



# LISTENING POST

ISSUE No. FIFTY-EIGHT • AUTUMN 1996

## **ILA Online @ www.listen.org**

The International Listening Association would like to thank Green Bay Online for helping us get our own domain name on the World Wide Web and for providing us with space on their server at no charge. Our new web address <http://www.listen.org>.

Please help us publicize our website by recommending other related sites to link to us. The more inbound links we have, the more people will learn about our organization. If you would like more information on how to access or to help publicize our website, e-mail Webmaster **Barbara Nixon** at [b\\_b\\_nixon@msn.com](mailto:b_b_nixon@msn.com).

And now LISTEN-2 this:

*"I have to teach a class on listening skills to fifth-graders. Does anyone have any exercises to help get them involved?"*

*"Does anyone have any good texts on listening they could recommend?"*

*"I've got the last name of an author who wrote an excellent article on listening some years back. If I give you the author's name, could someone help me get the rest of the citation?"*

*"Do people listen differently in different countries?"*

*(Continued on page 3)*

## ***Listening as a Healing Art***

by Carol Ladas-Gaskin

It seems appropriate to have just returned from a very silent landscape, the area called Ancient Lakes near the Columbia River Gorge, as unintentional preparation for writing about listening.

We arrived late Friday night in preparation for our hike down into Ancient Lakes, found a campsite on the plateau, and settled down for a restful evening: sounds of ducks and frogs, a full moon, and a clear sky above us. Minutes after we slid into our sleeping bags, we began to hear "Maxwell's Silver Hammer" in stereo, at high decibels, from the closest campsite. More Beatles songs followed. As the last notes finally died away, we sighed happily, beginning again to consider sleep when we heard a chorus of voices screaming encouragements to a driver who had clearly sunk his truck into the marsh near the lake. (Yes, he finally got it out after an hour, much to our surprise.)

The next morning, we gratefully hiked down into the spaciousness and silence of columnar basalt cliffs and clear blue lakes. Gradually, we began to hear the falcon wings and

the cooing of morning doves and the changing sounds of the waterfall as the wind shifted through the canyon. Ahhh! to transport a class of massage or counseling students here if only for a day to experience the quality of this silence and our capacity to be present and listen to what is apparent, and even the next layer which is usually unavailable to us in our everyday lives.

In the Brenneke Massage School curriculum and also in the Integrative Practices curriculum, a collaborative certificate program by Leadership Institute of Seattle and Brenneke

School of Massage, we teach specific courses in order to prepare students with the skills of effective, caring, compassionate communication. Listening skills are an essential part of this curriculum. Actually, in massage class, we even speak of "listening" to the tissue as a metaphor for palpation skills.

These classes in communication begin on a gradient scale. For many people, the art of presencing (being present), the most basic of human skills, is non-existent. In fact we are often trained not to look deeply at or be present for another person.

*(Continued on page 7)*

“ We can speak approximately 175 words per minute, but we can listen to approximately 400 words per minute. The question is what are we doing with that extra 225 “bytes” of listening? ”



## President's Perspective

by Phil Emmert, President

The Executive Board met for its fall meeting in Mobile in September. During the course of our time there, we were able to get a feel for the hotel (and sample some of the Mobile cuisine). The Radisson/Admiral Semmes is an excellent place to hold a conference. I believe you will enjoy the elegant ambiance and the convenient location of the meeting rooms to each other. Also, the restaurant has a Creole buffet that **SusanEllen Bacon** insists is "to die for." There are many good restaurants in Mobile, and plenty of interesting things to do and see.

Anyone who doesn't visit Bellingrath Gardens in the spring will be missing one of the most beautiful places I have ever visited. Mobile should be warm, but not too hot, in March. Likewise, the Thursday night event on the *USS Alabama* promises to be an event to remember. **Lisa Darnell** is doing a great job of getting things ready for the conference. All in all, I hope everyone makes Mobile our biggest and best conference ever.

Another issue now facing ILA is the selection of a new editor for the *International Journal of Listening*. **Charles Roberts** has been doing an outstanding job for us, but his term as editor is coming to a close and the Board will need to confirm the selection of the next editor at our meeting in March. Would you please send me the names of those you believe would be qualified for the editorship? Of course, self-nominations would be welcome.

Revisiting an idea: in the last two issues of the *Listening Post*, I have discussed the importance of increasing 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 become 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 our financial well-being to be a thing we can take for granted. To have these things happen, I believe we need more members.

Some members have, indeed, sent in names and addresses of prospective members. I have written to the prospective members and sent them membership materials. I will continue to do this if you will let me know the names of anyone you would like to see in ILA.

If you have suggestions about ways to improve recruitment efforts, please call or write me (contact information is on page 8) as soon as you can. 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.

In the meantime, use the enclosed form to send me the names and addresses of prospective members—or don't use the form, if you prefer not to. The bottom line is: help us to help ILA grow.



## Editor's Ink

by Barbara B. Nixon,  
Editor



Do you really listen to your children? I don't mean do you hear what they say. . . do you really listen to them? As the mother of two boys (ages 6 and 7), I've been pondering how well I listen to them lately.

Ask yourself the following questions:

- ◆ Do you interrupt your children more often than you do adults?
- ◆ Do you pay attention to your child's face when he or she is speaking to you?
- ◆ Do you use phrases like "tell me more" and "and then what happened" to encourage your child and to keep the conversation going?
- ◆ Do you pay more attention to your children when they are "bad" than when they are "good"?
- ◆ Have you had an uninterrupted discussion with each of your children this month?

Sometime this week, tape record your family eating dinner. (You don't eat dinner together at least once a week? Shame on you.) Play back the tape after dinner. Was there any interrupting? Who interrupted more: the adults or the children? If your home is like mine, there will be an almost even split—though I would have bet \$100 that my boys interrupt my husband and me much more often than we would interrupt them.

Do you ever say, "Don't you ever listen to me?" If you do, stop and think. Do you really mean "listen," or do you mean "react the way I want you to"? There's a big difference between the two.

Remember. . . it is with and through our children that we can celebrate the past and prepare for the future. Listen to your children.



## Celebrate the Past. . . Prepare for the Future

by Lisa Darnell,  
Local Arrangements Chair

Remember to complete your pre-registration forms early for the 1997 Convention in Mobile. **SusanEllen Bacon** and her Program Planning Committee are planning a wonderful convention from the program proposals you have submitted. They are also considering adding a twist to the program to better accommodate the needs of attendees and the mission of our organization.

Also, keep in mind how beautiful Mobile will be in March. The azaleas should be in full bloom by the time you arrive. You may want to make the convention a part of your family vacation. The Local Arrangements Committee is preparing a list of activities your family will enjoy while you are in sessions. Then, you might find the evenings a wonderful time to introduce "your" family to the ILA family. This would allow us to put faces with the names we have heard about for years. There are restaurants a short walk or cab drive from the hotel that would provide the perfect opportunity for the introductions.

On Thursday ILAers will travel to the *USS Alabama* for a cocktail reception. While at the historic battleship, you will also have the opportunity to view airplanes from the various air battles in which the US has been involved.

Friday afternoon's event is still in the works. However, rumor has it that we may venture to historic Bellingrath Gardens. There we would tour the home of Coca-Cola magnate Walter Bellingrath, as well as the beautiful gardens that surround the home.

As you can see, your Local Arrangements Committee is working with the Board to extend our Southern hospitality by making your trip to Mobile a memorable one. We have listened to

your needs and suggestions over the years, and have tried to respond to them. Our hotel and the Thursday/Friday events are handicapped accessible. Our menus, while delicious, consist of lighter fares (yes, Southerners can eat light). The lighter menus should make afternoon active listening easier for program attendees. We worked to keep costs down—for you and the association—while maintaining the quality conventions we have come to expect.

So, come to Mobile and help celebrate the past as we prepare for the future.

### Attention Researchers

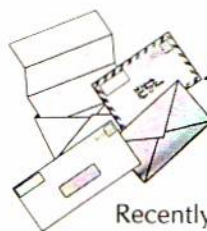


All researchers need to write an important date on their calendars: February 1, 1997. This is the date that three copies of research papers need to be received by Ethel Glenn in order to be considered for the prestigious **Ralph Nichols Research Award**. Don't miss out on the opportunity to win the \$1,000 first place award. Send your papers to **Ethel Glenn**, 1802 Walker Avenue, Greensboro, NC 27403.

### ILA Online

(Continued from page 1)

These are just some of the many questions and topics that have arisen over the past year in the LISTEN-2 Internet discussion group. Not one of these questions went unanswered. The 75+ members of LISTEN-2 are a loquacious and helpful group. Please join us for a while; you'll be glad you did. To join LISTEN-2, send an e-mail message TO: [LISTSERV@bgu.edu](mailto:LISTSERV@bgu.edu). 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.



### Letter to the Editor

Recently I received a letter from a publisher promoting a book on empathetic listening. I did not buy it, but instead I wrote the publisher informing him/her that if the author had been a member of ILA or if his/her company had exhibited at ILA conferences, I would have given the purchase serious consideration. I enclosed with my letter an ILA brochure. I recommend that all ILA members check the ILA membership directory and reply as I did.

—Bob Bohlken



### 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 **December 1, 1996**. Whenever possible, copy should be sent via e-mail or mailed on disk.

### 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 Ad 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

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De Pere, WI 54115  
[b\\_b\\_nixon@msn.com](mailto:b_b_nixon@msn.com)  
414-721-6315 voice  
414-337-1972 fax



## **Business Pre-Conference Features Mel Silberman**

by Jean A. Harris

Nationally acclaimed training consultant Mel Silberman will present an experiential model of active learning at the 1997 Business Pre-Conference in Mobile, AL, on Wednesday, March 12. This model is applicable to training in corporate, educational, and governmental organizations.

*Active Learning Techniques: Applications for Listening Training* in the Workplace will be the focus of the one-day workshop. Silberman will demonstrate how to incorporate learning activities into an instructional design. At appropriate intervals, ILA members and training consultants **Janet Cherry** and **Jean Harris** will involve participants in listening exercises that apply active learning techniques. Silberman will critique these exercises and field questions from participants on how to apply active learning techniques to their own materials.

Silberman is president of Active Training, a consulting firm in Princeton, NJ. As professor of Psychoeducational Processes at Temple University, he specializes in training design and facilitation. He has conducted course development training programs and Active Training seminars for hundreds of organizations. His recent clients have included AT&T International, Automated Data Processing, Bell Atlantic, Bristol Myers-Squibb, J.P. Morgan, Merrill Lynch, PECO Energy, Rutgers University, Texas Instruments, and the U.S. Army.

He is the author of two 1996 McGraw-Hill publications: *The Team & Performance Sourcebook* and *The Training and Performance Sourcebook*. He has also edited *20 Active Training Programs, Vol. I and II*, and is the author of *Active Training* and *101 Ways to Make Training Active*.

Silberman is a popular presenter at National ASTD conferences.

Whether you are an experienced or beginning training consultant, you can enhance your professional development by attending the 1997 Business Pre-Conference. Training materials will be on display and will be available for purchase.

The early registration fee for ILA members will be \$80; for nonmembers, \$125. After February 14, rates will be \$95 and \$145, respectively.

## **Awards Recognize Deserving Members**

We invite your thoughtful nominations for the 1997 ILA awards. Please review the criteria for each award (see insert) and submit your nominations with supporting documentation to **Lisa Darnell**. The nomination deadline is January 1, 1997. As in years past, there are four categories of awards:

- ◆ Research Award
- ◆ Special Recognition Award
- ◆ Listener of the Year
- ◆ Hall of Fame Award

## **Why We Don't Listen to Others**

If you want to listen so you really hear what others say, make sure you're not a:

- ◆ **Mind reader.** You'll hear little or nothing as you think, "What is this person really thinking or feeling."
- ◆ **Rehearser.** Your mental tryouts for "Here's what I'll say next tune out the speaker."
- ◆ **Identifier.** If you refer everything you hear to your experience, you probably didn't really hear what was said.
- ◆ **Derailer.** Changing the subject too quickly soon tells others you're not interested in anything they have to say.
- ◆ **Placater.** Agreeing with everything you hear just to be nice or avoid conflict does not mean you're a good listener.

From Purdue University's *The Writing Lab*, as cited in the February 1996 *Communication Briefings*™, 1101 King Street, Suite 110, Alexandria, VA 22314.



## **Give the Gift of Listening, Revisited**

by Kimberly Batty-Herbert

Listening is the best gift we can give to another human being. The summer 1996 edition of the *Listening Post* included a front-page article by **Peter deLisser** entitled "Give the Gift of Listening."

If you agree with these ideas, why not include the ILA in that gift? If you have ever struggled over what to get that graduate student of the year, top training participant, the boss who has everything, or if you would like to express your gratitude to someone who had demonstrated effective listening skills, or perhaps give a hint to that person who could use insight as to how to listen, the ILA is ready to supply you with a solution.

Gift memberships are now available through the Executive Director's office. The cost is the standard membership price and includes all the regular membership benefits. Each gift will include a certificate suitable for gift giving and will include the giver's name and (if desired) the purpose for the gift. To purchase a gift membership, or if you would like more information, contact the ILA Executive Director, **Diana Corley Schnapp**, at 1-800-ILA-4505 or 913-685-9228.



## ILA Regional Conferences Scheduled

### Midwest Regional Conference: Mission Possible

by Kathy Thompson

**Assignment for the 1996 Midwest Regional Conference Committee:** To design an exciting, informative program that entices a large audience of ILA members, WCA members, Milwaukee area and Midwest residents, and Alverno College faculty, staff and students.

**Purposes:** To inform newcomers of the importance of effective listening in all contexts and to continue our discussion on the state of the art of listening. To promote ILA.

**Report:** Program set. Conference promotion in progress. Registrations coming in with an enthusiastic response from all!

Conference Coordinator **Kathy Thompson** and Conference Committee members **Jean Groshick**, **Chris McCarrier** and **Merryl Carlsson** predict that the Third Annual ILA Midwest Regional Conference at Alverno College on October 26 will be exceptional. Keynote speaker Kathleen Dunn, popular Wisconsin Public Radio talk show host, will talk about the need for media professionals to do less talking and more listening in her presentation "Today's Media World—Too Much Talk and Not Enough Listening."

Other presentations are as follows:

- ◆ **SusanEllen Bacon**—"Listening: A Critical Component of Customer Service"
- ◆ **Michael Purdy**—"Communication Technology and Its Impact on Interpersonal Communication"
- ◆ **Tom Wirkus** and **Alice Ridge**—"Activities to Assist the Teacher in Improving Students' Listening"



- ◆ Alverno Students—"Improving Your Classroom Listening"
- ◆ **Pat Lynott**—"Developing Critical Listening Skills for the Selection Interview"
- ◆ **Jean Groshek** and **Merryl Carlsson**—"How Do You Do It? Getting Others to Listen" (a swap shop for activities)

Your mission, should you choose to accept it, is to join us at the exciting Third Annual ILA Midwest Regional Conference at Alverno College, Milwaukee, WI, on October 26, 1996. For more information and registration forms, please call **Kathy Thompson** at 414-382-6359 or **Jean Groshek** at 414-382-6240.

### New York Regional Conference

Join the New York Region of the International Listening Association on October 26 at Montclair State University in Upper Montclair, NJ, at their annual New York Regional Conference.

This listening seminar is designed to:

- ◆ get participants involved in activities and strategies being presented.
- ◆ acquaint participants with the information and activities relating to listening and perspective taking using collaborative negotiation as a model.
- ◆ provide an opportunity for participants to a group experience.
- ◆ provide ideas and materials for educators and trainers to use in their own classrooms and seminars.

**Carole Grau** will host an interactive presentation on "Building Listening Foundations through Perspective Taking" in the morning, while the afternoon is devoted to demonstrations and discussions. The emphasis of the day-long seminar is on active involvement of the participants. All professionals, students, and members of the general public are invited. For more information or a registration form, please call **Wayne Bond** at 201-655-5214.

### Standing Meetings

If your work group ever holds regularly scheduled meetings that seem too long, try this: the next time you call a meeting, inform your work group that you will meet this time while standing, not sitting. Y People tend to ramble less and get to the point more quickly when standing than when sitting.



### IMPORTANT DATES

**October 26, 1996** — Third Annual Midwest Regional Conference

**October 26, 1996** — New York Regional Conference

**December 1, 1996** — *Listening Post* deadline (articles & ads)

**January 1, 1997** — Awards nominations due to Lisa Darnell

**January 25, 1997** — MidSouth Regional ILA Conference in Nashville

**February 1, 1997** — Submit research papers for consideration for Brown and Nichols Awards

**March 13-15, 1997** — 18<sup>th</sup> Annual Convention to be held in Mobile, AL

**March 19-21, 1998** — 19<sup>th</sup> Annual Convention to be held in Kansas City, MO



## From Diana's Desk

by Diana Schnapp,  
Executive Director



As a result of some concerns by members, the current system of renewing memberships at the October 1<sup>st</sup> expiration date will be changed, effective September 14, 1996. In the past, all memberships expired on October 1, regardless of when an individual joined.

At its fall meeting in Mobile, the Executive Board approved a proposal to now have memberships expire one year from the time they are logged into the membership database at the central office. The advantage is primarily that new members may be certain of receiving a full year's benefits from their membership fee before having to renew. The date the membership is logged into the database was selected as the membership date because you are not officially a member until we have it on record, regardless of when you signed your check or when you mailed your renewal. This system will also avoid problems that come with lost or slow mail.

Here's how the new system works. If your membership renewal is logged into the database in August, your membership will expire on September 1 the following year. You will be sent a reminder that your membership is expiring about six weeks prior to expiration. Should your expiration date pass without renewal, you will be sent another reminder. If you do not respond to the second reminder, you will not receive further newsletters or journals until you renew. It is also possible that you may be excluded from the new directory.

The new policy will be retroactive to the 1996 convention dates (March 13-16) so that new members who joined at that time or between the convention and October 1 will have one full year of membership. For ex-

ample, if you joined at the convention on March 13, 1996, your new expiration date will be April 1, 1997.

If you have any questions about when your renewal date is for 1996-97, please call me at 913-685-9228 or 800-ILA-4505.



## Discover ILA Mobile

Surf the Net  
Cruise the gardens  
Float the battleship  
See the sun in March

Map our future  
Enjoy your ILA family  
Share ideas  
Learn

Listen. . . .

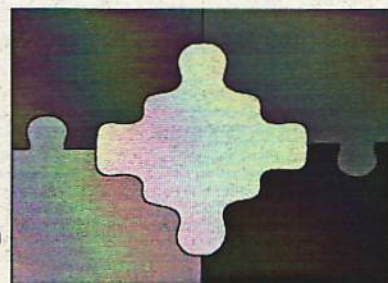
## Listening Puzzlers

by Allison Schumer

Select a participant (from second grade to adult) to be your helper. Explain to the class that the two of you are going to demonstrate some listening principles for them. Invite the class to "play along" by giving their answers in their heads. Speaking distinctly, but rapidly, move through the following puzzlers with your helper.

- You: How many of each animal did Moses put on the Ark?  
Helper: responds (probably says two)  
You: No that was Noah; Moses didn't put any animals on the Ark.
- You: Spell pop.  
Helper: P-O-P  
You: Spell top.  
Helper: T-O-P  
You: Spell mop.  
Helper: M-O-P  
You: What are you supposed to do at a green light?  
Helper: responds (hopefully says stop)  
You: No, at a green light, you go.
- You: Spell host.  
Helper: H-O-S-T  
You: Spell most.  
Helper: M-O-S-T  
You: What do you put in a toaster?  
Helper: responds (hopefully says toast)  
You: No, you put bread in and get toast out.

When you have completed the puzzlers, ask the rest of the group how many of them also got wrong answers as they were playing along. Explain that this can certainly happen and enter into a discussion by asking if they can give the reason why it occurs. Talk about listening efficiency rates, the differentials in the speed of thinking and speaking, and predicting without all the facts.





## Healing Art

(continued from page 1)

A beginning presentation on the principles of mindfulness and the healing qualities of presencing, includes the poem *Blue Herons* by Mary Oliver, excerpted here:

The water  
was the kind of dark silk

that has silver lines  
shot through it  
when it is touched by the wind

or is splashed upward  
in a small quick flower,  
by the life beneath it.

We then begin our practice with full diaphragm breathing (as taught by Gay Hendricks in his book *Conscious Breathing*) to help us in centering and also to anchor our day's work with breath.

Practice begins with students sitting together in groups of three. Two people sit comfortably facing each other and a third person is there for support and to give feedback after the exercise. The practice allows students to begin to be present for their partner by looking at them without speaking. The intent is to be as fully present as possible for the other while being present for oneself. Reactions to this five-minute exercise range from deep meditative bliss to uncontrollable laughter, sometimes colorful lights and sometimes tears. Students are encouraged to continue throughout the five minutes just noticing their reactions and accepting them as they are. They then share their experience with each other in the group of three and receive feedback about their perhaps unconscious responses (e.g., holding their breath, automatic movements, twitches, eyes shifting, etc.) Group discussion follows after all three individuals have worked in all three ways so that insights can be shared. For some people, looking at one another is difficult and embarrassing; for others the silence is more

of a problem. In closing, the group spends some time journal writing about their experiences.

In the second exercise, the instructor presents a humorous skit that indicates non-listening, including interrupting, looking elsewhere and not acknowledging the speaker. In some of the research on listening between couples, the longest period of attentive listening was 17 seconds. Is it any surprise that we, as a culture, have difficulty in relationships? In addition, according to the research, there is a listening-speaking differential. We can speak approximately 175 words per minute, but we can listen to approximately 400 words per minute. The question is what are we doing with that extra 225 "bytes" of listening?

Well, often we are focused on our own agenda. In this exercise, one student in the group of three is asked to describe their current health, a normal question for a massage practitioner to ask. The work of the listener is to notice how attentive they can be to another's story. They are encouraged to use clear acknowledgments and presencing, attend to the other person's body language and their own intuitions, and at the end of the exercise to retell the story, accurately recounting it to the storyteller's satisfaction. After participants share their experiences of this work, the student who is the observer shares notes on anything he or she has noticed. After the students change places and work again there is a small group discussion and then the class discussion and journal writing.

In both programs, these two seemingly simple exercises have initiated profound changes in the quality of students' relationships with each other and, of course, for their work with practice clients and later in their professional practice. My own life experience tells me that often empathic listening is, in and of itself,

profoundly healing.

As Brenda Ueland says, "Sometimes say to yourself. Now, what is happening now. This friend is talking. I am quiet. There is endless time. I hear it, every word. Then suddenly I begin to hear not only what they are saying, but what they are trying to say and I sense the whole truth about them. and I sense existence not piecemeal, not this object and that, but as a translucent whole."

Guest Columnist Carol Ladas-Gaskin, M.A., L.M.P., is registered Progoff Intensive Journal consultant, graduate of and instructor at Brenneke School of Massage, registered counselor in the State of Washington and a practicing massage therapist as well as co-teacher of the Integrative Practices Certificate Program at Leadership Institute of Seattle. Her e-mail address is 75707.3550@compuserve.com.



Now I will do nothing but listen,  
To accrue what I hear into this song,  
to let sounds contribute toward it.  
I hear bravuras of birds, bustle of  
growing wheat, gossip of flames,  
clack of sticks cooking my meals,  
I hear the sound I love, the sound of  
the human voice. . . .

—Walt Whitman

### Presenting a Seminar on Listening?

Why not provide your clients with reprints of relevant articles from the *Listening Post* as a take-away? Or, with advance notice, we may even be able to provide you with complete copies of the *Post*. Please call your editor at 414-721-6315 for more information.





## News & Notes

**David Barkan** published his doctoral dissertation this past spring, entitled "The Experience of Being Listened To and Not Being Listened To in the Workplace." In October, he will give the keynote speech and facilitate workshops at the Conference for Jewish Community Center Executives of the Western Region. His program title is "The Power of Listening at Work."

**Dick Halley** and **Carol Christy** presented at the International Creativity Conference sponsored by the Odyssey of the Mind, an organization that sponsors a wide variety of creativity contests around the world with kids from the very young to college age. Dick's presentation was "The Impact of Listening Effectively on Creative Behavior"; Carol's presentation was "Old Dogs and New Tricks: Helping Traditional Teachers Foster Creativity." The conference was October 11-13 at the Washington D.C. Hyatt Regency.

**Barbara Nixon** has accepted the position of MIS Training & Documentation Team Leader with Kimberly-Clark Corporation in Neenah, WI.

**Faith Johnson** has accepted the position of Corporate Trainer with Entergy in New Orleans.

## Changes

MidSouth Regional ILA Conference, to be held in Nashville, has been moved to January 25, 1997.

## Reasons to attend the '97 Conference...

... because of the quality programs.

... because of the chance to visit historic Mobile, Alabama.

... because of the opportunity to introduce my family to fellow ILAers.

... because of the chance to leave the tundra and experience the glory of spring a few months earlier than usual.

## Reasons not to attend the '97 Conference...

... hmm—can't think of any good reasons not attend? Then join us March 13–15 in Mobile for the 18<sup>th</sup> Annual ILA Convention.

## Voice Mail Tip



Do you find that you leave voice mail messages that are not quickly returned by the recipient? Try this quick tip: when leaving a message, make the first words out of your mouth your name and phone number—then leave the rest of your message.

When the recipients get your messages, it will be easier for them to write down your name and phone number; even if they have to replay the message, they will hear your name and number first, without having to listen to the whole message again.

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

"The funny thing about human beings is that we tend to respect the intelligence of, and eventually like, those who listen attentively to our ideas, even if they continue to disagree with us."

—S.I. Hiyakawa



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