



# LISTENING POST

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## A Few Words About Committees

by Janet Cherry and Diana Schnapp

One of the jobs of your president is to appoint members to committees and to name a committee chair.

The 1998-99 Committee Sign Up Form, distributed prior to and during the convention, has directions asking that members select their first, second, and third choice.

There were 26 forms submitted to the Executive Director for 1998-99 committee membership. These members are to be congratulated for their interest and willingness to get involved and make things happen with ILA. Since the committee needs may not come at a time when some members are available, and because it was difficult to determine preferred committees in every case, your president has listed all of the respondents under each committee selected.

The form also asked whether or not there is a willingness to serve as a committee chair. Several of you indicated "yes" to this question. However, some

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## The Gentle Art of Accepting Compliments

by Barbara B. Nixon  
Listening Post Editor

A quick quiz for you. A friend mentions to you that she likes the sweater you're wearing. Your most likely response is:

- A. "This old thing?"
- B. "I bought it for only \$13.99 at Stein Mart!"
- C. "Your haircut looks great, too."
- D. "Thank you."

For a moment now, put yourself in the shoes of your friend. . . think what type of response you would prefer hearing from you. Hmmm. . . Does that make things different? It should.

When you answer along the lines of A or B, you are minimizing their compliment. You are taking their thoughtful comment and, in essence, saying, "You must be wrong. I did nothing to earn what you said to me." When you answer C, it may show that you feel very awkward having something nice said about you. . . and you feel that you must immediately return the compliment. If you answered

D, you may well be in the minority.

We've all heard of the Golden Rule. . . . Consider, if you will, instead using the Platinum Rule: "Do unto others as they would have done unto them." Think about how you would like to have a compliment accepted. Would you want the recipient to minimize what he or she did? Would you want the recipient to

jump right back in your face with a (perhaps insincere or forced) compliment? Or would you prefer listening to a simple and heart-felt "Thank you"? I would bet it is more likely to be the latter.

### The Platinum Rule:

"Do unto others as they would have done unto them."

People are typically more complimentary over the holidays than during the rest of the year. Start practicing receiving compliments now with "Thank you."

Have a blessed holiday season, filled with joy, peace and love.



## President's Perspective: Sharing Listening Around the World

by Janet Cherry

As an association we continue to receive opportunities to share our listening expertise around the world. . . starting and ending within our own United States of America.

Most recently we were asked for help with curriculum by Steve Coffey in Taiwan. Through email messages I know members have reached out to help. In August at our fall board meeting Carol Christy, who chairs the International Outreach Committee, reported on continuing efforts to search for ways to attract a regional European listening conference.

**Jean and Joe Harris** have supported the message of sharing listening around the world on their travels to Africa and other international locations where Joe's responsibilities take them. Perhaps Africa might become the site of a future listening program.

In July we received an inquiry from a public relations firm in Singapore asking how they might become involved in the ILA's activities. We are still in conversation with Ronald Hee exploring possibilities of a regional listening meeting in Singapore hosted by his firm and clients. Earlier in July I accepted an invitation to present a session at the Pacific and Asia Communication Association in Sapporo, Japan. The theme of my presentation was the increasingly vital role listening plays in the success of intercultural business and in the virtual meeting place. The audience in Sapporo was a mix of faculty from Taiwan, Hong



Kong, Singapore, Japan, mainland USA and Hawaii and myself, representing ILA and the corporate world of my employer, Federal Express. Before leaving Japan, our conference host, Professor **Kazuo Akasaka**, offered his assistance in arranging a regional ILA meeting in Japan. Since my return, three others in attendance have expressed an interest in collaborating on research projects. We may even get one or more new members from this group. Requests have come much closer to home as well. In November I will open the annual Management Forum at FedEx with a session on listening.

As I entered my term as president, the theme I chose was sharing listening around the world. I am one hundred percent committed to this mission. If you attended the convention in Kansas City you may recall receiving a folder with information to assist you in presenting a face-to-face session on listening. The folder also included a form for reporting presentations you make so we can tally the number of people we have reached with a message about listening. It doesn't matter if you have misplaced the form, but please let me know where and

(Continued on page 6)

## Editor's Ink

by Barbara Nixon



And point and click and point and click and point and click. . . Wow! We've had more than 12,000 visits to the ILA website since we started it about two years ago. And we've even won an award for the *Quotes on Listening* pages!

I'd like to extend a special Thank You to Teman Johnson and **Dick Halley**, for their help in adding valuable content to our website.

If you have any ideas for additional content, please let me know.



### 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 11, 1998.

### 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**

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De Pere, WI 54115  
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920-429-5389 fax  
920-429-4389 voice

# Actions from Fall Executive Board Meeting

by Parthenia Franks  
Secretary

At its Fall Board Meeting in Albuquerque, New Mexico, the ILA Executive Board voted to:

Assign to the Bylaws Revision Committee the charge of drafting amendments to:

- ◆ Create (with the duties and term set forth) the Board level position of Webmaster (Article IV, Sections 1,2, and 5 Article V, Section 1; )
- ◆ Extend the term of the Second-Vice President from one year to two years. (Article IV, Section 2)
- ◆ Extend the term of the Editor of the *International Listening Journal* from two to three years. (Article V, Section 9, Item A)
- ◆ Replace the term "lifetime" with the term "foundation," show the names of foundation members on all future convention programs, and place an asterisk beside the name of foundation members who are deceased. (Article III, Section 2, Item F).
- ◆ Change the wording of the bylaw to reflect communication channels inclusive of all forms of information technology. (Article V, Section 5)



- ◆ Use the term "regional," to include geographical areas outside of the United States. (Regional Conference Initiatives, e.g.)

The Board also voted to:

- ◆ Confer Honorary Membership status upon Professor **Kazuo Akasaka** (an influential professor in Japan who has volunteered to initiate a regional conference and accommodate any need for translators ) in light of his offer to facilitate the growth of listening and ILA in Japan.
- ◆ Approve the Site Committee's selection of Scottsdale, Arizona as the host city for the 2002 Convention.
- ◆ Authorize the Executive Director to secure the Midland Hotel as the Convention site for the year 2000 Convention in Chicago.



## IMPORTANT DATES

**December 1, 1998** — Deadline for any convention early registration information. Send to Diana Schnapp

**December 11, 1998** — *Listening Post* deadline

**February 17, 1999** — Deadline for hotel reservations for convention

**February 19, 1999** — Deadline for Business conference early registration fee

**March 1, 1999** — Deadline for convention early registration fee

**March 10, 1999** — Business Conference at Sheraton Old Town Albuquerque

**March 10, 1999** — Executive Board Meeting: Albuquerque

**March 11-13, 1998** — 20th Annual Convention, Sheraton Old Town, Albuquerque, NM

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

**March 2001** — 22nd Annual Convention, Chicago, IL

**March 2002** — 23rd Annual Convention, Scottsdale, AZ

### Our Mission

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

## Exciting time for ILA!

# Exciting Opportunity for New ILA Executive Director!

by Kathy Thompson  
Member-at-Large, Special Projects

Want to become ILA's special listening ambassador? Want to help ILA members—old and new— get the most from their membership? Want to assist the ILA Executive Board as they explore new ways to share the expertise of its talented membership with diverse groups here and abroad? If your answer is yes to these questions, look no further.

The ILA Board is now accepting applications for the position of **ILA Executive Director**, effective immediately. As Executive Director, you will serve as public relations liaison to the community at large, business manager, and chief financial officer for the Association. You will also work closely with the Executive Board to develop mem-

bership and to organize and run the annual conventions.

In conducting the daily business of the Association, you will have many opportunities to apply your administrative, interpersonal, and organizational skills. And hone your listening skills! From maintaining the international office of ILA to consulting with ILA committee members as they work with media personnel, school administrators and teachers, business consultants, government officials, and health care professionals, you'll play a crucial role in fostering the goals of ILA and promoting effective listening. Sound exciting?

If you would like more information about this position, please contact Kathy Thompson, Executive Director Search Committee Chair:

Kathy Thompson  
ED Search Committee Chair  
Professional Communication Dept.  
Alverno College  
3401 S. 39<sup>th</sup> St.  
P.O. Box 343922  
Milwaukee, WI 53234-3922

Phone: 414-382-6359  
Fax: 414-382-6354  
E-mail: kthompsn@execpc.com

To apply, please submit a letter of application to the ILA Board, a current resume, and the names and phone numbers of three references to Kathy Thompson at the address listed above. Application Deadline: December 15, 1998. All ILA members are encouraged to apply.

## Albuquerque. . . Rich in History, Traditions

Albuquerque is a magnificently unique combination of the very old and the highly contemporary, the natural world and the manmade environment, the frontier town and the cosmopolitan city, the indigenous and the come-lately. It is a harmonious but spectacular blend of extremely diverse cultures, cuisines, people, styles, stories, pursuits, and panoramas.

It is a city with a rich history. Evidence of inhabitation dates back as long as 25,000 years. That is the estimated age of bones recovered from a cave in the northwestern sector of the Sandia Mountains in 1936. (Skeptics and scholars have

since widely revised the estimated age to something more like 10,000 years.) Anasazi Indians were the next to settle in the area. They lived here for two centuries, from 1100 to 1300, and established several communities throughout northwestern New Mexico connected by sophisticated transportation and communication networks.

**Searching for Cibola** - In 1540, the Spanish arrived. Explorer-conquistador Francisco Vasquez de Coronado came north from Mexico in search of the mythical seven cities of Cibola. He and his enormous entourage of troops, cooks, priests, and beasts reportedly spent the win-

ter of that year in an Indian pueblo on the west bank of the Rio Grande 20 miles north of Albuquerque. The site is now a state monument just northwest of the town of Bernalillo.

Coronado left, but Spanish settlers began arriving in greater numbers. By the 17th century it was sufficiently populated to have acquired a name: Bosque Grande de San Francisco Xavier. (A "bosque" is a forest on the banks of a river or other body of water, or simply an area of thick vegetation.)

(Continued on page 5)



# CPRC Challenge: Papers from Presenters

by Carolyn Coakley  
and Kathy Thompson,  
CPRC Coordinators

Are there 1980 through 1998 ILA convention presenters who want to promote listening? Fund our association? Attract ILA membership? Share listening insight? Stimulate interest in the listening field? Make the CPRC an international resource? If your answer to any of these questions is "YES," this challenge is for you.

The Convention Paper Resource Center (CPRC) Co-Chairs, **Kathy Thompson** and **Carolyn Coakley**, want to post your convention paper(s) in the CPRC database! If you have doubts about whether your paper is "good enough," erase those doubts! If you think your paper is "too good," remember you retain copyright when you submit your paper to the CPRC. If you haven't had time to submit your paper, make time. If you find our four-step submission process too demanding, contact Kathy or Carolyn, who will provide help.

We challenge you not to wait until you need to "clutterbust" or organize your files, update your resume, or search for another's convention paper; rather, complete the following steps now:

1. Submit two (2) typed and reproducible hard copies (on white paper with clear, clean, dark print).
2. Submit one (1) 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—with each hard copy and on disk—a typed/word-processed identification page. (For specific information and/or forms, contact Kathy Thompson.)

4. Submit a signed (by all authors) ILA - CPRC Reproduction Release Form (available from Kathy Thompson).

After having completed the four-step process, surface mail all items to Kathy Thompson (see address information on page 4 of this issue).

To order a databased convention paper, read the ILA - CPRC Index and use the ordering form



included in the Summer 1998, *Listening Post*.

For additional information regarding submitting or ordering a convention paper, contact Thompson or Coakley, or visit the ILA website at <http://www.listen.org>.

## Albuquerque, cont'd

(Continued from page 4)

**The Coming of the Railroad** - One of the city's most influential residents arrived in 1880: the railroad. Las Vegas, Santa Fe, and other New Mexico towns fell victim to the piratical practices of the railroad baron, but Albuquerque welcomed the Iron Horse with open arms, hearts, and wallets—and a 200-foot-wide right-of-way. The impact of its arrival is all but inestimable: placement of the depot affected the development of specific sectors of the city, and the consequent influx of residents from the East and the Midwest brought enormous changes to the prevailing architecture of the city (and the region). Perhaps most important, the railroad was responsible for a drastic alteration of the ethnic

makeup of the city: by 1885, Albuquerque had become predominantly Anglo in population.

In 1885, Albuquerque incorporated as a town, and six years later as a city. In 1889, Albuquerque won the rather heated battle for the right to locate the state university in the city. (Other bidders were awarded other institutions: Socorro, the School of Mines; Las Cruces, a college of agriculture; Las Vegas, the state asylum; and Santa Fe, the state penitentiary.) In 1912, New Mexico was admitted to the US, the 47th state in the Union (Arizona, the 48th, was admitted later that same year).

(For more information on Albuquerque, visit the Albuquerque Convention and Visitors Bureau the Internet at <http://www.abqcvb.org>)



## Committees, cont'd

(Continued from page 1)

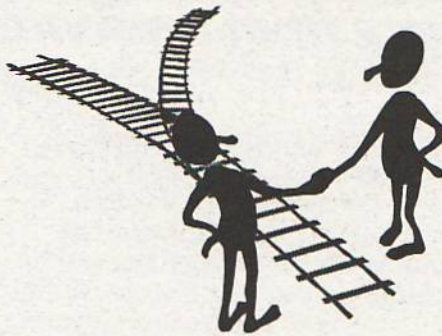
chairs are already designated (as required by our bylaws).

The following standing committees are chaired by Executive Board members:

- ◆ International Outreach: Member-at-Large (**Carol Christy**)
- ◆ Membership: Second Vice-President (**Richard Halley**)
- ◆ Program Committee: First Vice-President (**Charles Roberts**)
- ◆ Public Relations: Member-at-Large (**Lisa Darnell**)
- ◆ Special Projects: Member-at-Large (**Kathy Thompson**)
- ◆ Audit: First Vice-President Elect and Secretary (**Harvey Weiss and Parthenia Franks**)
- ◆ Bylaws Revision: First Vice-President Elect and Secretary (**Harvey Weiss and Parthenia Franks**)
- ◆ Nomination Committee: Elected chair (This year: **Harold Kinzer**)

According to our constitution, the following Standing Committees are to be appointed by the President: Archives, Awards, Business, Curriculum/Assessment, Elementary/Secondary, Local Arrangements, Research, and Site Selection. The word "appointed" may be open to some interpretation since some committees have chosen their own chairs then reported that choice to the president.

The sign-up sheet may also provide some guidance to the president in appointing chairs. Local Arrangements Chair is usually determined by whoever is willing to serve for a given location, a factor which determines



which sites will be selected for the convention. Therefore the word "appointed" may be open to some interpretation since some committees have chosen their own chairs. If this is the case, the name of the chair should be made known to the president immediately. In such cases, the chair is then "officially approved" by the president.

Hopefully, this will clarify somewhat how committees and chairs are to be established on a yearly basis. It may also explain why it has taken so long to get committees into place this year. The process has been a bit confusing, and it has taken awhile to sort it out.

We do still need committee members!

Of the entire membership of ILA, only 36 people are serving on the Board and doing committee work! That is an amazingly low percentage of the membership that is doing the work! Please consider once again whether you can serve on a committee. If you can, please complete the enclosed form and send it to the Executive Director. Also contact the committee chair and let that person know you want to help. If you prefer not to be on a committee to which you have been assigned, please notify the chair and the Executive Director.

## Perspective, cont'd

(Continued from page 2)

when our listening message is being shared. There will be a map on display in Albuquerque—just a few months away (and a great convention it is going to be!) indicating our listening coverage since we met in Kansas City.

The media has also been kind to us in '98. Articles mentioning the ILA appeared in a July edition of the *Los Angeles Times* and in a *Quality* publication. There must be others.

Drop me a note, send me a fax (901-737-1841) or an email (jtctrainer@aol.com) and tell me how you are sharing the listening message in your part of the world. Remember... I'm listening!



So far... We've heard from people who have shared the message about listening in:

Africa, Japan,  
Alabama, Kansas,  
Mississippi, Ohio,  
Tennessee,  
and Wisconsin.

We know there are more!  
Please fill us in.

## Notes From Diana's Desk:

# A Hearty Hail & Farewell

by Diana Schnapp  
Executive Director

This quarter it is "hail and farewell" from me. "Hail" to all of you as we begin in earnest to prepare for the best convention we've ever had. And an early "farewell" from me as I prepare to leave the position of Executive Director. Time to move on. I do expect to be in the office until after the Albuquerque convention, so I will be working for all of you until then. Thanks to each of you for all the support you've given not only to me but to this organization that we love. Keep up the good work! Look elsewhere in this issue for a position description and help the committee chaired by **Kathy Thompson** to find the best person to fill the seat at the computer!



Now back to work. One of the things I hope to do at the convention is to run a silent auction to help pay for the expenses of our volunteer student helpers. While we do not pay them, we do have to pay their expenses: hotel room, meals, and travel. That amounts to several hundred dollars. If you have any "listening memorabilia" or a nice item that you think would fetch bids that you would like to donate, please contact me right away. Auction items are NOT limited to listening related objects. The auction will be in the registration area from Thursday until Saturday morning at 11:00 A.M. Winners can pick up their items Saturday after lunch. Notice that we still need committee members! Check the enclosed sign up sheet if you have not already volunteered.

Here are the latest articles that have been sent my way. If you have published an article lately, send notice to **Michael Purdy**, bibliography editor, and a copy to **Kathy Thompson**, who is building sources for a possible Listening Resource Center. Those of you who are doing research, especially, please send a bibliography entry of your work to the *Listening Post* to share with others.

### Resources

Ford, Henry. (September-October, 1998) *Communicating for success. Visions*. 1,4.

Kelly, M.N. (September, 1998) Manager's memo. *The Rotarian*, 6.

Silverstein, S. (July 19, 1998). But do they listen? Companies making an effort to build skill. *L.A. Times. Work and Careers*.

## Become a Better Listener Before the Holidays!

Looking for the perfect gift for someone you love? Better listener before the holidays! Research has shown that it takes 21 days to create a habit. If you begin now, you can make it happen. Try these tips from **Liz Lavalley's** "The Ears Have Walls ... A Listening Workshop."

### Habits to Break

- ♦ interrupting the speaker (verbally or mentally)
- ♦ sending inappropriate feedback (verbal and visual)
- ♦ engaging in multiple activities while listening
- ♦ agreeing to listen when you're not going to

### Habits to Reinforce

- ♦ concentrate on the message, not the speaker
- ♦ attend only one message at a time
- ♦ create a supportive atmosphere
- ♦ provide appropriate feedback
- ♦ withhold judgment until speaker's done



(For more information on listening, visit Liz Lavalley's website, *Listen First*, at <http://www.illuminet.net/~listen/learn.html>.)

# News & Notes

**Chuck Swanson** just received notice of being chosen for a "Twentieth Century Award for Achievement," from the International Biographical Centre in Cambridge, England. Chuck also says, "A special thank you to ILA'ers for their thoughts and words of support during my recent misadventure in the hospital."



## Amazon.com & CDNow: Savings for You and Income for ILA!

When you are purchasing books and music, please first stop by the ILA website at <http://www.listen.org>. We have links there that connect you to Amazon.com and CDNow, both of which will provide ILA with a percentage of your already-discounted purchase price. So far, ILA has earned nearly \$75 simply from people entering the Amazon.com bookstore through the link at our site!

## Points to Ponder

"Listening is a magnetic and strange thing, a creative force.... When we are listened to, it creates us, makes us unfold and expand. Ideas actually begin to grow within us and come to life.... When we listen to people there is an alternating current, and this recharges us so that we never get tired of each other... and it is this little creative fountain inside us that begins to spring and cast up new thoughts and unexpected laughter and wisdom.... Well, it is when people really listen to us, with quiet fascinated attention, that the little fountain begins to work again, to accelerate in the most surprising way."

— Brenda Ueland

"To be listened to is, generally speaking, a nearly unique experience for most people. It is enormously stimulating. It is small wonder that people who have been demanding all their lives to be heard so often fall speechless when confronted with one who gravely agrees to lend an ear. Man clamors for the freedom to express himself and for knowing that he counts. But once offered these conditions, he becomes frightened."

— Robert C. Murphy

"You cannot truly listen to anyone and do anything else at the same time."

— M. Scott Peck

These quotes were discovered at the HeartQuotes site on the Internet at <http://www.webcom.com/~hrtmath/IHM/Library/Quotes/Listening.html>.

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

"The  
first duty  
of love  
is  
to listen."

— Paul Tillich

For more quotes about listening, visit the ILA website at <http://www.listen.org/pages/quotes.html>.



## IMPORTANT ADDRESSES

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