



LISTENING POST

ISSUE No. SIXTY-FOUR • SPRING 1998

Is There Anyone Listening in Germany?

by Margarete Imhof

Assuming that traditions in and appreciation of listening may vary quite considerably from one culture to another, I would like to render my perception of how listening is conceived of in Germany.

The German culture, as any other European culture, looks back on a rich oral tradition. Most of the classical myths and most of the popular folk-tales have been transmitted orally for many centuries. In fact, it was not before the end of the 19th century that many of the texts were put in writing for the first time. The Grimm brothers are a prominent example: They listened to storytellers and collected their stories and published what is today known as Grimms' fairytales. Schiller, a classic German dramatist, is reported to have read his works to his critics, instead of publishing it in print. (Rumor has it that when the critics first listened to his later famous play "Die Räuber" it fell through, because the poet was not able to control his strong Suebian accent—so much for the effect of paralinguistic characteristics of speech.) So it is safe to assume

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Listen: Pssst... Spread the Word!

*by SusanEllen Bacon
Immediate Past President*

Last year our ILA members did just that! So... at our convention in Kansas City we celebrated the many, many ways we let the world know about listening. During our luncheon we recognized people who were in front of camera's (**Kittie Watson & Dick Halley** for ABC's *20/20*), behind the scenes doing background for the media (**Carolyn Coakley & Charles Roberts**) or organizing regional conferences (**Sheila Bentley & Wayne Bond**).

Bright blue buttons that said "I spread the word" were worn by members who let us know how they let others know about ILA and listening.

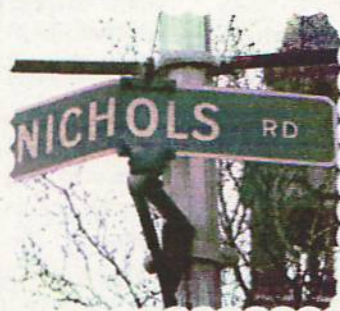
Here are just some of their stories. . .

Shared listening with "Make a joyful Noise" singing group,, National Council of Negro Women, Loaves & Fishes, Church Group and with Sherrill's School of Cosmetology all in Raleigh, N.C.

—**Francis Grant**

Completed a presentation on listening to a group of 4th year education students.

—**Heather Olmstead**



Conducted a workshop for teachers at Illinois State for Delta Kappa Gamma.

—**Bev Aweve**

Conducted listening workshop for health professionals and told lots of friends about listening.

—**Maria F. Loffredo Roca**

Presented listening workshops for teachers. Now constructing required course for all freshman (listening and speaking) to full state HSPT mandate.

—**Dan Corey**

News interview with Channel 9, Kansas City 10:00 PM news, January 12 and Interview with "Missouri Net," March 20.

— **Diana Schnapp**

Conducted a 'free' seminar on Listening for Chrysler Financial Corporation, interviewed twice

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President's Perspective

by Janet Cherry

What a great way to celebrate the end of another successful year and the beginning of a year offering new opportunities and challenges—the convention in Kansas City. Congratulations and thanks to **Susan Ellen Bacon** and her Board for their contributions during 1997-98! Kansas City as a convention location measured up to its claim for beauty, great food, fun, entertainment, and shopping.

The convention theme, *Listening: The Heart of Humanity*, was a popular backdrop for the 65 sessions offered to participants. More than that, it spoke to the heart of this association. Without the 85 presenters and invitational speakers; 41 session chairs; the 21 members of the program planning committee; **Connie Morris** and her two super helpers, David and Chris; the special interest conference chairs, **Virginia O'Keefe** and **Sheila Bentley**; the research coordinator, **Dick Halley**; **Edie Cole** and **Charles Roberts** pulling together the Boutique and Book Display; and our Executive Director and the Assistant Director, **Diana** and **Frank Schnapp**, plus an outstanding supporting cast of many more, we would not have had a reason to pack up and head for K.C. Many thanks to all of you for your energy and effort. There were far too many special moments to mention here, but the spirit of listening (and responding) was alive and well. This spirit of sharing and caring is the heart of every association and the ILA members have warm and generous hearts.

The awareness of listening was brought to new levels during the past year through various chan-



nels of the media. We, the ILA membership, are the self-appointed ambassadors for the critical and powerful skill of listening. To us I propose an opportunity and a challenge—through community service: **let's collectively share listening around the world with 2000 individuals by the year 2000.**

Those of you attending the convention received a packet of materials to initiate this project. Among the materials was a sign-up form and 22 were handed to me during the convention. I want to hear from many more of you! Send me an e-mail, a fax, a note or call will be just great to tell me when, where, and for what group you shared a session on listening so we can track our numbers. (If you were not at the convention there are extra packets available by contacting either Diana or me.) Updates and feedback will be reported in the *Listening Post*.

I am excited about the year ahead, the privilege of serving as your president, and the many opportunities for sharing listening around the world. Keep in touch—I'm listening.

Editor's Ink

by Barbara B. Nixon



Wow! What a convention! I've attended each annual convention since Memphis, and each one seems to bring new insights to me that I didn't imagine possible.

This year, I had a small friend travelling with me to Kansas City. His name is Samuel Taylor Nixon — a very big name for a very little guy. Sam was four weeks old the day we arrived in KC.

Bringing Sam with me was the best thing I could have done. I

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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 26.

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.

1998 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

1729 Charles Street
De Pere, WI 54115
b_b_nixon@msn.com
920-429-4389 voice
920-429-7174 fax

Listening Spirit Assists the New CPRC

by Kathy Thompson
and Carolyn Coakley

We trust that if you attended the ILA Convention in Kansas City, you are no longer wondering what Kelby/Tom, Andy, Carolyn, or anyone else will have to do to get a convention paper into his/her hands! Any individual wanting an ILA convention paper will find it at the Convention Paper Resource Center (CPRC) IF...IF...IF each 1998 (or 1997, 1996, 1995,...) ILA Convention presenter submits his/her paper for inclusion in the CPRC database.

Submitting a convention paper involves your completing four steps:

1. Submit two typed and reproducible hard copies (on white paper with clear, clean, dark print) of your ILA convention paper.
2. Submit one electronic copy of your convention paper on a 3.5" computer disk in WordPerfect or Microsoft Word (5.0 or above) format in PC or MAC platform.
3. Submit a typed/word processed identification page (included with each hard copy AND included on disk). (See cream-colored CPRC booklet for specific information to include.)
4. Submit a signed (by all authors) ILA - CPRC Reproduction Release Form (also included in the cream-colored CPRC booklet.)

After having completed the four-step process, surface mail all items to:

Kathy Thompson
ILA - CPRC Co-Chair,
Alverno College,
3401 S. 39th Street
P.O. Box 343922
Milwaukee, WI 53234-3922



New holders of the *Listening Spirit*, Manny and Dee Steil, surrounded by CPRC founders Kathy Thompson and Carolyn Coakley and donors Gene and June Wilson.

We plan to post—by the end of May 1998—the first CPRC database on the ILA website at <http://www.listen.org/> Thereafter, anyone who wishes to purchase an ILA convention paper may do so IF...IF...IF convention presenters (from 1980 through 1998) submit their papers. Ordering forms are in the cream-colored CPRC booklet.

To obtain additional information regarding the CPRC, please e-mail Kathy Thompson at kthompsn@execpc.com or Carolyn Coakley at ccoak@vom.com.

We publicly express our gratitude to **Tom Hickerson** ("Kelby") and **Andy Wolvin**, who helped convention attendees sense the need for the CPRC; to **Gene** and **June Wilson**, who placed their faith in the CPRC and who placed their sculpture — *The Listening Spirit* — within all convention attendees' reach; to **Charles Roberts**, who served as our auctioneer; and to **Manny and Dee Steil**, whose bidding outlasted all others' and whose home now resounds with *The Listening Spirit*.

Your 1998 Board

President Janet Cherry

First Vice-President Charles Roberts

First Vice-President Elect Harvey Weiss

Second Vice-President Dick Halley

Members at Large Carol Christy
Lisa Darnell
Kathy Thompson

Secretary Parthenia Franks

Listening Post Editor Barbara Nixon

IJL Editor Steve Rhodes

Executive Director Diana Schnapp



IMPORTANT DATES

June 26, 1998 — *Listening Post* deadline

August 3, 1998 — Send 1999 ILA Convention paper, panel or program submissions to Charles Roberts

September 26, 1998— *Listening Post* deadline

December 11, 1998 — *Listening Post* deadline

March 11-13, 1998 — 20th Annual Convention, Albuquerque, NM

March 2000 — 21st Annual Convention, Virginia Beach, VA

March 2001 — 22nd Annual Convention, Chicago, IL

Where you are, may peace be

by Carolyn Coakley

I miss **Belle Ruth Witkin**—the listening scholar who answered my questions, the listening researcher who designed my paths, and the listening author who enriched my writings. But what I miss the most is the caring friend who nurtured my spirit.



Belle Ruth and I began our friendship at the Doubletree Hotel in Scottsdale, Arizona. During the 1988 ILA Convention, we scheduled a time to get to know one another. As I walked away after our long conversation, I remember feeling deep respect for my new friend and her many listening contributions dating back to the early 1950s.

The following year in New Orleans, Louisiana, I travelled beside her as she guided her scooter onto the service elevator, through the Fairmont Hotel kitchen, and into the dining area. I remember feeling intense sadness for her having to experience such a distasteful route in order to eat with all other ILA convention attendees. That side-by-side journey—as disturbing as it was—led to our becoming dearer and dearer friends. . . until Belle Ruth began another journey on February 2, 1998.

When Belle Ruth left us, I lost one of my most nurturing supporters, for she had been “with” me throughout my fight against cancer. When I was first diagnosed in 1991, she wrote, “I am so very sorry that you have been going through such a bad time. I wish I were there to give you a hug and send some of my energy into your body.” Even though we were 3,000 miles

apart then, I felt her warm hug and immense energy.

From a distance and during ILA conventions, she faithfully continued “our” fight against my cancer. She shared herself with me in so many healing ways—prayers, thoughts, hugs, smiles, articles, cartoons, poems, cards, leaflets, letters, phone calls, e-mails, books, tapes.

Her greatest gift of all, though, was her genuine concern and loving support as expressed here in one of her many messages: “This is just to tell you that I love you and am thinking of you. I value our friendship. . . . You have my heart-felt prayers for your full recovery.”

When full recovery did not come, Belle Ruth put on her battle empathy: “You are an inspiration to me—especially when I get to feeling sorry for myself. . . and not pulling up my socks to get things done.” Oh, how I want to pull up her socks and have her pull up mine!

To me, Belle Ruth's greatest gift was not that she was a scholar, a researcher, or an author. Rather, it was that she was a loving friend who enhanced my life in the unique way that only Belle Ruth Witkin could. I miss my friend, and I pray that she is now experiencing the message on her last card to me: “Where you are, may peace be.”

Editor's Note: Please visit the ILA website at <http://www.listen.org> for Andy Wolvin's touching tribute to Belle Ruth Witkin.

Order Now

ILA Boutique

Miss the convention? Made it to the convention, but forgot to stop by the ILA Boutique?

Stopped by the ILA Boutique, and no room left in your suitcase?

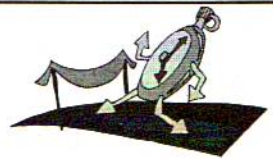
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Edie “the Bag Lady” Cole!

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INTERNATIONAL LISTENING ASSOCIATION



Who's Who Deadline Extended

If you would still like to be included in *Who's Who in Listening*, contact one of the following before June 1, 1998:

Lisa Darnell
ldarnell@unanov.una.edu
205-760-4596

Diana Schnapp
ilisting@aol.com
913-685-9228 or 800-ILA-4505

1998 Award Winners Honored at Banquet

Hall of Fame

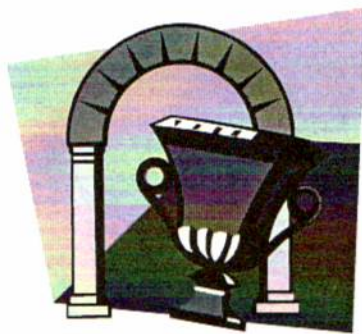
Nadine Marsnik — Nadine is both a Founding Member and a Lifetime Member of the ILA. She has served as an ILA officer and has been a featured speaker for annual conventions. She co-authored the text *Perceptive Listening* and has written articles for the *Journal of the International Listening Association*. Her presentations about cancer have helped establish the ILA clinical/helping interest area.

Special Recognition

Kathy Thompson — Kathy created several media events during the past year which brought regional and national recognition to the ILA. She was the first to make the Internet accessible for the association, resulting in front page coverage of ILA members in the *Wall Street Journal*. She has also reached radio and television resources. Her work with assessment and listening at Alverno College was the focus during a recent Milwaukee news story. Her suggestions have spurred several interviews with the media and brought many calls to the ILA central office concerning information on listening.

Listening in the Business Sector

Sheila Bentley — Sheila has served in all major offices of the ILA, including holding the presidency. She is a private consultant and trainer who has brought listening to the forefront of companies' interests across the nation. She chairs the MidSouth Regional Conference and this year chaired two half-day conferences for the business interest area during the national convention.



Listener of the Year

Ella Jenkins — Jenkins, now in her 70s, has spent more than 40 years actively entertaining, reaching and listening to children from all over the world. She has appeared on the "Today Show," "Barney and Friends," "Sesame Street," and "Mister Rogers' Neighborhood" promoting and striving to make music accessible to all children. Jenkins has produced 28 albums and two videos. She received a special award from the National Association of Black Storytellers in 1996 and was also honored by the Smithsonian Institute for her many talents. She uses a unique call-and-response singing method to encourage children's participation in her programs. She encourages active participation while using music from diverse cultures. Simple melodies and interesting rhythms give Jenkins' singing a universal appeal. Many of the lyrics are sung in Spanish, Chinese, or other languages.

Graduate Thesis/Dissertation Award

Susan A. Timm for her dissertation entitled "A Comparative Analysis of the Influence of Listening/Nonverbal Communication Training on Multicultural Sensitivity." Timm recently received her Ph.D. from Northern Illinois University.

President's Award

Barbara Nixon—Barbara was presented the 1998 President's Award by outgoing ILA president Susan Ellen Bacon for her work as *Listening Post* Editor and Webmaster.

Nichols Award

The Institute for the Study of Intrapersonal Processes presented the Nichols Award, with \$1,000 going to the first place winner.

1st place — Margarete Imhof for "What Makes a Good Listener? Listening Behavior in Instructional Settings."

2nd place — Carolyn Coakley, Terry Cunconan, Kelby Halone, and Andy Wolvin for "Contextual Characteristics Influencing the Listening Process: Implications for the Measurement of Listening Competence."

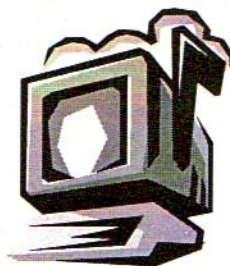
3rd place — Sheila Bentley for "Bench-marking Listening Behaviors: Is Effective Listening What the Listener Says It Is?"

Brown Award

Charles Pscherer and Christopher Fleming from University of Maryland-College Park for their paper "The Effects of Active Listening on Productivity Inclination."

New Email List: Listen-4 And Adding Threads to Listen-2

by Mike Purdy



There are now more than 110 members on the Listen-2 email list sponsored by the ILA. In fact, sometimes discussion is so brisk we have had to institute new strategies to make Listen-2 more listenable. One new strategy includes guidelines about using discussion threads. (A thread is a series of messages on a specific topic, as well as the responses to those messages.) When I asked on Listen-2 for input on the problems of following all of the varied discussion topics Ms. Pat Weber of Stress-Free Sales and Customer Service wrote the following:

“Mike, the Subject area is the place where I check a thread of discussion I’m following. So being careful that the subject is correct before you press ‘send’ is vital. This seems to be a problem on many lists I’m on—people do not attend carefully to the correctness of the subject field.

“A big problem is when people subscribe to a Digest format. THEN there’s an extra step because if you press ‘reply’ then the subject field gets filled automatically with: ‘Re: LISTEN-2 digest 722.’ Great! So that’s the downside of digest versions: extra work on the subscriber part to keep thread subjects clear.”

Pat Weber continues, “One topic that was discussed on Listen-2 lately was the importance of content/topic for listening. There will always be vast differences in people’s reading/listening interests and we need to accommodate that. Carefully

delineating the thread one is responding to is the key to allowing the reader/listener to follow one particular topic of interest without getting bogged down in having to read the other threads of discussion that may be going on simultaneously.”

Other suggestions have been for individuals to communicate privately when they have comments that don’t need to be on the list, such as a supportive responses or more in-depth discussion that some members may not want to read about. In fact, anytime members of Listen-2, or the ILA, want to create a new list for a specific purpose we can do that—Listen-1 and Listen-3 have not been created yet, but can be activated at any time.

This week I created Listen-4, a new list specifically for ILA business, and for personal chat between ILA members that doesn’t belong on the more public Listen-2 list. Feel free to subscribe to this new list—that’s everyone, board members, committee members—everyone can use it. To subscribe to the list send an e-mail message to:

Listproc@ecnet.net

In the message text area type:
Subscribe listen-4
YourFirst YourLast
For example, (example: Subscribe listen-4 Mike Purdy)

That’s all. See you online.

Media Guide Helps Share Listening

by Lisa Darnell

At this year’s convention, incoming ILA President **Janet Cherry** charged us to share listening with world. Some of you might not be sure how to be selected to appear on the media to share, so you haven’t really pursued that option. Or, perhaps some of you know how, but are anxious about appearing on the media, lest you be caught with no information to share.

To assist in correcting either or both of these situations, convention attendees received a packet that contained tips on a number of things, including a *Media Guide*. The *Media Guide* offers suggestions for being selected as an expert by the media, as well as listening factoids to assist you while you prepare for your interview. The factoids are conveniently arranged by categories (business, education, etc.) for quick and easy reference.

If you were unable to attend the convention, but would like to have a copy of the *Media Guide*, contact **Diana Schnapp** at 800-ILA-4505. She has a limited number of copies left, so call soon, so that you might help us to share listening with the world.





ALBUQUERQUE • NEW MEXICO

How Albuquerque Got Its Name

*by the Albuquerque Convention
and Visitors Bureau*

In 1706, the ambitious provisional governor of the territory, Don Francisco Cuervo y Valdez, petitioned the Spanish government for permission to establish the bosque as a formal villa. The Spanish required a minimum of 30 families in an area to establish a villa. Cuervo had only 18 in Bosque Grande. But Cuervo was a shrewd politician, and he came up with a plan he felt gave him a good chance of

acceptance. The man responsible for preliminary approval of his application was Viceroy Francisco Fernandez de la Cueva, the Duke of Albuquerque. In his application, Cuervo declared that he wanted to establish the villa in the name of the Duke, and call it Alburquerque.

The petition (on which Cuervo had also carefully claimed 35 families, believing that a perfect 30 would look too suspicious) was accepted, and thus was born the city of Albuquerque. (The first "r" in the original name was later dropped. Legend has it that a sign painter for the railroad omitted it either accidentally or because he didn't have enough room for the whole

name. Another theory is the Latin translation of Alburquerque, which means white oak. Alburquerque Spain has a large number of white oak trees and thus was given the appropriate name. However, it is likely the "r" fell out of use casually and over a long period, probably due to its near-inaudibility when spoken.)

In 1846, the US claimed the territory for its own. The Civil War touched the city briefly when confederate troops occupied Albuquerque and installed eight defensive cannons (four of them are still on display in Old Town). Once the war had passed, Anglo settlers, who had been slow to move in before, began showing a much greater interest and began arriving in force—mostly merchants, tradesmen, artisans, doctors, and lawyers.

—From <http://www.abqcvb.org/general/history.html>. For more information about the site of our 20th Annual Convention, visit the Albuquerque Convention and Visitors' Bureau at <http://www.abqcvb.org/>

Board Actions, cont'd

(Continued from page 10)

- First Vice President Elect the duties and responsibilities connected to the convention book display.
6. Approve the initiative of finding out the procedure and logistics involved in having the Historical Society of St. Paul, Minnesota serve as the permanent site for the ILA archives.
 7. Increase the price of *ILA Bibliography of Sources* from \$8.00 - \$10.00 for ILA members and \$12.00 for non members so that the price of the bibliography will be more in line with the price of CPRC convention papers.
 8. Feature on the website the *ILA Bibliography of Sources* so as to offer another outlet for the promotion of ILA.

Our Mission

"The International Listening Association promotes the study, development, and teaching of listening and the practice of effective listening skills and techniques."

Threatened Lives Need Tender Listening

by Frances Bethea Grant

Did you attend the recent ILA Convention, themed "Listening: The Heart of Humanity," in Kansas City?

Did you attend the session on Friday titled "Threatened Lives Need Tender Listening"? This program was a sequel to the 1997 program "Cancer Town Meeting." This program presented an interactive discussion of the need for listening during life-threatening illnesses. It focused on shared observations by survivors, family members, and care givers.

The presenters on this interactive panel were **Carolyn Coakley, Frances B. Grant, Tom Hickerson, Nadine Chamberlain Marsnik, Ken Paulin, Kathy Wahlers, June Wilson, and Gene Wilson.**

I want to thank all of you who attended this session for your support, hugs, tears, and cheers. You gave each member of this panel a sample of tender listening. I speak for the entire panel: we are grateful.

Editor's Note: Please visit our website at <http://www.listen.org> for Frances B. Grant's moving poem "The Cancer Connection."



Lucile and Ralph Nichols are surrounded by their colleagues, friends and admirers at a session highlighting his career and life.

Listening in Germany, cont'd

(Continued from page 1)

that a good proportion of social, political, religious and economic life relied on oral communication skills. Listening skills must have been a highly appreciated skill in the population at one point..

The German word for listening, 'zuhören,' evokes another set of connotations, too. This word is rather close to both the word for belonging, 'gehören' and obeying, 'gehörchen.' The one you listen to is the one you 'belong' to and the one you need to 'obey.' Thus, listening implies a sense of belonging, sharing, and personal binds - with both the positive and the negative side effects that might go along with it.

Listening today is hardly valued as an academic skill. It is rather considered a natural human asset. Listening skills are taken for granted: He who can hear can listen. But there are also other voices. Last fall, a regional broadcasting station held a symposium designed to explore the lost art of listening. They brought together experts from different areas, such as technicians, media experts, psycholo-

gists, publishers, architects, social workers, teachers, business trainers, performing artists, philosophers, medical professionals and, last but not least, teachers. The program included activities such as going on 'listening walks,' discussing 'perception with all senses,' experimenting with 'sound cocktails,' investigating the implications of a 'listening society.'

Growing awareness of listening can be observed, however tentative. National newspapers reported about a study pointing out how not listening to patients in the medical profession causes enormous cost, both in human and financial resources, due to delayed, prolonged, and mistaken treatment. It will take another while, however, before listening is acknowledged as a valid subject of research and as a professional field. Though some may have understood better than others: It was not long ago that someone had an ad in the paper offering nothing but: "I will listen to you!"

Notes From Diana's Desk

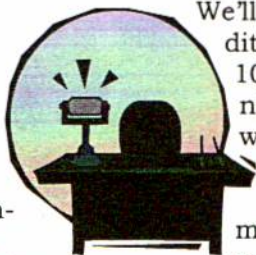
by Diana Schnapp
Executive Director

I don't know if it was our largest convention ever, but Kansas City brought our largest attendance at a convention at least since Boston! Counting delegates, guests, speakers, and staff, we had 187 registered for convention and/or conferences plus two babies and one dog!

There were 137 registered for sessions. Not every single body showed up, but those who did seemed to have a wonderful time!

Thanks to **Janet Cherry**, **Connie Morris**, David Duty, Chris Powers and **Frank Schnapp** for keeping the "backstage" operating smoothly. The delegates sometimes never realize how much detailed work goes into making a convention run smoothly, but your ILA officers and staff make it happen.

The 1999 committee is already working to bring you another outstanding convention. **Charles Roberts**, **Kimberly Batty-Herbert**, **Joe** and **Jean Harris**, and **Lisa Orick** are already hard at work to plan our meeting in Albuquerque. Put it on your calendar. We will be at the Old Town Sheraton March 11-13 with room rates currently set at \$98 per night. At this point convention fees will probably remain the same as this year, so you can begin to plan your expenses.



We'll be returning to the traditional Wednesday (March 10) through Saturday night schedule (March 13) with time off on Friday afternoon and Board meeting on Sunday morning (March 14). More specific schedules will be available in the winter months.

If you've never presented a program, this is a good time to start. **Charles Roberts** will be collecting program proposals over the next few weeks. Good programs provide the strong foundation for a successful convention.

We have much to look forward to! Within the next month or so, you should be receiving your new membership directory. Most of you will receive just the printed pages to replace the pages you now have. Those pages will include all the updates I have received for the past year. If you have corrections or additions, better get them to me ASAP! Please, please, please send me address, phone, and e-mail changes! Both you and we miss out if our mailings cannot get to you because third class and bulk may not be forwarded or your forward time has run out.



Steve Rhodes pals around with the Churchills in Kansas City.

Pssst, cont'd

(Continued from page 1)

for Detroit area radio shows, wrote an article on listening for a medical journal and one for a benefits magazine, worked on listening with ministers in training, and taped a one-half hour cable TV show on getting an "A" in listening.

— **SusanEllen Bacon**

Teaches teacher's workshop on listening skills, Handed out stickers and ILA brochures and an AP story!

— **Charles Roberts**



Editor's Ink, cont'd

(Continued from page 2)

knew many ILA members on only a professional level before. It's amazing how well you can get to know people personally when they're cuddling and cooing to your baby. I discovered there are lots of new grandparents who don't live near (or near enough) to their grandbabies — and they got their baby fix with my Sam.

For those of you who were at the auction on Saturday night, I'd like to reiterate that Sam did not make a bid on the *Listening Spirit*. . . He didn't have quite enough allowance in his piggy bank for that yet ☺.

A big thank you goes to **Lisa Darnell** — my perpetual ILA roommate and friend. I appreciate your help with everything!

News & Notes

Three ILAers currently serve on the National Communication Association's Educational Policies Board: **Mary Bozik**, University of Northern Iowa; Deborah **Hefferin**, Broward Community College; and **Andrew Wolvin**, University of Maryland. Among its other functions, the EPB is spearheading the national K-12 speaking and listening competency standards.

Terry Ostermeier, University of Wisconsin-Whitewater, received the College of Arts and Communication 1998 Outstanding Research Award. Terry's research, presentations, and publications in intercultural listening were prominent in consideration for the award. The honor also carried a \$500 cash award.

Rick Bommelje publishes a weekly e-mailed newsletter called *ListeningLeader* to nearly 600 subscribers who understand the value of listening in their lives. The Power of Listening is brought to them each week with real examples, stories, case studies and lessons learned. To subscribe to *ListeningLeader* send a message to Requests@lists.WebValence.com and type subscribe *ListeningLeader* in the subject line.



Visit the updated
ILA website online at
<http://www.listen.org>

Hosting provided by Green Bay Online

Recent Executive Board Actions

by Barbara Nixon
and Parthenia Franks

At its meetings in Kansas City, the ILA Executive Board voted to:

1. Support the startup of the Convention Paper Resource Center, headed by Kathy Thompson & Carolyn Coakley. Kathy and Carolyn will commit to working on the CPRC for three years. The immediate startup will be announced at the 1998 convention.
2. Adopt the following mission statement for ILA: "The International Listening Association promotes the study, development, and teaching of listening and the practice of effective listening skills and techniques." The motion passed unanimously.
3. Pursue full sponsorship of Listening Awareness Month, and in doing so, to consider a) changing the name to International Listening Awareness Month, b) changing the month from April to March, and c) documenting said changes in *Chases' Calendar*, a public announcement source book used by many radio stations.
4. Authorize the website indexing of all ILA journal issues so as to provide a good search engine and to generate added visibility to ILA.
5. Assign permanently to the

(Continued on page 7)

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

The golden rule
of friendship is
to listen
to others
as you
would have them
listen to you.

—David Augsburger

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