



# LISTENING POST

ISSUE No. FIFTY-NINE • WINTER 1997

## *Listening Swap Shop*

They're doing it again and they don't want you to be left out! Once again, **Bob Bohlken** and **Kimberly Batty-Herbert** are organizing a Swap Shop session for our annual convention. Your original listening (or closely related) exercises, training tips, handouts, etc., are needed to compile a booklet prior to our arrival in Mobile. Please include the following information in your submission: title, purpose, time required, group size, materials needed, description/instructions, and, of course, your name. Each individual who contributes will receive a free copy of the booklet. Even if you can't attend the convention, a copy can be mailed to you. So dig through your files in search of listening activities, or create new ones, and send them to:

Kimberly Batty-Herbert  
Clovis Community College  
417 Schepps Blvd.  
Clovis, NM 88101  
(505) 769-4959

Bob Bohlken  
Northwest Missouri State  
Speech/Theatre  
Wells Hall 134  
Maryville, OH 64468  
(816) 562-1172

## *Listening: Celebrate the Past, Prepare for the Future*

by SusanEllen Bacon

This is a year of reflection for ILA. This conference looks at where we have been and where we are going. Our 18th annual Convention will be held in Mobile, Alabama, at the Radisson Admiral Semmes Hotel from March 12 to March 15, 1997.

Pre-conference sessions on March 12 focus on innovations and ideas. The Business Pre-Conference, coordinated by **Jean Harris** and **Janet Cherry**, is being conducted

by nationally acclaimed training consultant Mel Silberman. Participants will be involved in developing future training strategies that will affect listening in the workplace. The Research Pre-Conference, coordinated by Dick Halley, will focus on developing a matrix which describes various parts of listening and on developing a comprehensive research plan that will enable exploration of the listening process. All ILA members

are invited to attend either program.

Sessions also celebrate our past and look to our future. The program is replete with presenters without whom there would be no ILA organization. That list includes **Manny Steil**, our first Executive Director; past Presidents **Wayne Bond**, **Carolyn Coakley**,

**Margaret Fitch-Hauser**, and **Andy Wolvin**; and founding members such as **Nadine Chamberlain Marschnik** to name a few. We also have many first-time presenters who

will provide new insights into the listening process.

Topics this year include some back by popular demand, like the Swap Shop, incorporating listening into the curriculum, benchmarking, and personality. . . as well as some all new. . . such as the Internet and ILA, listening as a value-added service, and even the *Wizard of Oz* style of listening.

### Quick Facts

What: 18th Annual ILA  
Convention  
When: March 12-15, 1997  
Where: Radisson Admiral  
Semmes, Mobile, AL

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## President's Perspective

by Phil Emmert, President

I just recently had a conversation with **Dick Halley**, the chair of the Nominating Committee, which caused me to begin thinking about a couple of things I would like to share with you. First, let me say that I am impressed with the nominees for ILA officers who we will be voting on at the Mobile Convention in March. You should be pleased to have these people serve as ILA officers.

Having said that, however, I also would like to discuss a concern Dick mentioned: it had been difficult to find qualified people who are willing to serve and who have either been nominated by someone else or themselves. I recall serving as chair of the Nominating Committee some years ago (and as a member prior to that) and having the same problem. Further, I remember talking to other people who have served as chair of this committee and who have served in other offices who all repeat the same story. Each of them was concerned that we have the same people who serve in offices, present papers, publish in our journal, contribute to the *Listening Post*, serve on committees, and attend conferences. Repeatedly I have been told and have observed myself that there is a "core" of members in ILA who do much, if not most, of the work of the organization. Without this "core" ILA would not be a viable organization. This has four interesting implications for me.

**1** It seems to me that if the same people end up doing all of the work all of the time, they will burn out. This means that we may be using people up and counting on someone else to become part of

the core whom we can burn out later. This means that we probably will lose the active involvement of our best people because they have given their all for so much for so long that they have nothing left to give. Then we lose their contributions and possibly even lose them as members in the future.

**2** I have heard many people complain because "the same people are always in charge of everything." Well, if you feel this way, and you haven't nominated yourself for office, had yourself nominated, agreed to be nominated, presented papers at our annual convention, submitted a manuscript to our journal, served on a committee, or even attended our annual convention, perhaps you have no legitimate complaint. If it seems as though the same people are in charge and doing everything in the organization, then do something to change this. Don't stay on the sidelines. Accept new responsibilities. Become more active in ILA.

**3** Here is something you can do for ILA right now. We need a new editor for our journal, the *International Journal of Listening*. Nominate someone you feel is qualified for the position, including yourself. As I mentioned in the last *Listening Post*, **Charles Roberts** has been doing an outstanding job as editor, and his term as editor is coming to an end. The Board will need to confirm the selection of the next editor at our meeting in March.

**4** I know I have been beating this horse all year, but **Dick Halley's** comments and those of others, as well as my own observations convince me that the health

and vitality of ILA cry out for more members. We need a larger organization to increase our "core." Although I have received some names and addresses of people to invite to be members, I have not received suggestions from most members. If you have not sent me names and addresses, please do it now.

If you have not made plans yet for the 1997 ILA Convention in Mobile, then please get started. I am looking forward to seeing you there. It promises to be a stimulating and enjoyable conference. I also want to take this final moment to wish you a Happy New Year. Live long and prosper.

### Editor's Ink

by Barbara B. Nixon,  
Editor



To echo **Phil Emmert's** comments in his *President's Perspective* this month, if you feel that the same people are contributing to the *Listening Post* on a regular basis, you are right; there is a "core" that adds information to this newsletter every quarter as well. If you have information you would like to share, especially for the *News & Notes* section, please send it along to me.

Future editions of the *Post* may take on a slightly different flavor. One of my goals is to turn the *Post* into more of a recruiting tool than it currently is. I plan on including at least one listening activity in each future edition; won't you please contribute some of your expertise?

Submissions via e-mail or on disk are always preferred. And if you submit your information **before** the issue's deadline, your chances of seeing it in print increase greatly ☺.



## Convention Communication

### Mobile Mardi Gras— ILA Style

by Lisa Darnell,  
Local Arrangements Chair

Mardi Gras began in our country soon after French colonists founded Mobile, Alabama in 1702. Now, families line the streets of Mobile to enjoy the celebrations of the mid-winter festival.



ILA has plans to celebrate Mardi Gras, too. We won't line the streets of Mobile, but there will be a celebration. At the cocktail party, prior to Saturday night's banquet, bring your best Mardi Gras mask. A prize will be awarded to whomever has the most unique mask.

Enjoy the mystery of Mardi Gras, speaking with masked guests before the ball, and see how many people you can recognize before the unmasking.

So, bring your mask and your ILA Mardi Gras Ball attire, and join the fun as we prepare to honor ILA's most outstanding members at the 1997 awards banquet. And you never know—if you yell "Throw me something mister," there just may be a moonpie waiting for you.

### Attention Cyber-Surfers

by Lisa Darnell

There are several web sites that give information about Alabama and some of the sites of interest we will visit during our annual convention. You may want to visit

the Alabama Travel Council at <http://www.olcg.com/al/atc/attract.html> to see a photo of the USS Alabama, the site of Thursday's cocktail party, or to see a brief description on Bellingrath Gardens, Friday's special event. For more information on Bellingrath, including the history of the gardens and home, what's blooming now at the gardens, etc., try <http://www.Bellingrath.org/gardens>.

These sites will give you a taste of what your Local Arrangements Committee has planned for you in March.

### Active Learning Techniques: Business Pre-conference

Join nationally acclaimed trainer Mel Silberman for the Business Preconference on March 12. Highlights of the day include:

- ◆ What Makes Learning Active?
- ◆ Concerns People Have About Active Learning
- ◆ Design Ingredients in Active Training
- ◆ Obtaining Immediate Involvement
- ◆ Ten Ways to Obtain Participation At Any Time
- ◆ Even Lectures Can Be Active Learning Experiences
- ◆ Active Learning in Groups
- ◆ Experiential Exercises in Listening Training
- ◆ Coaching Skills.....Actively
- ◆ Bringing Training to An Unforgettable Close

### Prepare

cont'd from page 1

There is no better city than Mobile in which to hold this particular convention. The Local Arrangements Committee has made sure that you will be in touch with the past while we prepare for the future. Mark your calendar, tell your friends, bring your computer, and we can't wait to see you in Mobile!



### 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 **February 28, 1997**. 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.

### 1997 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:

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# ILA OFFICER ELECTIONS—1997

## 1997 Officer Nominees

SusanEllen Bacon ..... President  
Janet Cherry ..... First Vice-President  
(Ascends to President)  
Charles Roberts ..... Virst Vice-President Elect  
(Ascends to First Vice-President)  
Tommy Neuman.....Second Vice-President  
Todd Thomas..... Secretary  
Lisa Darnell .....Member-at-Large — Public Relations  
Carol Christy ..... Member-at-Large — International

### Nominating Committee

Tom Wirkus  
Bayo Oludaja

Vickie Emmert  
Sheila Bentley

## Charles Roberts First Vice-President Elect

Charles Roberts is Chairperson of the Department of Communication at East Tennessee State University. He is a Life Member of ILA and has participated actively at eleven ILA conventions. One of his papers was awarded the Ralph G. Nichols Award, and two of his students have won the James I. Brown Award. Charles has been privileged to serve the ILA as the Chair of the Ralph G. Nichols Research Award Committee, as Executive Director of the association, and as a member of various ILA boards and committees. He currently serves as Editor of the *International Journal of Listening* and on the Advisory Board of the Institute for the Study of Intrapersonal Processes. He has edited and authored four books, numerous book chapters and juried journal articles, and co-produced three video versions of the Watson-Barker Listening Test. He also has been active in the area of listening assessment and training in the corporate sector and has held a number of regional and national offices in other professional associations.

Charles' goals for the ILA include broadening the leadership base of the association, increasing the opportunities available to the membership, and maintaining the collegial atmosphere that is the ILA's most valued legacy.

## Election Procedure

At the convention in Mobile, the 1997 ILA officer nominees will be introduced at the business meeting, after which the floor will be opened for new nominations.

If no new nominations are received, the officers will be elected by acclamation. If new nominations are received, an election will be held on Saturday morning at the convention.

If you are unable to attend the convention and wish to vote through an active member who will be in attendance, sign the proxy form, place it in a sealed envelope with the word "PROXY" and the attending member's name written on the outside, enclose it in another envelope, and mail it to **Diana Corley Schnapp**, the Executive Director.

## PROXY

I, \_\_\_\_\_, hereby give my proxy to  
\_\_\_\_\_, to vote in the election at the ILA Annual Convention held in March 1997.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_



# 1997 ILA OFFICER ELECTION

## **Tommy Newman** **Second Vice-President**

Tommy Neuman has been a member of the ILA for the past five years, during which time he has been quite active. He has been a member of the site selection committee and the public relations committee. He served as on-site host for the 1996 International Convention which was held in Sacramento.

He joined the ILA in order to gain additional information to allow him to teach a new 3 unit college course in listening that he had designed. He received much information and encouragement, not to mention having made so many wonderful friends. He feels he owes a deep debt of gratitude to this organization and can only repay that gratitude by working wherever, whenever, and however he can to promote the ILA and the ideals of listening.

He has sponsored over 30 new ILA members and promises to bring his energy, smile, time and talent to any ILA position.

## **L. Todd Thomas** **Secretary**

Todd Thomas is an Organizational Learning Specialist at Rockwell Avionics and Communications in Cedar Rapids, Iowa. Formerly a professor at North Carolina State University, Todd received his Ph.D. in Communication and an M.S. in Education from Indiana University, Bloomington. He received his M.A. in Communication from Auburn University in Auburn, Alabama.

Todd has been a member of ILA for six years. In 1994 he served as Nominating Committee Chair and has served on several Research and Education committees during the past few years. His research has garnered two James I. Brown awards, and he has been a co-author on three Ralph G. Nichols award-winning papers.

Todd has a book, *Public Speaking Anxiety: Conquering the Fear of Public Speaking*, which has just been released by Harcourt-Brace Publishers which includes a relaxation tape performed and written by Dr. Larry Barker. He is also writing a business communication text, *Business Communication in the REAL World*, to be released by Harcourt Brace in early 1998.

## **Lisa Darnell** **Member-at-Large** **Public Relations**

Lisa (Vickers) Darnell has been a member of ILA for eight years. She is currently serving as Local Arrangements Chair for the 1997 convention. Lisa has also served ILA as *Listening Post* editor and as program presenter and chair. In addition, she has served on numerous committees for the ILA including the Local Arrangements Committee, Program Committee, Student Programs Committee, Site Selection Committee, Membership Committee, Nominating Committee, for which she was chair, and Awards, for which she served as chair for the past two years. She has been the recipient of the ILA Special Recognition Award and the ILA President's Award, and placed in the top three papers in the James I. Brown Award as a student member of ILA.

Her goals for ILA would be to increase public awareness of the need for better listeners, better listening training in both schools and businesses, while increasing the public's awareness of how ILA can help meet those needs.

## **Carol Christy** **Member-at-Large** **International**

Carol Christy is an assistant professor of elementary education at Columbia College in Columbia, MO. She has spent about 10 years living and working in other countries. As a music teacher, she worked in Isfahan, Iran; Moscow, USSR; The Hague, Netherlands; and Luxembourg, GDL. Two initial studies in listening comprehension that led her to her dissertation were conducted in Luxembourg. Her dissertation research (listening comprehension in stories with music) was conducted in international schools in France, Belgium and the Netherlands. She was working at the University of Swaziland on a USAID contract project (initiating a B.Ed. Primary) when her degree was completed. In Swaziland, she conducted a baseline study of language (siSwati and English) among primary students that included listening as well as a listening study that examined influences of culture on the comprehension of stories. Carol is currently the chair of the International/Intercultural Committee for the Association of Childhood Education International.





# 1997 ILA OFFICER ELECTION

## **Tom Wirkus** **Nominating Committee**



**Tom Wirkus** has been a member of ILA for fourteen years and has made six presentations at conferences. He has served on the Program Planning Committee for five conventions and

has been a member of the Site Selection Committee and the Education Task Force for three years. A recent retiree of the Speech Communication Department at the University of Wisconsin-La Crosse, he continues to share his interests in listening as an ad hoc supervisor of student teachers, as the vice-president of the UW-La Crosse Learning in Retirement Group, as coordinator/trainer of lecturers at the Cathedral Parish in La Crosse, as a volunteer "Ambassador" at the Gunderson Clinic, as a board member of the La Crosse Area Jazz Society, as a drummer with Rev. Alan Townsend's "Wonderful World of Jazz Band," and as the president of the Board of the 40,000-member Wisconsin Public Radio Association.

When not involved in educational, music, or volunteer activities, he and his wife, Lois, enjoy travelling, especially cruises.

## **Vickie Emmert** **Nominating Committee**

**Victoria J. Emmert** (Vickie) is presently working as an instructor in the School of Speech Communication at James Madison University. She received her Master's Degree in psy-

chology from the University of Wyoming in 1976 and pursued doctoral work in communication at the University of Iowa. She is the author of a chapter on interpersonal analysis and the co-author of a book about interpersonal communication.

Vickie has been a member of ILA since 1986. She has co-authored two articles on listening for the *International Journal of Listening*. She has presented several workshops and papers at ILA conventions. Four of her papers have been in the top three for the Ralph G. Nichols Awards for top research paper. Vickie has chaired the Nominating Committee, the Research Committee and served as Second Vice-President. She serves as a reviewer for the Ralph G. Nichols and James I. Brown awards. She is an active communication consultant for schools, hospitals and businesses in the areas of research, listening, gender differences and leadership, interpersonal communication and conflict resolution.

## **Sheila Bentley** **Nominating Committee**

**Sheila Bentley**, Ph.D., has been a member of ILA since 1983. She has served on the Board in a variety of positions, including President. She has also served as



Chair of the Site Selection Committee and Chair of the Nominating Committee. Sheila has thirteen years of communication consulting experience with clients nationwide, includ-

ing companies such as The Disney Store, Honeywell, Federal Express, International Paper, the UT Medical Group, The Promus Companies, Nike, and Bank of America, and numerous educational institutions including Vanderbilt University's Owen Graduate School of Management and the University of Memphis. She has also served as adjunct faculty at the University of Memphis since 1986.

## **Bayo Oludaja** **Nominating Committee**

**Bayo Oludaja** is an assistant professor in the Communication & Theatre Arts department at Northwest Missouri State University. He has been a member of ILA since



1992 and has attended every convention since then. He has presented and/or chaired a session at everyone of those conventions. He is the outgoing ILA Member-at-Large (International) officer.



## From Diana's Desk

by Diana Corley  
Schnapp, Executive Director

The big news this issue is convention! It is time to register! If you have not received it already, you will soon be receiving a packet of information about our 18th annual convention in Mobile, Alabama to be held March 13-15. Included in the packet is the registration form, hotel registration information, and the program. Fill them out, send them in, and make your travel arrangements! Register early to take advantage of preregistration rates at the hotel and at the pre-convention conferences. Do you still need to renew your membership (did it expire October 1st?) to take advantage of lower rates for ILA members?

Prior to the official opening of the convention on March 12, two pre-convention conferences will be available. For the Business Conference, Dr. Mel Silberman will be conducting a participative workshop in instructional design for training. The Research Conference will continue to work on developing a plan for exploring those areas we still need to know about in listening. Thursday begins three great days of work and play brought to you by First Vice-President **SusanEllen Bacon**, program chair and **Lisa Darnell**, local arrangements chair.

Please send me names and addresses of anyone to put on our mailing list for convention information.

Other news: Did you know the central office accessible by e-mail? Send your messages to



## 85 Listeners Get an Earful at ILA Midwest Conference

by Kathy Thompson

On October 26<sup>th</sup>, 85 listeners and speakers from ILA, Alverno College and the Milwaukee/Chicago area packed the Conference Center at Alverno College for the Third Annual Midwest Regional Conference. Together they explored the meaning of "the art of listening." Throughout the day they shared great ideas for applying effective listening strategies in the classroom, conference room and living room. With each other—and a good deal of laughter and hard work—they practiced listening in a variety of contexts. And happily, everyone went home with an earful; conference evaluations told us that.

What was the secret of our success? Collaboration. It's no secret to ILA members—new and old—that we are a generous and caring group of individuals. We tend to the important business of promoting effective listening through our ongoing research, teaching, professional publications and presentations. More importantly, we unselfishly share what we know with others. And that's what happened at the Midwest Conference.

Our wonderful presenters—**SusanEllen Bacon**, **Michael Purdy**, **Tom Wirkus**, **Alice Ridge**, **Pat Lynnott**, **Jean Groshek**, **Merryl Carlsson** and Alverno students in Jean's *Interactive Listening* class—shared their listening experiences and expertise with teachers, students, administrators, librarians, human resource directors and other professionals from a five-state area. Their dynamic presentations and informative handouts were clearly "10s" in everyone's mind.

Other special collaborators should be noted. Alverno College, as a co-sponsor was superb from the beginning. Kathleen O'Brien, Academic Dean, gave me the go-ahead last spring to use college facilities, AV equipment, printing and PR support at no charge. Vice-President of Academic Affairs Austin Doherty opened the conference by extending an official Alverno welcome and attended some of the programs, along with several other college administrators. In addition, the Conference Committee—**Jean Groshek**, **Merryl Carlsson**, **Chris McCarrier**, **Amy Marciniak** and a host of Alverno students—worked diligently to help me design and promote the program. We started our work last May.

Another special contributor, **Kathleen Dunn**, Wisconsin Public Radio talk show host, delivered a provocative keynote address about our roles as critical listeners of media. She also explored listening further on her radio show the following Monday when she conducted an hour-long interview with ILA President **Phil Emmert**. And of course, Phil did a wonderful job of discussing listening, fielding questions from callers and promoting ILA. I have a copy of the audiotape to prove it. And, thanks to my student videographers, I also have videotapes of each session that I will bring to the Convention in Mobile. That way we can all enjoy the conference sessions again, together.

Thanks to all of you who collaborated to make the ILA Midwest Conference so successful. Because of your generous contributions, 85 more people now know that "getting an earful" can be a positive, rewarding experience.





## News & Notes

**Kimberly Batty-Herbert and Ralph Metke** are now ILA Lifetime paid-in-full members.

At the November Speech Communication Association Convention **Mary Bozik**, University of Northern Iowa, was elected to the Educational Policies Board. This group is responsible for recommending educational policies and approving or developing materials needed for helping communication education programs K-higher education.

**Merryl Carlsson** is on the design team that has created a major and minor in Organization and Leadership for Marquette University's new College of Professional Studies. She is one of a trio who have developed and are currently teaching a senior-level "Topics in Leadership" course. Merryl's topic is that of "Effective Listening for Leadership." The other two topic areas deal with leadership and organizational change and conflict management competencies.

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

## Carl H. Weaver Memorial Fund Now Ready for Contributions

by Dick Halley

As many of you know, **Carl Weaver** is a member of ILA's Hall of Fame and is a very worthy symbol of quality research in listening. The intent of the fund, once it has reached a minimum size, will be to fund on-going research in listening processes. Specifically, the fund will concentrate on helping to obtain equipment that is badly needed for some critical research and support field work that is also difficult to do because the labor costs are so high.

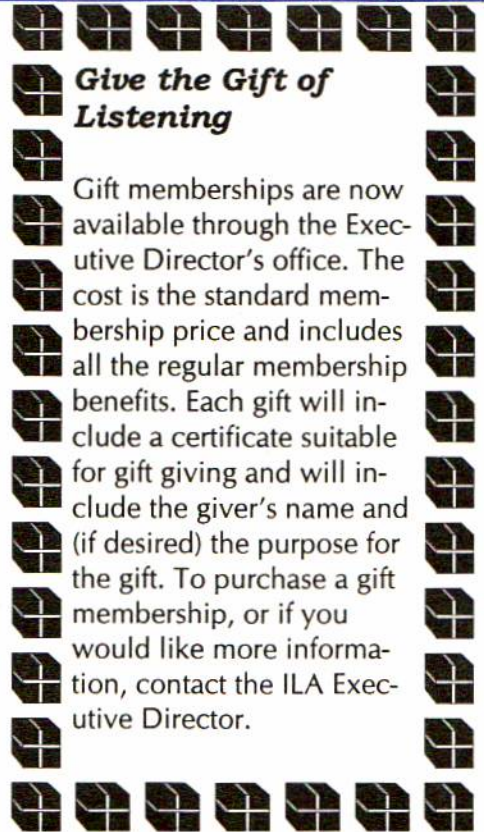
Would you please consider giving whatever you can as a tax deductible gift, and let others know about the project?

The Institute for the Study of Intrapersonal Processes has graciously agreed to house the fund and administer it. We really appreciate their willingness to support this effort. In addition, Carl's wife Vera is still living in South Carolina and has given her blessing to the project.

Please make your checks payable to ISIP and label them with "Carl Weaver Memorial Fund" or attach a note that indicates your money is for the fund. Mail to:

Institute for the Study of Intrapersonal Processes  
P.O. Box 13591  
New Orleans, LA 70185-3591

Thank you for your help in this memorial project.



## Give the Gift of Listening

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.



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