listening, from basic hearing to active listening. Participants will engage in practical activities to understand listening better and to improve their listening skills. The handouts and activities can be used in the classroom to help students improve their listening skills.

Time: 10:50-11:05 a.m. Beverage Break

Patio Area

Time: 11:10-12:00 p.m.

What Metacognitive Listening Strategies do U.S. American Students Report Using?

Courtyard

Laura Janusik, McGee Chair of Communication at Rockhurst University

Teri Varner, Professor at St. Edward's University

Metacognitive listening strategies assist us in thinking about how we are listening and provide assistance to help us listen more effectively. Students from two different U.S. universities reported strategies they used over a 6 week period. Findings from this first study will be reported.

Can Appreciative Listening be a way to (re)discover the motivation to listen to people?

Terrace

Jean Francois Mathieu, Composer

How come we like to listen to all those sounds and voices in music, nature, plays, movies, inspirational speeches...we are willing to open ourselves to new ways of being moved, entertained, excited... but are not always in the same state of mind when somebody is speaking to us? It seems that through Appreciative Listening we can learn and develop many of the essential aspects (skills) needed to be an effective Listener to people. In this workshop I will share my ideas with the audience, and together we will think about and experience this approach to listening.

Saturday, March 12th

Time: 11:10-12:00 p.m.

Understanding How Teachers Orient Their Listening in a Reading Enrichment Program **Fountain**

Cindy Gilson, Professor at University of North Carolina at Charlotte

Teachers' listening orientations have gained increased attention in the mathematics education field; however, little is known about reading teachers' listening. In this basic qualitative study, we investigated five teachers' listening as they conducted individualized reading conferences with students at varied abilities. Analysis of multiple-data sources indicated that the teachers exhibited different orientations including evaluative, interpretive, and student-oriented listening. Research results and implications for practice and future investigations will be shared.

Time: 12:10-1:00 p.m.

The Dark Side of Listening: Examining the Functional Use of Imagined Interactions by Dark Personalities during the Active-Empathic Listening Process **Courtyard**

Michelle Pence, Professor at The University of Texas of the Permian Basin.

The goals of the current study are two-fold: 1) To examine the relations between the Dark Triad of personality – narcissism, psychopathy, and Machiavellianism – and active-empathic listening ability, and 2) To explore the cognitive processes at work during the active-empathic listening process for individuals demonstrating “darker” personality traits. The rationale for this study are findings from an initial AELS validity study which revealed significant and moderate correlations between self-focused egocentrism and sensing, responding, and total AELS scores.

Ethical Listening in Life and Death Matters

Terrace

Deborah Cruze, Attorney & Owner of Cruze Clinical Ethics Consulting

This session will explore the process of how medical decisions that involve ethical issues are made, how those issues are addressed, and how an ethics consultant guides the conversations to ensure that the decisions consider the needs of all involved parties and provides an environment for ethical listening.

From Forming to Performing: Service, Teams and Storytelling

Fountain

Miles Mancini, Instructor at Florida Gulf Coast University

Katharine O'Connor, Coordinator, Office of Service Learning and Civic Engagement, FGCU

Courtney Dwyer Satkoski, Instructor at Florida Gulf Coast University

This workshop will offer an array of strategies, hands-on activities and examples from collegiate courses that faculty can use to navigate communication challenges and capture student buy-in for group projects. We will describe the process utilized in our courses to incorporate innovative team based assignments that allow for greater classroom flexibility and stronger student engagement and classroom community development.

Time: 1:10-2:00 p.m.

Listening to the Rhetoric in the 2016 U.S. Presidential Election Campaign

Courtyard

Don Swanson, Professor at Monmouth University

The significance of critical listening in a democracy, during an election campaign, is considered from a variety of perspectives. The goal is to suggest some constructive means of examining the rhetoric in the 2016 election campaign. Methodologies for application by critical listeners will be explored. Numerous questions are raised including are large segments of the US citizenry refusing to listen critically? How might the critical listening citizen give sense and meaning to the rhetoric?

Saturday, March 12th

Time: 1:10-2:00 p.m.

Research Journey in Diversity: Listening to the Gifted Population

Terrence Stange, Professor at Marshall University

Terrace

The research for this *Work in Progress* is two-fold, centering on multicultural education/diversity and gifted/talented children. As a population, gifted children are often not identified, and can be overlooked and neglected. Fair identification will have to include assessments which respect diversity and determine potential and capacity. Listening comprehension specifies capacity level of readers, and readers' listening comprehension levels can increase by learning meaningful language through listening, speaking, reading and writing.

How Well Do Students Listen to Their Professor in Asynchronous Online Discussion Forums?

Sherrie Good, Professor at DeVry University

Donna Rouner, Professor at Colorado State University

Fountain

This study explored the prevalence and types of listening behavior in asynchronous online discussion posts by students responding to their instructor in an undergraduate course. One focus of the study is the use of storytelling. Results include various types of referencing behavior and their relationship to storytelling.

Time: 2:10-4:15 p.m.

Awards Luncheon & Celebration

- Welcome: Kent L. Zimmerman, First Vice-President & 2016 Convention Planner
- Preview of 2017 Convention: Charles Veenstra, First Vice-President Elect & 2017 Convention Planner
- Remembrance Presentation: Sheila Bentley
- Research Awards: Erica Lamm, Research Committee Chair
- Annual Awards: Melissa Beall, Awards Committee Chair
- Presidential Address: Philip Tirpak, President
- Celebrating Our Traditions: The Story of the Gavel: Lyman K. "Manny" Steil
- Passing of the Gavel and Dismissal

Solarium

Time: 4:30-6:00 p.m.

Exploring the Past, Present & Potential Future of the ILA

Lyman K. "Manny" Steil, Founder of ILA and Member #1

Theater

From the birthing moment to the present, ILA has experienced moments of great promise, passion, growth, excitement, stagnation, and potential demise. This program will explore the past highlights & successes, the present condition & challenges, and the future tasks that lie ahead if ILA is to survive and thrive.

Adjournment

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Sunday, March 13th

Time: 7:00-9:30 a.m.

Executive Board Meeting

Board Room

International Listening Association

2017 Convention

Hilton Omaha*

Omaha, Nebraska

June 8 - 10

Listening for Healing

Charles Veenstra, Convention Planner

*Four Star Award Hotel

Room rate: \$129 for two queen beds or one king bed
(Rate is good for 3 days before & after the Convention)

Complimentary 24-hour airport shuttle

Complimentary wireless high-speed internet

Small refrigerator in every room

Swimming Pool

Full service Restaurant & on-site Coffee Shop

Walking distance to Omaha's entertainment district

Parking is \$7 per day

Complimentary gym use with Hilton Honors program

If you wish to contact the ILA:

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