



LISTENING POST

ISSUE No. FIFTY-SIX • SPRING 1996

Progress of a Fledgling Listener

by Merryl Carlsson

Between Little Rock and Sacramento, I've gone a lot of miles with my ears open. In the beginning, it was a real struggle 'cause—as I confessed a year ago after my first ILA convention—I love to talk. Well, ya know what? Now I love to listen just as much—maybe even more. I can't believe how fascinating other people are now, now that I'm finally giving them a chance. . . .

How'd it happen? How could anybody make such a fundamental shift in focus in so short a time? Could it be driven by an ultimately selfish desire to create a bigger audience for myself?

Nope, it's something else. From whichever suspicious angle my motivation is scrutinized, it is pure, honest and delightfully refreshing! A deep appreciation of people through truly listening began for me during last year's ILA convention, where I met so many genuine and interesting people. That began a new journey which has enriched my world—I began to open my mind. . . . to listen.

This year's experiences at the Sacramento ILA convention confirmed and strengthened my commitment to this shift in focus. I am now even more deeply impressed by the calibre of

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The All New, State-of-the-Art ILA Definition of Listening: Now That We Have It, What Do We Do With It?

by Sheila Bentley and SusanEllen Bacon

Those of you whose listening interests lie in the corporate world may be asking, "Now that we have a definition of listening, what do we do with it?" This article presents some answers to that question for corporate business trainers.

In presenting listening training in the business world (as well as in other environments) one of the first steps is to prove the importance of listening. Surprisingly, many people come to listening training sessions thinking they don't need to be there. (But we know better!) Attendees begin training making such comments as:

"If they listened to me, they would do what I say!"
"Only smart people are good listeners." "I can't remember names, but nothing can help me," or the classic: "Listening is just something you're born with; you can't do anything about it."

Before listening training can make an impact, the trainer must clearly dispel those misconceptions. Begin by letting attendees know that effective

listening can be taught. Such activities as the "gossip game" without and then with probes can bring this point home. Once participants understand that a positive attitude, new knowledge and techniques to implement improved listening strategies can make a dramatic difference in the workplace, real training can begin. It is also important to stress that listening can impact the bottom line and make careers even more successful.

Customer service, conflict resolution, sales and even sexual harassment complaints can all be impacted positively by improved listening.

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

Share articles from such magazines as *Business Week* and *Fortune* which frequently publish features on how "great" companies listen. Participants can always provide examples of "great" listeners, and, when the comfort level is high, encourage sharing "great" listening errors.

It is also vital to show how your listening training can transfer to the workplace. It is here that the "state-

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President's Perspective

by Phil Emmert, President

Happy New Year! No, I am not four months late in my greeting. I really perceive the ILA year as running from annual convention to annual convention. Thus, we have just begun a new year, and we began it marvelously in Sacramento, with one of the most productive and enjoyable conventions in my memory.

This was a convention in which the ILA officially endorsed, with no dissenting votes, a definition of listening with which we all agreed to live. The official ILA definition is, "Listening is the process of receiving, constructing meaning from, and responding to spoken and/or nonverbal messages." Of course, this definition is the result of a long process. It began in 1994, with the ILA Summer Conference in Harrisonburg, Virginia. Between then and the 1995 Annual Meeting, comments and discussion were invited through the *Listening Post*. Then, at the 1995 Convention in Little Rock, the definition was discussed, torn apart, and put back together again. In Sacramento, meetings were scheduled for every committee and task force in ILA, plus general meetings, which were focused on a consideration of the definition. Finally, at our business meeting, the definition was voted on by members in attendance.

I was pleased with the process by which the ILA arrived at and endorsed the definition. This process provided multiple opportunities for every member of ILA to "have their say" about this definition. Although the definition may not be perfect in any one person's eyes, it appears that we have, through an extremely consultative process, arrived at a definition which allows the ILA tent to comfortably include us all while at the same time more precisely defining who we are to those outside of ILA. To be sure, each of us will modify and expand on this definition as we teach, consult, conduct research, and pursue our various listening-related activities, but we will now have a conceptual foundation in common that we have not had before now. I truly believe that this increased commonality will strengthen the ties that already bind us together.

The definition approval was not all that happened in Sacramento. The ILA Executive Board has appointed a new Executive Director. We welcome **Diana Corley Schnapp** aboard, and we express our heartfelt gratitude to and affection for **Kathy Thompson**, who has done such a magnificent job for ILA over the past year. In addition, the Board has appointed **Barbara Nixon** as the new editor of the *Listening Post*. Although she has "big shoes" to fill, taking over from **Lisa Vickers**, I think we can look forward to a fine publication continuing with it in her hands.

(Continued on page 3)

Hail and Farewell: Editor Says Hello

by Barbara B. Nixon

Remember the Dr. Seuss story about the 500 Hats of Bartholemew Cubbins? I feel like Bartholemew now. . . though I certainly don't have 500 hats to wear, I do have many hats/roles to fill in both my personal and professional life.

In addition to being chosen by ILA to become the Secretary for the next year, I am also your new Listening Post Editor. I have big shoes to fill, following **Lisa Vickers'** four-year role as editor. Thank you Lisa for making this an almost painless transition.

Since writing and editing a printed publication and writing and editing an online publication are somewhat similar, it made sense (at least at the time I volunteered to do it) for me to also serve as Webmaster of the ILA's home page on the World Wide Web. **Todd Thomas** provided the framework, and together we'll work to make the page alive and interesting for the world to see.

More about the hats in future issues...

Editor Says Goodbye

by Lisa Vickers

Let me extend my warmest thanks to you all for your help in producing our association newsletter. Serving as your editor gave me the opportunity to get to know you better, to celebrate your accomplishments with you, to better understand you and your vision for ILA. I will be forever indebted to those of you who were so wonderful to consistently send me articles about listening, news about yourselves, clippings from newspapers and magazines, etc. Without you, I would have had nothing to edit. Thank for helping to make my job easier.

(Continued on page 6)

ILA Boutique

Missed the convention? Went to the convention, but forgot to stop by the ILA Boutique in the Book Display Room? Need ILA merchandise, such as notepads, quote books, canvas bags, keychains?

Then Edie Cole, AKA "The Bag Lady," is the one to call!

For ILA Boutique items, please call Edie Cole at 614-486-8876.

President's Perspective

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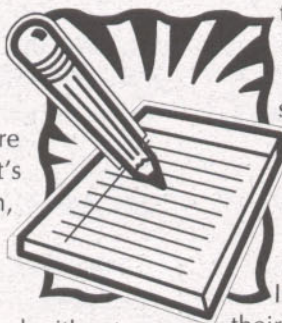
Please give both of these folks all the support you can. They are in big jobs that I am sure their predecessors would confirm cannot be done without the cooperation of everyone in ILA.

I would like to take a moment to publicly recognize **Tommy Neuman, Kathy Thompson, Carolyn Coakley-Hickerson, Tom Hickerson, Virginia O'Keefe, Sheila Bentley, and Vickie Emmert** for the outstanding contributions they made toward the success of the 1996 convention. Without them, things would not have gone as smoothly as they did, and there would not have been the fun or productivity that there was. A special thanks, too, to **Margaret Fitch-Hauser**. I think many members are not aware of the degree to which our conventions are the result of the President's efforts. At this convention, Margaret made things happen, and happen with apparent ease, that never would have occurred without her being there for us.

At the Saturday night banquet, I indicated that during this coming "ILA year" I am making the "one thing" I want to accomplish that of doubling the size of ILA. I am convinced that if we wish to publish a respected journal regularly, maintain our dues at present levels in spite of increasing costs, and maybe most importantly, have a REAL impact on the business, professional, and educational worlds, we must be a larger organization. I would like the rest of the world to think of and turn to us whenever a question regarding listening comes up. I would like for there to be so many outstanding submissions of manuscripts and proposals for our journal and conventions that editors and First Vice Presidents are swamped with too much of a good thing. I would like for our financial well-being to be

a thing we can take for granted. To have these things happen, I believe we need more new members.

At the conference banquet, I also asked everyone to suggest ideas to me that might help us move toward this goal of doubling the size of ILA. I want to thank **Harvey Weiss** and **Warren Gore** for responding with ideas that very evening. The Board began discussing these ideas at its meeting the next morning. If YOU have suggestions about ways to improve recruitment efforts, please contact me as soon as you can; my address and phone numbers are on the back page of this issue. I'll present your ideas to the Board and see that they are considered. Don't hold back your ideas because you think



they are less than perfect. Sometimes an idea, however "good" or "bad," can stimulate a discussion that will result in creative approaches that no one person could envision.

I have asked each officer in ILA to examine the duties of their office with the objective of orienting their duties toward recruitment of new members to ILA. Each of us on the Executive Board will do our level best to bring in members. I hope you will examine your own environment, with the objective of contacting potential new members. I'm sure you believe, as I do, that this is not only a good professional organization, but "one with a heart." Let's see if we can't expand our ILA family to include at least one new member for each one of us currently in the organization.

To help you with the recruitment effort, I am enclosing in this *Listening Post* a form for you to use to send me the names and addresses of five people you believe would make good additions to ILA. I will personally write each person on your list, and, together, I hope we will be able to bring at least one of these people into our organization.

Please take this responsibility seriously. The ILA is no different from other organizations in one respect: it is necessary to bring new energy and ideas into the organization or the organization will cease to grow and develop. For us to be a vibrant source of ideas about listening and a home for a special family of friends, we need to reproduce the excitement and interest in listening and ILA in others that each of us had when we joined ILA. Join with me in this effort by filling out the enclosed form and sending it to me as a first step toward realizing this goal of a larger, stronger ILA. Let's make this new "ILA Year of 1996-97" one of growth and renewal for our ILA family.



ILA LISTENING POST Listening Post Deadlines

The deadline for all *Listening Post* materials (including articles, ads, and photographs) to appear in the next issue is June 30.

LISTENING POST Advertising

To provide service to ILA members and suppliers, the *ILA Listening Post* will accept advertising. Acceptance of all advertising will be subject to editorial approval.

1996 Rates

Full Page	\$250.00
1/2 Page	\$150.00
1/4 Page	\$75.00
1/8 Page	\$40.00

All ads must be camera ready and pre-paid.

Send materials and ads to:

Barbara B. Nixon, Editor

SPECTRA Inc. Publishers

P.O. Box 13

De Pere, WI 54115

b_b_nixon@msn.com

414-337-0926 voice

414-337-1972 fax

Call for 1997 Officer Nominations

by Dick Halley

We must begin the search for next year's officers so we need your help. Please search for some good people for this year's committee to consider. We only received a few officer nominations at the convention. This is to be expected. Some of you were much too rushed to respond at that time. Perhaps you were unsure of the duties of each office, and you probably didn't have your Membership Directory with you so that you could refresh your memory about all our great folks. Perhaps you didn't have an opportunity to collect your thoughts, to decide which talented ILA member you would like to see serve the association. Perhaps you also needed some time to consider in which office **you** would be willing to serve.

IMPORTANTLY, most of our members were not at the convention, so we need to hear from you regarding your thoughts about these important leadership responsibilities.

Remember, we are seeking nominations for the following offices:

- ◆ First Vice President-Elect (ascends to First Vice President in 1997; ascends to President in 1998)
- ◆ Second Vice President
- ◆ Secretary
- ◆ Member-at-Large—Special Projects
- ◆ Nominating Committee (four members, each representing one ILA interest group)

Now, you have reviewed the list. You have had the opportunity to consult your directory, your memory, and your willingness. You find you are ready to submit names, but are

unsure when and where to send them. You can send them now, but note the deadline for nominations is August 15, 1996.

We would very much appreciate your checking with your nominees as to their willingness to serve and to tell us in your nominating message that they have agreed to run for office.

Please send your nominations to:

Richard D. Halley (Dick)
6841 Forestview Dr.
Columbia, MO 65202

Use this address rather than the one in the ILA directory because: I will actually get to be home with my wife this summer.

If you wish to fax BEFORE June 1, 1996, the number is 801-626-7975.



Listening F2F Using ILA Online: Discussion List and Web Page

by Michael Purdy

In online lingo, f2f means "face-to-face." At the Sacramento ILA convention everyone who is a member of ILA's online discussion group, Listen-2, got a silver star to indicate their affiliation and got to meet other members of Listen-2 face-to-face.

In many ways being on an electronic discussion list is something like being pen pals. Many of us have been online for over a year and have never met other members of the discussion list—at Sacramento we met in the flesh for the first time.

Members of Listen-2 know each other very well; we call on each other for academic support like citations and the sources of research about listening. We have discussed the definition of listening many times. We have been talking about the experience of listening in Western and non-Western cultures as of late, and also the listening learning that happens in second language development.

Many members communicate several times each week—it's like picking up the phone and making a call. The only difference is that when you post a message to the discussion list everyone on the list receives a copy; everyone shares in your thoughts. Listen-2 has been active for over a year and a half now, and has close to 50 members. It is a very stable and productive community; it is also an open and receptive community. We want to welcome you to our online discussions of all aspects of the field of listening.

To join the Listen-2 discussion group, you need an account on your school or business computer (CompuServe, AOL, and other computer services have Internet connections). Then you need one simple skill: you need to be able to access and use a simple e-mail (electronic mail) program. Send an e-mail message TO: LISTSERV@bgu.edu. (Note that there is no "e" on the end of LISTSERV.) The message text you send is one short line: **SUBSCRIBE LISTEN-2 YOUR NAME** (first and then last). You should not type anything else in any of the other fields of the message header.

If you are having problems, talk to your computer center or a colleague who is proficient with computer communication. Or, call up one of your ILA colleagues who is already active on the Internet (see the back of your ILA directory for a listing of members with e-mail addresses).

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Definition

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of-the-art" definition of:

"Listening is the process of receiving, constructing meaning from, and responding to spoken and/or nonverbal messages"

can be integrated into training by using the technique of dividing the definition into three high-impact segments: receiving, constructing meaning and responding. By using these three divisions, not only is the definition "taught," but your training is also divided into easily remembered and therefore more easily implemented segments.

Here are some examples of how we can now cluster our listening training modules:

Receiving

- ◆ Describe how hearing and listening are different
- ◆ Discuss how hearing changes over time
- ◆ List barriers to listening
- ◆ Identify barriers that exist in the work environment
- ◆ Brainstorm techniques to improve/control the listening environment
- ◆ Stress that visual clues impact listening
- ◆ Incorporate assessment of visual and auditory proficiency
- ◆ Provide strategies to build on receiving strength
- ◆ Set goals for remediating receiving weaknesses

Constructing Meaning

- ◆ Clarify the impact of gender on

communication

- ◆ Explain how cultural, regional and even age differences change meaning
- ◆ Recognize the participants' listening style preferences
- ◆ Analyze the impact of multiple meaning words
- ◆ Describe the impact of identifying organizational patterns and techniques of persuasion
- ◆ Share examples of workplace challenges because of misconstrued meaning
- ◆ Identify individual personal deficits in constructing meaning
- ◆ Develop self-monitoring strategies

Responding

- ◆ Practice nonverbal facial feedback
- ◆ Identify body language messages
- ◆ Teach a variety of response styles
- ◆ Share the impact and appropriateness of each response style
- ◆ Stress the importance of using questions
- ◆ Incorporate feedback strategies into role playing scenarios
- ◆ Determine participants' response style preferences

While this list of training strategies is by no means complete, and must be driven by the outcome statements developed with the client, our shiny new definition does provide an effective format for listening training for those of us in business or consulting. By building listening training around the definition, participants can not only easily remember what listening is (thereby dispelling myths), but they can also more easily recall the listening behaviors they need to succeed in the workplace.

ILA Online

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Now we, the ILA, also have a WWW (World Wide Web) homepage, like an interactive brochure on the Internet. You will need a modem or network hookup, and an Internet browser (Netscape Navigator or Microsoft Internet Explorer, for example). Then you type in the URL, which is the address of the web page, and voila, you're there. The current URL for the ILA website is http://www.dct.com/~bnixon/pages/ila_home.html.

We'd like to thank Green Bay Online for being the proud corporate sponsor of our World Wide Web page.



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A variety of tools for your listening and communication training needs, including the Watson-Barker Listening Test, Listener Preference Profile, Quest for the Best (new audiotope on listening preferences), *Behind the Question: Listen for Success in Job Interviews* (for job seekers and interviewers), and more.

Call 504-831-4440 for more information or a complete product guide

International Journal of Listening Indexed in ComIndex

by Charles V. Roberts

The editors of the SCA-sponsored *ComIndex* have agreed to index the *International Journal of Listening* starting with the 1997 release. The association should be very pleased with this, since many libraries will not subscribe to journals that are not indexed because it is so difficult for scholars to find the articles. The editorial staff of the *Journal* is seeking other indexing sources as well. The more indexes that cite the *Journal*, the more scholars will encounter our research and be more likely to do listening research.

Call for Articles

by Margaret Fitch-Hauser

The EAR PIECE, the ILA magazine, is very close to being published. If you have an article that focuses on an applied aspect of communication training or instruction, please share it with others interested in listening. If you have exercises that will help listening teachers and trainers get their points across effectively, please submit it as well. Send your submissions to:

Margaret Fitch-Hauser
Department of Communication
217 Tichenor Hall
Auburn University, AL 36849

Fledgling Listener

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people in the ILA—these are people who are authentic, people relatively free from the need to compete for status or front-stage, people who role model so well the ideas, the values and the interpersonal competence of the listening mind.

I am very proud and happy to belong to the International Listening Association.

A Labor of Love

by Margaret Fitch-Hauser,
Immediate Past President

If you have not already done so, now is the time to seriously think about who you want to be on your ILA Board for next year. As you make your nominations, keep in mind that service on the Board is truly a labor of love. The primary rewards a board member gets out of the service are knowing that he or she is helping lead our association into the new century and the satisfaction of leading the charge in the promotion of listening as a critical competency. Most board members even pay their own expenses to the meetings.

Who should you nominate? Individuals who are dedicated enough to our cause that they will carry out the functions of their position and attend two or more meetings per year, one in the fall and those at the annual spring meeting of the association. If

you are such an individual, consider a self-nomination. You know your dedication to ILA better than anyone else.

The lifeblood of any association is the pool of talent that provides the group's leadership. Be an active participant in the continued success of our organization and nominate a dynamic leader to next year's Board.



Goodbye from Editor

(continued from page 2)

You probably need to know that I promised **Barbara Nixon**, the new editor, that you would be as wonderful to her. I know you won't let us down. Keep helping us celebrate each other and our association as we work to fulfill our Vision 2000.

PR Wants Your Clippings

by Chuck Swanson, PR Committee Chair

If you don't blow your own horn, no one else will. When you have done something important or interesting, take a few moments and write a press release. Send this release to your school's or company's public relations office or to your local paper.

When you attend an ILA convention, regional workshop, or other convention during which you deliver a paper or present a program/workshop, take a few minutes to write a release. Be sure to mention the International Listening Association several times. Include where you work, or where you are located, so that interested people can find you.

Without repeated mentions in cities throughout the world, the ILA will remain a secret, subversive organization. We don't want that to happen.

The Public Relations Committee is creating a notebook of membership press clippings. When your release makes it to the paper, send a copy of the article with the source and date to PR Chairman **Charles H. Swanson**, Fairmont State College, Fairmont, WV 26554-2470. If you discover other mentions of ILA in papers, journals or magazines, send copies of those articles to Chuck Swanson, too. With the active membership of ILA, the PR Committee will have a three-inch-thick notebook of clippings on display at the next convention in Mobile.

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Highlights from the 16th Annual ILA Convention March 1996, Sacramento, CA

Wolff Joins the Hall of Fame

The International Listening Association announces that **Florence Wolff** has been selected to join the ranks of those in the Listening Hall of Fame.

As a founding member of ILA, Wolff has been actively involved in the ILA and the field of listening for more than 16 years. Wolff has taught listening courses at the university level, and has received numerous outstanding teacher awards, including Ohio Professor of the Year. She has consulted and offered listening seminars all over the United States and abroad, and has been a featured speaker on listening at many professional meetings and conferences.

In addition, Wolff is widely published in the field of listening. Her publications include two editions of the book *Perceptive Listening*.

Past President **Sheila Bentley** says of Wolff, "She combines her wealth of research knowledge from a long and outstanding academic career with her zeal and boundless energy and easily adapts to the practical needs of the business world."

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 ILA Hall of Fame is the highest award of the association. Recipients of the award have contributed to the advancement of effective listening over a number of years.

Listener of the Year

Suzy Yehl Marta, founder of the nationally acclaimed peer support group Rainbows, is the 1996 Listener of the Year Award recipient. Rain-



bows was founded with one simple premise: listening.

Marta founded Rainbows after she realized that her divorce had affected her sons deeply. This non-profit organization brings together small groups of children who are coping with divorce or death in the family for twelve weekly sessions with an adult volunteer trained to help the children open up. The children have a chance to vent their anger as well as gain support from other children in similar situations.

Rainbows now operates out of 5,000 sites in 48 states and 10 foreign countries. Marta estimates that 80,000 volunteers and 560,000 children have participated in the programs, which she now runs out of an office in a suburb of Chicago with a paid staff of twelve. All of the programs are free to the participants.

Accepting the award for Suzy Yehl Marta was **Molly Hawley** from the Rainbows group in Stockton, CA.

Special Recognition to Gallagher and International Paper

The ILA Special Recognition Awards are presented annually to an individual and an organization who have made outstanding contributions to the ILA and the field of listening. Criteria for the award were to provide

an outstanding service to ILA for a period of time and to provide an unusual service to the promotion of listening over the period of at least one full year.

James J. Gallagher, a founding member of ILA, was selected to be a recipient of the 1996 ILA Special Recognition Award.

An employee of General Electric, Gallagher has taught Effective Listening since the 1970s to more than 600 employees. He has also served on the faculty of Union College and the Cornell University Extension in Albany, NY.

Gallagher has served as ILA vice-president and as member of the nominating, site selection, and program committees. He has attended fourteen ILA conventions, and has presented programs in eleven of the fourteen.

ILA member **Frances Grant** comments, "Jim has been an outstanding emissary for ILA since its inception in Atlanta. I know that he spent much of his professional career at General Electric conducting listening seminars with great success. I believe Jim's commitment and efforts should be recognized."

International Paper Company was selected to be a recipient of the 1996 Special Recognition Award. IP provides listening training programs for employees in all divisions and, in 1994, made a full-day listening seminar a mandatory requirement for all new sales recruits. ILA Past President **Sheila Bentley** adds, "International Paper has long recognized the value of effective listening across all divisions of the company and at levels within the company and has actively pursued developing the skill and awareness of its employees of the

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Special Recognition

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importance of listening."

Sheila Bentley and **Lisa Vickers** presented International Paper Company with its award at the Southern States Communication Association Convention in late March.

International Paper Company is a worldwide producer of paper and forest products and is the official paper and forest products sponsor of the 1996 Olympic Games. It has manufacturing operations in 26 countries and exports its products to more than 130 countries.

Research Award Winners

Belle Ruth Witkin, **Mae L. Lovern** and **Sara W. Lundsteen** are the recipients of the 1996 ILA Research Award.

Witkin, Lovern and Lundsteen received the award in honor of their article "Oral Communication in the English Language Arts Curriculum: A National Perspective," which was published in *Communication Education* (Volume 45) in January 1996. The article focused on the place of oral communication in the English language arts curriculum of K-12 schools; it was based on a telephone survey of educators in all 50 states and an examination of the curriculum framework of the 38 states that publish them.

Brown and Nichols Award Winners



The annual awards for the outstanding research papers submitted for presentation at the ILA Convention were made at the closing banquet on March 15 in Sacramento. The awards were conferred upon the winners by the Institute for the Study of Intrapersonal

Processes (ISIP), in conjunction with the International Listening Association.

The James I. Brown Awards for the best three student submissions went to:

- ◆ First Place — **Michelle D. Kirtley**, Louisiana State University, for "Exploring the Listening Heritage in the Ancient Greek Rhapsodic Tradition"
- ◆ Second Place — **Bill McCartney**, Auburn University, for "Listening Style Preferences and Listening Effectiveness in Simulated Employment Interviews"
- ◆ Third Place — **Ewa Jacewicz**, University of Wisconsin at Madison, for "Developing the Listening Ability in Foreign Language Classrooms: Focus on Intonation"

The Ralph Nichols Awards for the three outstanding research papers submitted by regular members were:

- ◆ First Place — **Charles V. Roberts** and **Larry Vinson**, for "Willingness to Listen"
- ◆ Second Place — **Carolyn Coakley Hickerson** and **Andrew Wolvin**, for "Perceptions of Listening Ability Across the Life Span: Implications for Understanding Listening Competencies"
- ◆ Third Place — **Steven Rhodes** and **Joanne Keyton**, for "A Test of the Relationship Between Empathic Ability and the Accurate Identification of Sexual Harassment: Implications for Training and Development"

All ILA members who are doing research in listening should plan to submit papers for program consideration by May 15, 1996 (to **Susan Ellen Bacon**); then by February 1, 1997, send three copies of the completed paper for consideration to **Charles V.**

Roberts for the Nichols Award. The First Place prize carries a cash award of \$1,000, with smaller cash awards for Second and Third Places.

Teachers should encourage students to submit papers for the Brown Award to **Steve Rhodes**.

Details for submission for both research awards will be in future editions of the *Listening Post*.

President's Award

Each year, the outgoing president of ILA chooses one member of the association who has gone far above and beyond the call of duty in the execution of his or her role in the International Listening Association to be singled out as the recipient of the President's Award.

This year, **Margaret Fitch-Hauser** chose longtime *Listening Post* editor **Lisa Vickers** as her President's Award recipient.

In presenting the award to Vickers at the final awards banquet at the convention in Sacramento, Fitch-Hauser commended Vickers for her tireless devotion to the ILA in general and for her excellent job in the role of *Listening Post* editor for the last four years. In addition, Vickers has served on many of the ILA committees, including the Nominating Committee and the Awards Committee. Vickers, an assistant professor of communication at the University of North Alabama, will serve as Local Arrangements Chair for the 1997 convention in Mobile.

What, no photos?

There was so much information to include in this edition of the *Listening Post* that I had to make the difficult decision whether to include the stories about our award winners or photos from the convention. The photos and more convention coverage will appear in the next edition.

Barbara B. Nixon
Editor

News and Notes

Alberta Arnold has been selected to the 1996 Hall of Fame of the Alumni Association of Hunter College. The Hall of Fame was established in 1972 to recognize Hunter graduates who have made significant achievements and contributions to society. The award will be presented at the annual luncheon of the Alumni Association on Saturday, May 11, at the Sheraton New York Hotel and Towers.

Frances B. Grant (a breast cancer survivor), **Carolyn Coakley-Hickerson** (former ILA President) and **Kathy Wahlers** (Hospice) are seeking ILA members interested in participating in a panel on cancer (all kinds) to be presented at the 1997 ILA Convention in Mobile. If interested, contact Fran Grant at P.O. Box 6444, Albany, NY.

Tom Wirkus has recently presented a workshop entitled *Checking Your EAR-Q* for University of Wisconsin-La Crosse's Learning in Retirement Cabin Fever Series.

ILA Life Member **Frances B. Grant** compiled and edited an article entitled *Teaching Chemists to Listen* for the January 1996 issue of the *National Organization of Black Chemists and Chemical Engineers (NOBCChE) Newsletter*. The NOBCChE is headquartered at Howard University in Washington, D.C., and has more than 4,000 members. Founded more than 20 years ago, NOBCChE was established to develop programs to assist African-Americans in realizing their full potential in the fields of chemistry and chemical engineering. Fran Grant is also copy editor for the *NOBCChE Newsletter*.

Barbara B. Nixon has recently been appointed Training & Development Coordinator with ShopKo Stores, Inc., in Green Bay, WI. She also serves on the adjunct faculty of Concordia University in its Adult Learning Program.

The Ohio Association of Two-Year Colleges has named **Kent L. Zimmerman**, Professor of Communication Arts at Sinclair Community College, its 11th annual Outstanding Teacher of the Year. In 1993, Zimmerman also received both the Master Teacher Award from the National Institute for Staff and Organizational Development and the Endowed Distinguished Teaching Award from Sinclair Community College.



Mobile – The Bay is Just the Beginning

by the Mobile Visitors and Conventions Bureau

For more than two centuries, Mobilians have welcomed visitors from practically every nation of the world, extending to them the hospitality that has earned us the reputation as one of the most gracious cities in the South.

The fascination with Mobile began in the late 1700s when travelers from all over Colonial America came here to see the bright azaleas that Fifise Langlois had brought from his father's garden on Toulouse, France, in 1754. The enchantment continued as Mobile played host to 19th century cotton planters who shipped their product worldwide through this port city. These genteel farmers traveled down river by steamboat with their families to vacation, enjoy our fresh seafood, attend out theaters, and shop for everything from staples to trousseaus.

Today, visitors are still captivated by our oak-canopied streets, our landscaped squares, and our beautiful residential gardens. Our city's rich heritage and beauty have been preserved through its 4,000 buildings on

the National Register of Historic Places and the first tree ordinance in the South.

Like the travelers of yesteryear, you, too, will find our city at the head of Mobile Bay a natural choice for a family vacation and a wonderful home base for trips along our beautiful Gulf of Mexico. The seafood is still fresh and bountiful. The theaters and parks are still filled with music, plays and entertainment. The shopping is still exciting and unique.

Mobile's celebration of Mardi Gras in the spring predates Louisiana's version by over a hundred years. Residents prepare for the dizzying array of parades and celebrations all year. Two major shopping centers and dozens of smaller assemblies of retail outlets offer as comprehensive a range of goods and services as you'll find anywhere. Mobile is home to professional and semiprofessional sports teams in hockey, baseball and soccer. Golfers are in for a treat as well when they discover the availability and quality of courses in the area, including a 54-hole Robert Trent Jones course.

So, come to Mobile for the next International Listening Association convention March 13-15, 1997—or anytime during the year—to enjoy and experience for yourself just what Southern charm is all about.

ILA Calendars

As featured at the convention, "ILA Year" (March 1996 to February 1997) calendars are still available from **Carolyn Coakley-Hickerson** for just \$12.50. All proceeds will go to the James I. Brown student research award.

Carolyn Coakley-Hickerson
1110 Beasley Way
Sonoma, CA 95476

Heavy Listening on the Campaign Trail

by Michael Purdy

Seldom do we see writers draw real attention to the act of listening. In the political novel of the season, *Primary Colors* by Anonymous, the author fictionalizes the Clinton primary campaign of 1992. On the second page she/he brilliantly describes Jack Stanton's (Bill Clinton's) incredibly active style of listening at a NY library where he has stopped to observe an adult literacy program that is very successful:

"We were sweeping up into the library, the librarian in tow, and now he had his big ears on. She was explaining her program and he was in heavy listening mode, the most aggressive listening the world has ever known: aerobic listening. It is an intense, disconcerting phenomenon—as if he were hearing quicker than you can get the words out, as if he were sucking the information out of you. When he gives full ear—a rare enough event, he's usually ingesting from two or three sources. His listening becomes the central fact of the conversation. He was doing this now with the librarian, and she was staggering under it."

In *Primary Colors* Stanton's listening ability is a key feature of his success as a politician.

Listening Post Deadlines

by Barbara B. Nixon, Editor

A small plea. Please help me keep my sanity by adhering to the deadline for the summer issue — if you have any information you'd like to include, please send it to me by June 30. Ideally, the best way for me to receive information to include in the

1996 May

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Call for Papers

by SusanEllen Bacon

This year we have a "new, improved" date for submission of papers for the 1997 ILA Convention which will be held in Mobile, Alabama, on March 13-17. This date change, to May 15, 1996, builds on the excitement of those who were in Sacramento where 20 proposals were already submitted. But it does more than that. It will allow earlier notification of acceptance of proposals for those of us who need plenty of time to request release for conference attendance.

The call for proposals is inserted in this *Listening Post*. PLEASE, fill it in yourself, share it with your peers, send it into your professional association, even use it to suggest someone you would like to be a presenter at ILA. We want you and your colleagues to join us to Celebrate the Past and Prepare for the Future of Listening.



Listening Post is via e-mail. With an e-mail submission, no retyping is necessary. Second best is fax or snail mail. Third best is via phone. The addresses and numbers appear in the Important Addresses box just to the right of this article.

Thank you for your help in continuing to make the *Listening Post* an outstanding publication for both members and prospective members.

Many problems
would cease
to exist
if we could
learn to listen
as well as
we speak.



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