

Details for 2021 Convention Programs March, April, and May Wednesday, March 17, 2021

8:00 - 10:00 AM **2020-2021 Joint Board Meeting**

Newly elected board members will join current board members. This joint board meeting includes the officers for 2020-2021 and 2021-2022 in an effort to provide background for newly elected board members and continue forward progress for all.

Thursday, March 18, 2021

8:15 - 8:30 AM **Welcome and Announcements**

8:30 - 9:45 AM **Organizational Activities & Exercises for Listening & Communication Training; Laura Janusik, Jennifer Grau, Kathy O'Brien, Sheila Bentley; Workshop**

Each of the four panelists train communication and listening in organizational settings, and each is willing to share one activity that works well to get a point across. If you're currently a practitioner, come to share your activities and exercises, too! We change the way the world listens...one person at a time!

10:00 - 11:15 AM **Listening: The Foundation of Global Relationships; Panel**

This panel will explore dimensions of listening behavior within a global context. Collectively, the research papers provide implications for further research and applications to collaborative communication across cultures; Chair: Andrew Wolvin

Strategic Listening: The Pathway to World Peace; Annie Rappeport, Andrew Wolvin

Kathakali: The Cultural Embodiment of Aesthetic Listening; Andrew Wolvin

The Citizen Diplomat: America's Listener; Andrew Wolvin

11:30 - 1:15 PM **2020 Keynote: Be Surprised by Listening - Again and Again; Tom Kaden, Michael Gingrich, Raquel Ark**

Be "Surprised by Listening" with the 2020 ILA Keynote address! If you want an experience that you 'll never forget, plan to attend - and learn how you can be heard like never before, in an experiential presentation that will be fun and will create bonds between ILA members and guests. Like never before.



1:15 - 1:45 PM **Virtual Break**

1:45 - 3:00 PM **Audio Description: Listening to Images; Joel Snyder; Talk**

Audio Description is a kind of literary art form. It's a type of poetry--a haiku. It provides a verbal version of the visual; the visual is made verbal, and aural, and oral. Using words that are succinct, vivid, and imaginative, we convey the visual image of the arts and everyday events to people who are blind, a population who often uses listening skills to participate in cultural activity. Estimates by the American Foundation for the Blind show that over 21 million Americans are blind or have difficulty seeing even with correction—and careful listening benefits the rest of us--the rest of us, sighted folks who see but who may not observe.

3:15 - 4:30 PM Embrace the World Within: Learning to Listen to our Self; Carol Benton; Workshop

Before we can listen and connect with others, most of us need to practice listening to ourselves. However, when we pause in our busy lives, we often discover an unending and disturbing amount of internal self-talk. This experiential workshop introduces basic background information on mindfulness in order to increase awareness of automatic self-talk. By learning to listen deeply to ourselves, we can be more present and find ways to deeply connect and build our relationship with self and others.

4:45 - 6:00 Listening to Students; Donna Knifong; Workshop

Listening to Students is an innovative project done at a four-year university and a two-year community college that uses the power of student voices to expand minds, touch hearts, and contribute in profound ways to inclusivity, student success, and pedagogical and institutional transformation in a diverse world. In this workshop, the project will be presented, along with step-by-step guidance for how to do this type of work, and we will explore the myriad uses and benefits of bringing this project to your own institution. Workshop participants will leave with (1) a way to learn more about our different students in higher education and (2) a way to do more to make their campus communities more appreciative of differences between people in interactions in the classroom and out on campus.

Friday, March 19, 2021

8:00 - 9:15 AM Listening Moments; Margarete Imhof, Sheila Bentley; Creative Workshop

Listening appears in a variety of ways, listening moments may contain language as well as sounds of nature, human-made noise, and silence. The session marks the launch of an extended, cooperative, cross-cultural activity with the aim to collect audio samples of listening moments. We encourage participants to record and share their favorite listening experience with a larger audience. We will explore a large variety of listening moments from bird calls to silence, from music to poetry readings, the sound of the waves and the sound of traffic. The contributions will be posted on the website that features the activities which lead towards the International Day of Listening on September 16, 2021. In the program, we will encourage participants to reflect on their listening experience, on their listening habits and favorites. We will look at how we perceive listening differently in varying contexts and what it means to us when we do or do not listen.

The workshop or short course is meant to stimulate creativity and curiosity of the participants to listen more closely to their environment and to share their very own perspective on the value of listening as a very human experience. This should provide for an exchange of ideas and perspectives and for a lot fun as we listen together.

9:30-10:45 AM **Education Papers Panel**

Listening Leadership: An Academic Perspective; Annie Rappoport, Andrew Wolvin; Panel

Leadership principles and practices traditionally focuses on the leader who creates a transformational vision of a workplace and communicates that vision to his/her followers. Some leaders have recognized the need to first listen to the organization's stakeholders in order to develop goals and strategies that will most effectively align with the needs and capabilities of those who will be impacted. In the summer of 2020, Dr. Darryl Pines, the dean of the College of Engineering at the University of Maryland College Park, was appointed President of the campus. A listening leader, he spent the summer in listening sessions with the various constituent groups in order to develop a responsive, resonant strategic plan for moving the campus forward. The case study details the theoretical foundation of listening leadership and the application of the perspective to the higher education workplace.

The Relationship between Listening Comprehension Processes and Second Language Proficiency: Top-down & Bottom-up Perspectives; Aiko Furuya; Panel

This researcher investigates how listening comprehension processes differ from second language proficiency from the perspectives of top-down and bottom-up processes. To identify such differences, experiments followed by questionnaires were conducted among learners of two proficiency levels (lower intermediate and upper intermediate).

11:00 AM – Noon **You Talk; we'll Listen; Melissa Beall and ILA board**

12:15 - 2:00 PM **General Business Meeting** (President Lori Joubert)

Honoring Past Presidents in Attendance (1st VP Elect Chris Bond)

Preview of the 2022 convention (Bloomington, Minnesota, USA, March 31, April 1, 2, 2022)

Virtual Break

2:00 - 3:15 PM **Expanding Listening Orientations: Improving Listening Measurement Through LSP-R, LSP-R8, LCI-R Scale Comparison; Elizabeth Parks, Meara Faw**

Using an online survey, we examined the ways that the LSP-R, LSP-R8, and LCI-R scales correlate within and across each other. Our results carry significant implications for future

listening scholarship related to measurement within and across each subscale for these important listening types and styles. We also identify a generative space for future research that might add two subscales (drawing from the LCI-R scale) to measure additional orientations to listening with the existing LSP-R/LSP-R8 scales. This may ultimately lead to an expanded Listening Styles Profile (LSP-E) and expanded LSP-R8 (LSP-E12) to identify and describe six listening styles, adding to the original four and enriching our understanding of diverse orientations to listening across difference.

3:30 - 4:45 PM **Understanding Misunderstanding; Jerry Catt, Richard Halley, Michael Purdy; Panel**

Ethical listening with all of its challenges has potential for healing the deepening rifts that have been created by inhospitable discourse in every sphere. Drawing upon ongoing conversations between Richard Halley, Mike Purdy, and Jerry Catt this panel revisits Halley's model of checking-fit to further examine, outline and refine a hermeneutic practice that answers to an ethics of listening Halley and Catt presented a year ago. Attendees will be invited to join the conversation.

Saturday, March 20, 2021

8:30-9:30 AM 2021 **2021 Keynote; Listen Like a Writer: Interpersonal Communication and Cues that Foster Collaboration, Connections and Creation; Karris Golden**

Karris Golden, Author, Inspirational Speaker, Newspaper Columnist and CEO, Unite Credit Union, Cedar Falls, IA. Ms. Golden will answer the following questions in her address: What if we treat interactions like feature interviews? What can we learn when we put ourselves in others' shoes? What can we learn from those whom we seek to "help"? How can we be "helped"? How do we turn information into action? Who/What gets in the way? How can we clear the path?



10:00-11:15 AM **Filling the Research Gap: Examining a Research / Practitioner Collaboration Process; Jennifer Grau, Guy Itzchakov; Panel**

What happens when a listening researcher and a listening trainer team up to learn more about listening? A complimentary collaboration that so far has led to the publication of two articles on listening. Join us as we briefly discuss our most recent article on high quality listening in the age of COVID-19, then shift focus to explore the opportunities and challenges this kind of collaboration presents as we consider ways to cultivate more field based listening research / practitioner collaboration

11:30-12:45 PM Exploring the Past Accomplishments; Future Opportunities and Growth Challenges of ILA; Lyman K. "Manny" Steil

Reflection on 56 years of studying the process, activities, stages, and behaviors of listeners around the world, and the creation and 41 year growth and development of the International Listening Association, this program will focus on the opportunities and challenges of refining and advancing ILA's growth and potential International impact over the next 4 decades. Over time all organization may experience the stages of birth, growth, maturity, stagnation, and death. The simple question is: Where will the International Listening Association be in the year 2062? **Dr. Lyman K. (Manny) Steil, is ILA's founding member #1**

1:00-2:15 PM Listening Through Walking: What I heard as a Pilgrim of the Camino Frances; Cynthia Hazel; Workshop

Join me for a visual tour of my 800 km/500 mile pilgrimage along the Camino Frances, starting in St. Jean Pied-de-Port, France, and terminating in Santiago de Compostela, Spain. My goal was to listen to the voice within, but I heard so much more! Not only will I share my experiences, but we will discuss the benefits an^d risks of stopping to listen to the voice within—and means of achieving that goal.

2:30-3:45 PM These Should be on the New York Times Best Seller List; review of recently Published Books in Listening; Molly Stoltz, Debra Worthington, Andrew Wolvin, Graham Bodie; Panel

This panel will include authors of major books within the field of listening. The books themselves will be discussed showcasing the different perspectives that the authors are working from to emphasize the diversity of ways to approach listening for the purposes of education and research.

4:00-6:00 PM Annual Award Ceremony

Passing of the Gavel

Presidential Address

Saturday, April 10

8:00 - 9:15 AM **Research Papers Panel**

Transforming Horizons Through Listening; Maria Consuelo Valbuena Martinez

The CEA (learnability) Active Listening Center is a research and development center for listening at the Francisco de Vitoria University. The purpose of this center is to promote the culture of listening, improve proactive evaluation and optimize active and transformative listening through feedback and feedforward. The model and methodologies designed allow us to generate collective intelligence that offers a transformative opportunity to the uncertain horizons that open up to us

Listening to the SONG OF LIFE: Conceptualizing and Measuring LSONG (Listening to Self, Others, Nature, and God--the divine); E. James Baesler

L-SONG is a 15-item student assessment of listening. The multi-sensory conceptualization of listening in L-SONG significantly broadens the scope of what is traditionally taught as listening to others by including the contexts of listening to self, nature, and God (the divine). In this initial study, L-SONG's psychometric properties for each of the four subscales show good internal reliability, pre-post test predictive validity, and a degree of expert validity. Several ideas for future research are suggested.

9:30 - 10:45 AM **Creative Connection: Using Visual Art to Enhance Listening; Workshop; Alexandra Manion, Bryanna Fatigue, Mark Thomas**

Opportunities for shared art-making provide an outlet for creative self expression, connection, and perspective-taking. In the context of listening, how can engaging in a shared art-making activity enhance the listening experience? This is an interactive session, where participants will view and react to various artworks, create art of their own, and discuss their piece and the art-making process; participants will then reflect on how the art-making and -viewing changed the listening experience. Special attention will be given to the possibility of extending this approach when working with children, particularly those from vulnerable backgrounds or populations. Participants should plan to have simple drawing/art-making materials available during the session.

Saturday, April 17

8:30 - 9:45 AM **Research Papers; Panel**

**Listening to Political cartoons; Linda Hamilton-Korey, Gayle Pohl
Listening as a Sensory Activity to Process Political Cartoons**

Saturday, April 24, 2021

9:00 - 10:45 AM **The LovePOEM: The Intersection of Listening & Allyship; Workshop; Cynthia E. Hazel, Audrey J. Ford, Elly Maras, E. Grace Ritchie, Caren Rhodes-Doudna**

The LovePOEM is a process created by Dr. Cynthia Hazel. This panel will review the LovePOEM as a tool to implement listening strategies in the act of allyship. This panel will provide four panelists who are focused on describing case studies and examples of the four different steps of the LovePOEM.

11:00 - 12:15 AM **Listening Connects With DEI in a 20-year Relationship; John Stewart, Lori Joubert**

ILA supports lifelong learning; we know that listening has not traditionally been studied or taught, and we seek to remedy this by working with all ages both within and outside our educational systems. Oppression is another important focus of lifelong learning. Globally, Black, Brown, and indigenous people of color (BIPOC) continue to suffer from white supremacy and, in the U.S., the legacies of indigenous genocide and chattel slavery. Diversity, equity, Inclusion (DEI) training attempts to dismantle oppressive systems, and listening-focused professionals are distinctively well-qualified to contribute to DEI work.

This session focuses on two connected instances of lifelong learning about listening and DEI that the session presenters have engaged in over the 20-year course of their personal and professional relationship. We plan to apply a version of the Story Corps process to invite convention participants into a conversation about listening and DEI work.

Saturday, May 1

10:00 AM- Noon **Swap Shop; Cynthia Hazel**

Saturday, May 22

8:00 - 9:15 AM **ILA Student Working Group Pilot project Report; Krishna Naineni, Gunjan Singhal, Anisha Agarwal**

Medical students in India are working on several projects as a part of ILA's student working group project. This is pilot project and students will share their project report with ILA members.

9:30 - 10:45 AM **Listening Instruction in Medical Education ; Helen Meldrum , Rebekah Apple, (co-author)**

It is difficult to trace the history of listening instruction in the medical education literature. In fact, the leading textbook in this area, *Teaching and Learning Communication Skills in Medicine* (Kurtz & Draper, 2016), does not index the words "active listening" or even "listening." At the same time, recent research has reported that physicians listen to patients express their concerns for an average of 11 seconds prior to interrupting to present leading questions that encourage a quick "no" or "yes" response (Ospina, et al., 2019). Interruptions not only discourage patients from fully telling their story, but they cause patients to conclude that their opinions and feelings do not matter. When patients do not feel listened to, they are less likely to continue care, adhere to treatments, or trust the medical system.

Learning about listening in medical school is an indirect process at best. Medical educators suffer from the "silo effect" and are enmeshed in their own academic circles. Faculty would do well to consult with the experts who have assembled a considerable body of research on the pedagogy of listening in healthcare settings. Such interdisciplinary integration could inform the scholarship of empathic listening as it is taught to future doctors. Scholars and practitioners in the listening discipline have much to offer medical education. Effective empathic listening demonstrates to patients and their families that their concerns are shared and that true caring is present.

11:00 AM - 12:15 PM **Empathy & Social Media: Case Studies investigating how social media influences empathetic listening; Lisa Athearn**

In this session, we will explore how social media impacts relationship building through empathetic listening. In particular, we will explore how social technology both encourages and obstructs empathetic listening. Relevant information will be presented with case studies, probing questions, discussion and group engagement.

12:30 - 1:45 PM **Transforming Listening Pedagogy for Transformative Community Engagement; Panel; Keri Epps, Jennie L. Vaughn, Rowena "Rowie" Kirby-Straker**

These panelists will discuss methods of enhancing listening training inside and outside the classroom, as a way of better equipping students with the skills they need for community engaged work that engenders social change. The discussion will focus on the undergraduate curriculum in the Social Work Writing, and Communication