



# LISTENING POST

ISSUE No. SIXTY-SEVEN • WINTER 1999

## *¡Yo Quiero Nuevo México!*

by Kimberly Batty-Herbert  
Local Arrangements Chair

If you have ever considered sharing your ILA experiences with your family, the 1999 convention would be an excellent time to do so. The Land of Enchantment, New Mexico's state motto, has something to offer everyone and this year the ILA is attempting to do the same. The convention hotel is located next to Albuquerque's historic Old Town with shops, restaurants and museums suitable to every age and interest. From the Albuquerque children's museum, The Natural History Museum, botanical gardens, aquarium, and zoological park, to spicy Mexican restaurants with live Mariachis, all are within minutes from the convention hotel. The location is sure to please.

Family members and guests are also invited to join us Friday afternoon for "Escape to Santa Fe," a tour of New Mexico's capitol city nestled at the foot of the Sangre de Cristo Mountain range. We will travel to Santa Fe by way of the Turquoise Trail through old mining towns and eclectic villages. A satisfying sack lunch is included. Once in Santa Fe a guided walking tour will begin at the Loretto Chapel and its "Miraculous Staircase" and will continue through the

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## *20 Years of Listening Enchantment Bienvenido de Albuquerque*

by Charles Roberts  
First Vice President

¡Bienvenido!

Join us in Albuquerque! What a time we are going to have there in March as we celebrate 20 years of listening enchantment. On Wednesday, March 10, 1999, the Business Interest Group will host a conference featuring Dr. Scott Parry. Then, over the next three days, 95 presenters will share their listening insights and activities in 78 different presentations that are scheduled for 51 separate programs. Along the way you will be able to interact with your old friends and make new acquaintances of a score of "first-time" convention-goers.

Three programs, featuring former ILA presidents from Manny Steil to Susan-Ellen Bacon, will help us understand our past, appreciate how far the ILA has come, and look forward to what the future has in store for us. A dozen programs will focus on current research, while another dozen or so look at listening in the educational setting, and still more concentrate on the business sector and effective listening. Even the breaks between

sessions are special experiences (does the word "chocolate" strike a positive cord?).

As always, the local arrangements committee has arranged for a bit of relaxation to top off your experience in Albuquerque. Every morning you'll start off the day joining your colleagues for breakfast. The lunches on Thursday and Saturday will show off western cuisine, while on Thursday night we will take

over the Albuquerque Museum for a night of unique stimulation. You will be able to explore the art and history of Albuquerque while delighting in the music of Glenn David Harris, a nationally acclaimed musician. Your taste buds also will be excited with gourmet hors d'oeuvres and New Mexican wines.

No visit to New Mexico would be complete without experiencing Santa Fe. On Friday afternoon, all interested ILAers can board a bus that will transport them along the Turquoise Trail through old mining towns and eclectic villages to Santa Fe, one of the most distinctive cities in

(Continued on page 6)

CONTAMOS  
CON TU  
PRESENCIA  
EN NUESTRA  
CONVENCION

## President's Perspective: Heading for the 21st Century

by Janet Cherry

From the ILA Board to each of you and your families—Happy New Year! May you experience and enjoy peace, thirst for challenge, and satisfaction in your accomplishments.

During the past year we, as a professional association, have continued to contribute to the need for harmony and understanding through effective communication and listening instruction resulting in the improvement of human performance. We share the value of listening and the tools to master the art.

Through a variety of channels, our message reaches an increasing and diverse population. Our mission, however, also continues to expand by boundary and need. Much has been done and much more is yet to do.

This article will reach you after Vice President Gore's televised satellite Summit on "21st Century Skills for 21st Century Jobs" on January 12. Many locations across the country participated in this telecast and hopefully you were in the audience. The agenda was focused toward audiences representing business, labor, education, government, and local community leaders. Leading questions were. . . "Is your community ready for the 21st Century?" . . . "Are you connecting workers, jobs, and training for 21st Century Skills?" The Summit format offered an opportunity for audience participation and feedback.

I was in Washington on January 12 and viewed portions of the



Summit, but our location was not set up for direct feedback. What I saw was very interesting and thought provoking.

My purpose in mentioning the Summit is that fundamental to learning is the ability to communicate effectively, and we know that listening is the cornerstone. We must continue our efforts to be recognized by our Department of Education in Washington and the State Education leaders as the leading authority on listening, competencies, and instruction. Recently I met with my Congressman asking for help (and I know others of you continue this same effort) in getting appropriate people to listen and support our message. I am passing along his recommendations and requirements for providing further assistance to our Education Chair and committee. One particular avenue of our conversation really caught my attention. His question—"What is the impact of effective listening—can you document this in diverse environments—social improvements, business return, service improvements, better grades, better trained employees, etc.?" Can we?

Perhaps the reason this caught my attention is because three months ago I was asked to head  
(Continued on page 6)

## Editor's Ink

by Barbara Nixon



Please be sure to check out the ILA website. . . . I need your suggestions about what additional content we need, both to assist existing ILA members, and to attract new ones.

If you have any favorite listening quotes, send them along.

I'd like to add a section on listening jokes and humor. . . Your help is needed!

And, to paraphrase Bugs Bunny, make sure you don't take the wrong turn in Albuquerque. . . See you at the hotel!



### 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 March 27, 1999.

### 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**

324 Crestview Lane  
De Pere, WI 54115  
bnixon@shopko.com  
920-429-5389 fax  
920-429-4389 voice

## Letter to the Editor:



Hello Fellow ILA Members,

It's that time again when I start pleading for contributors for the Swap Shop booklet. Once again, **Bob Bohlken** and I are attempting to compile a booklet of listening exercises, activities, assignments, handouts, training tips, etc. Your participation is essential if we are to succeed.

The Swap Shop has not only been a valuable convention session for those who teach listening but has also contributed several hundred dollars to the ILA over the last few years. Many of the past exercises have also been featured on the ILA web page which helps to promote our organization. I think you will agree with me that the Swap Shop session benefits the entire group. However, we can't do it without your help.

Share those original ideas! I'll bet you have some tucked away right now that you could submit.

For those of you new to the ILA, prior to the convention, a booklet of original listening activities, etc., is compiled. The book is given free-of-charge to the contributors. Even if you do not attend the convention a booklet will be sent to you. Additional booklets are made and sold with all proceeds going to the ILA.

We are also going to add a student section this year if we can get the participation needed. If you know of students who would be interested in contributing, share this message with them. This can provide students with an early opportunity for them to have their work presented at an international convention.

You can e-mail, fax or mail them to me at the following addresses:

**Kimberly Batty-Herbert**  
Clovis Community College  
417 Schepps Blvd.  
Clovis NM 88101

Fax: 505-769-4190  
E-mail: [battyk@clovis.nm.us](mailto:battyk@clovis.nm.us)

Be sure to include the title, instructions, time required, materials needed, and your name and institutional affiliation.

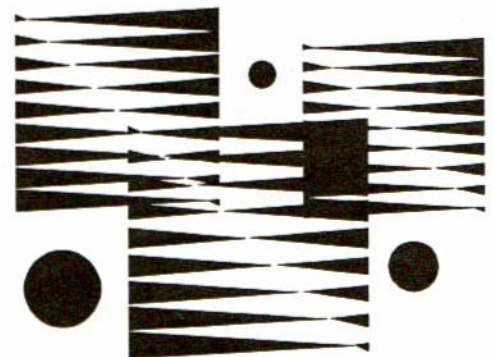
Thank You,

Kimberly Batty-Herbert



### IMPORTANT DATES

- 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 27, 1999** — *Listening Post* deadline
- 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."

# 1999 ILA Officer Nominees

**Charles Roberts**  
*Ascending to President*

**Harvey Weiss**  
*Ascending to First Vice-President*

**Richard D. Halley**  
*First Vice-President Elect*

**Dick Halley**

earned his Ph.D. from Ohio University in interpersonal communication, cognitive information processing and research design in 1972 and has been an ILA member since about 1988.



He has been most active in the research division having served on that committee for many years. He has served as both chair and vice chair. Dick served as chair of the nominating committee during the 96-97 year and is currently serving as Second Vice-President. He has presented for the research and education divisions. In 1998, along with **Kittie Watson**, Dick had the privilege of representing the ILA on an ABC 20-20 segment discussing listening.

Dick has authored ten listening related publications and presented twenty five listening related convention papers. He is a professor of Communication at Weber State University and has served as a consultant in listening for over twenty-five years.

If elected, Dick's goals for his years of service in this series of offices would include:

- 1) continued efforts to expand membership internationally.
- 2) continued efforts to integrate the efforts of the various ILA interest groups.
- 3) continued efforts to apply our research in ways that increase the sensitivity of the general population to listening.

**Bob Bohlken**  
*Second Vice-President*

**Bob Bohlken,**

Professor of Communication, Northwest Missouri State University, has been a member of ILA for 15 years. He has presented programs at 13 of the last 15 ILA conferences. He has served on the Executive Board from 1989-91, and on the Bylaws, Program, Education, and Nominating committees. With **Ethel Glenn**, Bob initiated the popular "Swap Shop" conference program. With the significant collaboration of **Kimberly Batty-Herbert**, the program has continued.



In the past three years, Bob has presented listening in the classroom programs once the National Communication Association, twice at the Central States Communication Association, and once at the Missouri State Speech/Theatre Association conferences. He has had listening articles published in *The Teaching Professor* and in *The Speech Teacher*.

At Northwest Missouri State University, he has been chair of the Speech/Theatre Department for seven years and head of the Division of Communication for four years. He received the Northwest Service Award and other recognition for exemplary teaching. He teaches the listening course and conducts classroom listening workshops for faculty and students at Northwest Missouri State and at various secondary schools.

**Carol Christy**  
*Secretary*

Carol Christy is an associate professor of education and psychology at Columbia College in Columbia, Missouri. She has been a member of ILA



since 1993 and has been active in the organization. She has presented at three ILA conferences and has been working with questions of teaching and assessing listening in K-8 classrooms. Carol has been the Member-at-Large for International Outreach for the past two years and has served as chair of the International and of the Elementary and Secondary Education Committees. She is currently helping to plan the Education mini-conference for Albuquerque.

Carol has spent about 10 years living and working in other countries. Her dissertation research (listening comprehension of stories with music) was conducted in international schools in France, Belgium and the

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# 1999 ILA Officer Nominees

(Continued from page 4)

Netherlands. On a USAID project 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 and a member of Teachers of English to Speakers of Other Languages and National Council of Teachers of English.

## **Klara Pihlajamäki** **Member-at-Large,** **International**

**Klara Pihlajamäki**, a member since 1992, is working in Sweden to make both ILA known and to promote listening research and education.



Klara has presented at four ILA conventions. She has offered several listening workshops in Sweden and recently completed a book on listening.

Klara has research, education, and management experience. She has a Ph.D. in Business Administration from the University of Stockholm, where she taught and did research from 1982-93. Her work focuses on integration of technology and social issues. In 1995-96 she was a researcher in the Swedish "Silicon Valley" and has worked in California's Silicon Valley and in several na-

tions. In addition to teaching in Swedish universities, she operates her own business, Communication Resonance Development, which includes work with listening.

Sweden's largest daily recently published a full-page article on her listening work, and she has been interviewed by Radio Sweden. With a colleague, she has applied for a grant to create a two-year listening training and development project.

Among her goals is ILA collaboration with other international organizations to reinforce the identity and mission of ILA. Klara's personal commitment to this collaboration is demonstrated by her memberships in the Swedish National Sound Board that is closely associated with the World Forum for Acoustic Ecology, in the European Women Management Development Network, and in the International Communication Association. She encourages ILA and its members to seek involvement with similar organizations.

Today, when technology has made national borders less meaningful, "International" in the association name should be given new consideration. Klara proposes development of a mission statement and a plan for international projects.



## **Melissa Beall** **Member-at-Large,** **Public Relations**

**Melissa Beall**, Professor of Communication, University of Northern Iowa, has been a member of ILA for more than 10 years. Melissa has served on various ILA committees and has presented numerous programs at ILA conferences. She has held many offices in state, regional, national, and international associations.

Melissa was a member of the National Communication Association Standards and Competencies Project that recently published K-12 standards and competencies for K-12 speaking, listening, and media literacy. She helped draft the statement on listening standards and competencies. Much of her extensive research has focused on listening, communication education, and instructional development.

In this position she intends to promote both ILA and listening as a necessity in our lives.

## **Nominating Committee**

**Jim Gallagher**

**Ethel Glenn**

**Lisa Orick**

**Kittie Watson**

**Kent Zimmerman**

## **Current Board Members** **Continuing Their Terms**

**Kathy Thompson**, *Member-at-Large, Special Projects*

**Steve Rhodes**, *IJL Editor*



## Proxy

If you are unable to attend the 1999 Convention in Albuquerque and would like your votes (on Bylaws changes, slate of officers, and other items) to be counted, please fill out the proxy statement below:

I, \_\_\_\_\_, hereby authorize active ILA member \_\_\_\_\_ to serve as my proxy at the 1999 Convention in Albuquerque.

Signed \_\_\_\_\_

Date \_\_\_\_\_

Mail this proxy statement to Dick Halley, Second Vice-President, to arrive no later than March 1, 1999.



## Proposed Bylaws Revisions

Please see the Autumn 1998 *Listening Post*, page 3, for proposed Bylaws revisions.

## Perspective, cont'd

(Continued from page 2)

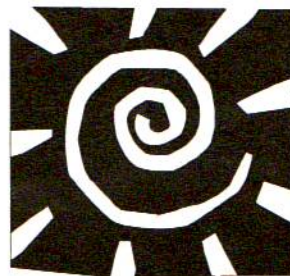
a yearlong project in our Ground Operation Division, Performance Technology and Training Department, Business Management Practices workgroup, at Federal Express. The mission parallels the Congressman' question. My assignment—to transition our training and instruction from focusing on activity to focusing on impact. We as designers and instructors/facilitators will be accountable for reporting the impact of our time and dollars rather than reporting the activities that filled our time and spent our dollars. This transition will be painful for many yet the result will have tremendous outreach. We can justify requests for investment in upskilling our employees, purchasing more technology, transferring our methods of delivery, as examples.

We as facilitators, instructors, authors and designers of listening materials could also benefit from an awareness of the impact we are making. Are we conducting follow-up to see if what we are teaching is making a difference in the return on investment for our corporate students, better grades and better employment opportunities for our academic students, better lives for our clients and patients, better citizens in our communities? Do we know if the learning transfers back to the workplace or to other classrooms? Could we, as the professional authority on listening, benefit from having information available, perhaps at our web site, that documents an impact on bottom line benefits? I am sure there are many examples already available among the membership. There is an increasing awareness, particularly in the business arena, where management and clients are requiring this type of evaluation

as a justification for initiating or continuing specific learning investments.

What do you do in the area of evaluating the impact of listening in your professional role? There is a great time and place for sharing this information—our 20th Annual Listening Convention coming up in March (and it is going to be outstanding so register early!).

I'm interested—and I'm listening!



## Bienvenido, cont'd

(Continued from page 1)

the United States. Then on Saturday, finish up the convention with a full day of programs, or a day-long special conference hosted by the Education Interest Group.

Top off your week by attending a very special closing banquet-Saturday night.

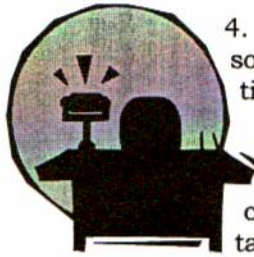
Contamos con tu presencia en nuestra convención.

## Notes From Diana's Desk:

# Come to Albuquerque Because. . .

By Diana Schnapp  
Executive Director

Ten reasons why you should come to the convention in Albuquerque. . . not in order of importance.



1. It is our twentieth anniversary as an organization.
2. Your presence adds something no one else can provide.
3. The program is outstanding: something for everyone.

4. The hotel is small, reasonably priced, and beautiful.

5. The Local Arrangements Committee has created wonderful, entertaining trips for your family.

6. The Friday afternoon trip to Santa Fe does not interrupt any programs.
7. You will see friends and colleagues that you can't visit with anywhere else.

8. You can provide information and guidance to send ILA on to its next great 20 years.
9. The Business Conference features an internationally respected trainer.
10. The Education Conference will offer insights that educators from all levels will appreciate.

So fill out that early registration sheet, sign your check, and mail or FAX it to me immediately! Your Executive Board, your colleagues, your friends, and I want to see you in Albuquerque!

## Nuevo México, cont'd

(Continued from page 1)

plaza pointing out historic churches, museums, shops and restaurants. You will have several hours to explore on your own.

The 1999 local arrangements committee has also planned several side trips to keep your family entertained while you are in sessions:

### The Art of Albuquerque

**Thursday March 11, 9 AM - 3 PM**

This tour begins with a walking tour through Old Town and The Albuquerque Museum sculpture garden. You will then board a motorcoach for a tour of the city that will include old Route 66 and the University of New Mexico campus. In downtown Albuquerque you will stroll through an interesting and informative tour of the various artists, artisans and architects of the city. For lunch you will experience native foods at the Indian Pueblo Cultural Center. The center is run by

the nineteen pueblos of New Mexico where art also abounds.

### Hot Air Balloon Rides (weather permitting)

**Friday March 12 - 6 AM - 10 AM**

Feel the magic as you ascend into the sky! Your flight takes you over the enchanting Rio Grande valley for breathtaking views of the downtown area, the Sandia Mountains and volcanoes.

### Acoma and Laguna Pueblos

**Saturday March 13, 9 AM - 3:30 PM**

You will travel west through beautiful desert landscape to the mesa where the Acoma Indians have lived for nearly a thousand years. At top the mesa sits the 70 acre pueblo which is the oldest continuously inhabited city. Follow your Native American guide through the earthen streets, past adobe homes and enter their old adobe church. Next you will visit the Mission Church in nearby Laguna Pueblo for a contrasting look at pueblo life. The tour will con-

clude with a visit to a hacienda near the Canoncito Navajo reservation for a relaxing gourmet lunch.

To receive a free copy of Albuquerque's Visitor Guide contact the Albuquerque Convention and Visitor's Bureau at 800-733-9918. A free copy of New Mexico Vacation Guide is also available through New Mexico Tourism at 1-800-545-2040. Several web sites also offer valuable information for those visiting the area:

<http://www.newmexico.org/>;  
<http://www.calb.gov/> and  
[Http://www.santafechamber.com/](http://www.santafechamber.com/).

Enchanting experiences await you!



# News & Notes

**Andrew Wolvin** has been designated a Distinguished Teaching Fellow by the Eastern Communication Association and has been awarded a Lilly Teaching Fellowship at the University of Maryland. He also has received a University of Maryland instructional improvement grant to continue his research on competency outcomes in the basic communication course.

**Kelby Halone** has completed his Ph.D. at the University of Oklahoma and has taken a position as an Assistant Professor in the Department of Speech and Communication Studies at Clemson University.

## Errata

In the Call for Proposals for the 2000 Convention (which was included in your convention registration packet), the correct deadline date should read "no later than March 11, 1999, in order to be eligible for the free half day spa package."



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

Visited by more than 13,000 guests!

Hosting provided by Green Bay Online

## Point to Ponder

To listen fully means to pay close attention to what is being said beneath the words. You listen not only to the "music," but of the essence of the person speaking. You listen not only for what someone knows, but for what he or she is. Ears operate at the speed of sound, which is far slower than the speed of light the eyes take in. Generative listening is the art of developing deeper silences in yourself, so you can slow our mind's hearing to your ears' natural speed, and hear beneath the words to their meaning.

— Peter Senge



## Amazon.com: 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 selected books on listening, and to the entire Amazon.com catalog. . . all at Amazon.com's already discounted prices!

So far, ILA has earned nearly \$100 simply from people entering the Amazon.com bookstore through the link at our site!

listening (1996):  
the process of receiving,  
constructing meaning from,  
and responding to spoken  
and/or nonverbal messages

Being listened to  
is so close  
to being loved  
that most people  
cannot tell  
the difference.

—David Oxberg

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



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