

Listening Post

Issue No. Seventy Four -
Fall 2000

President's Perspective

Like the column says, this is my perspective, so anything you read here is mine, and does not reflect the opinions of the Board or anyone on it. So BEWARE!!

I'm baffled! Nothing new? But this time it is **really** baffling! I'm talking about the information I received in this quarter's Officer Report from our Executive Director, James Pratt. Let me just quickly summarize it regarding our membership figures:

- * June 1, 2000, **355** members, all categories, 229 regular ones
- * September 1, 2000, **309** members, all categories, 187 regular.

Jim's partial explanation is that there were members listed as ACTIVE from as far back as 6-8 months who hadn't paid and he purged them from the files. Nonetheless these numbers are the lowest in the history of the organization with the exception of the first few founding years. This is very upsetting to me as well it should be for all of us. This erosion of memberships cannot continue, and the Board will struggle with it in Chicago at our mid-year fall meeting.

I have one possible generalization to explain our membership situation, and one possible solution, (remember President's Perspective!!!)

First, my thoughts are, that people are not renewing their memberships and new memberships are scarce, because of the current condition of

beleaguered American workforce, with all the emphasis on profits and the downsizing phenomenon. "DOING MORE AND MORE WITH LESS AND LESS"

"You haven't seen the bottom of your in-box in months. You've gone from 9-5 to 8-7 and that's on good days. In short, you've got too much to do with too few resources and not enough patience to deal with the stress that's building in you every day. You're Not Alone!

In recent insurance industry studies, nearly half of American workers say their job is "very or extremely stressful, and 27 % said their job was the greatest source of stress in their life. More specifically, a study by the Northwestern National Life Insurance Company found that 53% of supervisors and 35% non-supervisors consider their jobs highly stressful."

(I think that if studies were done of our members, and those who would like to join but can't find the time, you would find similar opinions about the stress in their work environments. But here is my point)

"The following tips can help you cut down on your workload and your stress:

If possible, **don't take on any new projects that will demand a lot of your time**, or come due during the time of another large project."

Bingo, there isn't enough time in people's lives to take on anything

new, like joining the ILA or for that matter, even renewing their first years, and keeping up with the present daily workloads.. (President's Perspective again) There are no doubt many other personal reasons, but this really jumps out at me, especially when seeking nominations to committee and leadership positions from the active members. I know you all have your opinions about this, and that's fine, let's get them out on the table and do something about it.

Finally, my recommendation to begin to address this critical situation, is the taboo subject of this organization since Day One, **NAMELY, BECOMING AN AFFILIATE WITH ANOTHER ORGANIZATION**. I think it would increase our exposure immensely, and because we would be working in conjunction with the parent group, we could eliminate A GREAT portion of expense of running our own separate convention.

There, I've said it and I am going to begin the dialogue this weekend on it. We can no longer afford the luxury of what we have had in the past on less than 200 active members. We aren't broke, but we aren't flush by any means. I would encourage you to write Letters to the Editor in the next issue of The Listening Post. Give us your opinions, put your ideas out there so we can begin to correct the erosion of our base membership. It's Up To You!!!

Harvey Weiss

From Jim's Desk...

I get the most interesting phone calls on the ILA's toll-free line... Within the last month I've heard from a university professor—a veteran teacher of an established listening course—who had just discovered the ILA; she asked if I could send her enough membership brochures for all her current students. A team leader at a large national corporation called to ask whether we had any information available to help her group members develop better listening skills; she had found our toll-free number on our website. A founding member of the ILA called to ask some questions about next year's convention, and we ended up chatting for half an hour. A graduate student at a Midwestern university, writing a paper but unable to find copies of the *International Journal of Listening* in the university's library, wanted to know whether we could provide copies of several articles on her list...and fast! A new ILA member called to ask for a set of materials that would help him in his job. A reporter for *Woman's Day* wanted to interview one of our officers about listening; look for that article in the February or March issue. The head of a communication consulting firm called to ask for a list of our members in his geographical area; they had a request for listening training, and they had no one on staff who could do it. My answer to all those requests, of course, was, "Yes!"

And an increasing number of people, especially those who live outside the U.S., are using our website and the link to e-mail as the preferred means of communicating with the ILA. A prospective member in the U.K. wanted to know if we could transmit a copy of our logo. A member in



Australia needed a copy of an article from a past *Listening Post*. A new member in Japan sent his membership application electronically. And as we look forward to our 2003 convention in Sweden, I anticipate that most of our planning and registration for that convention will be done on the Internet, with its advantages of speed, low cost, and convenience when communicating with others whose day is our night. Please remember that we want to hear from you, and, by whatever means, you choose, we'll listen.

Jim Pratt

Members in the News

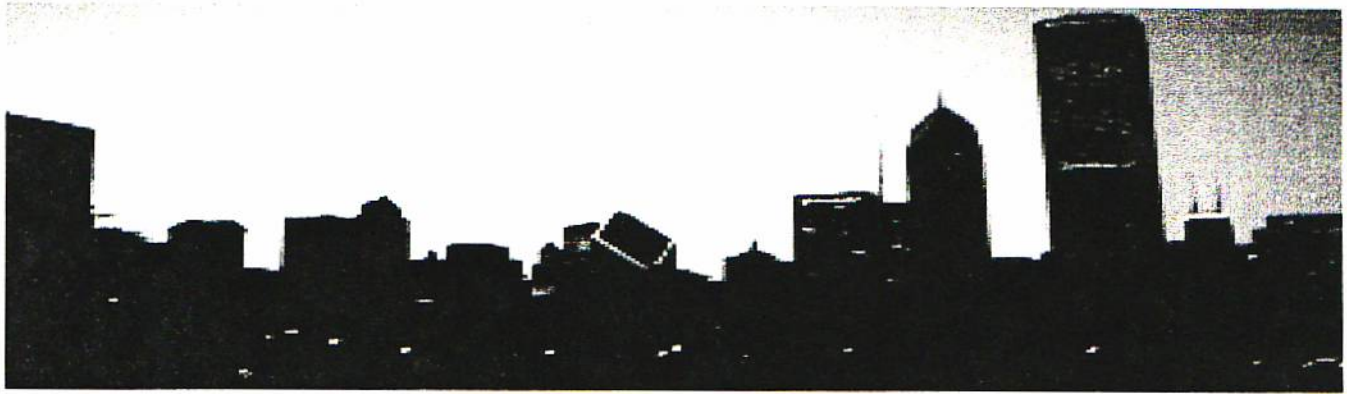
Raleigh, NC May 6, 2000

ILA member **Frances B. Grant** was one of nine (9) women inducted into the African-American Cultural Complex's (AACC) "Women of Note" series. The series was featured in the summer edition of *American Legacy Magazine*, a national publication. The program is designed to honor the achievements of women. The inductees were chosen for the work they had done for the advancement of the African American community and in the community in which they live.

Mary Bozik, University of Northern Iowa, presented a one-week workshop for Elderhostel in Cedar Falls this summer. Titled, "Listening for Fun and Profit," the sessions helped senior citizens appreciate the importance of listening in their lives and practice strategies for success.

Don't Miss the Chicago Loop Participate in the 2001 Swap Shop

Calling all original ideas for listening education. If you have an idea for teaching listening, whether to kindergarten students, graduate school students, or corporate clients, share it with your ILA friends. Your contribution not only helps individuals but also the organization because all funds raised stay with ILA. A copy of the Swap Shop Booklet will be yours, free of charge, for your participation. Deadline to submit is **February 1, 2001** but why wait? Send them in now! Send all classroom activities, exercises, training tips to: Kimberly Batty-Herbert
Clovis Community College
417 Schepps Blvd
Clovis, NM 88101
battyk@clovis.cc.nm.us (preferred)



Top Ten (?) for ILA Chicago

Mike Purdy

The top six (oops seven) reasons to join us at the Chicago ILA convention at the Midland Hotel, March 21-23, 2001:

6. Room rates are great for a major US city, \$130 single, \$140 double.
5. We promise to have some of the most interesting programs in the areas of business, research, K-12 education, listening skills, and training.
4. There will be excellent mini-conferences for business, education, and research.
3. Enjoy the world class museums, easily accessible through the public transportation system. Visit the: Art Institute, Field Museum of Natural History, Museum of Science and Industry, Tara Museum of American Art, Contemporary Art Museum, Shedd Aquarium (with whales and dolphins), etc. Chicago also has a great park system, covering the lake from the far south all the way to Evanston (home of Northwestern U) in the north—a 10 minute walk from the hotel.
2. Go wild in a shopping district to rival NYC (without all the chaos), and an extremely diverse dining selection. This is an opportunity to experience one of the most richly

More from Pratt's Desk

Now, let's discuss some 2001 convention plans: with our wonderful location in the heart of Chicago's loop, public transportation to and from the airport is an attractive option. So when I flew to Chicago recently for the fall board meeting at the Midland Hotel, I decided that I would try taking the train from the airport to the city. I'd packed light (for me!) with a rolling suitcase, a carry-on, and a shoulder bag; from Terminal 3 baggage claim at O'Hare I took a well-marked escalator down one level to a "pedway" and in about a block via moving sidewalk I was at the platform. An attendant actually approached me as I was reading the instructions for buying a ticket to ask if I needed help, but I'd already figured out that I could use ci-

diverse international cities with cuisine from Argentinean to Mongolian. Visit Chinatown, the Swedish district, Little Italy—you name it, its here.

1. Airline rates are great from most major US cities, fly in on a lark and join us for a most interesting listening conference in a great city.

1. Everyone will be there, the ILA family will convene for its annual reunion.

ther a ticket or coins for the \$1.50 fare. The Blue Line trains leave every 6 to 10 minutes, and the ride—mostly above ground—takes 45 minutes. I got off at the Adams/Jackson Station under Dearborn Street and took the stairs to Adams, walked 2-1/2 blocks west on Adams to the hotel, and that was that. If you're coming from Midway Airport, you take the Orange Line which is elevated in the loop; get off at Quincy and walk down to Wells Street and one block north to Adams, where you will see the Midland around the corner to the right. The trip from Midway to the hotel is both a shorter ride and a shorter walk, but one note of caution: escalators and elevators are hard to find at loop stations, so plan to use the stairs. The cost difference is significant: \$1.50 on the train or \$15-\$17 on the shuttle or \$25-\$30 by taxi. And if you're traveling at rush hour, the train will be the fastest way to go.

As the holiday season approaches and you start working on your gift list, remember the silent auction at the convention. For that matter, as you're cleaning the basement or having a garage sale before winter sets in, remember the silent auction. Money raised from the silent auction supports our convention scholarships for students, so the cause is a worthy one.

Thanks for listening...Jim

Aomori Conference Update

ILA's first conference held outside the United States, in Aomori, Japan, August 3-4, 2000, was full of surprises and positive energy. There were over 50 participants from various countries, including the USA, England, Scotland, Sweden, New Zealand, Australia, and several regions of Japan.

In a country where space is precious, I found the campus of Aomori University of Health and Welfare (AUHW) quite spacious. Passing through the campus gates, I was immediately struck by the abundance of open space in all directions. Inside the buildings, the hallways were wide and the classrooms had large windows, creating a natural, open atmosphere.

Conference participants were surprised and disappointed to hear that **Janet Cherry** would not be attending the conference due to an injury. But **Professor Akasaka** (known to ILA members as Tatchan), with the gracious assistance of **Professor Alan Knowles**, who teaches English courses at AUHW, saw to it that everything proceeded smoothly. Although Alan was not listed on the conference documents as one of the organizers, he stepped in when needed, assuming responsibility for numerous last-minute details and making sure that everyone was well taken care of.

Doctor Sachie Shindo, President of Aomori University of Health and Welfare, officially opened the conference and welcomed attendees. The presentations were diverse and interesting. In addition to the excellent sessions presented by ILA members, it was wonderful to hear from colleagues in Japan who may not have

traveled to the United States to make their presentations. Each one of the ILA members encouraged these presenters to join our organization and attend our 2001 conference in Chicago.

All of the sessions were presented in English except for the final symposium, entitled "The Importance of Listening." This symposium was composed of three panelists --

Hiroko Suzuki, **Susumu Ito**, and **Makoto Omi** -- and coordinated by **Kazuo Akasaka**.

Audience participation was, of course, much livelier at this session than it had been at the English-speaking presentations.

Attending that session made me acutely aware of the fact that listening involves so much more than simply comprehending lexical input. Pauses, gestures, and intonation became more meaningful than ever.

Dick Halley also attended this session and had this to say about it: "Of course, I could not understand a great deal of it, only the communication terms sprinkled throughout. However, I was literally thrilled to see the wonderful energy coming from the panel and from the audience. Everyone was highly animated and clearly very interested in the discussion."

Coinciding with the conference in Aomori was the annual, week-long Nebuta Festival. Every night, the main streets of the city were crowded with people participating in the daily parade or sitting on the sidewalks watching, cheering, and enjoying snacks and drinks. Huge, colorful

paper floats lit up from the inside were followed by people dancing, chanting, and playing drums, symbols, and flutes. I had always thought of the Japanese people as being very quiet and reserved, but during Nebuta they were not at all like that. People cheered and chanted at the top of their lungs. One evening, a group of ILA people jumped into the parade and proceeded to dance and chant with the natives.

"I can say that we all felt that the conference was a great success, a very happy event. We enjoyed meeting colleagues from overseas, and we all learned a lot from one another's company."

The Nebuta Festival was not the only event at which conference participants experienced native cultural entertainment. At the end of our first day, we were

treated to a fantastic show performed by AUHW students. We were also entertained by two guest performers, who played the Tsugaru Jamisen, a traditional musical instrument of the region.

Outside the conference, it was hard to find people who spoke English, but the genuine kindness of Aomori residents made up for the difficulties in communicating. Strangers went out of their way to lead us to places we were trying to find. Tatchan, our host, opened his home to at least four of the participants, providing sleeping space and wonderful food and entertainment. The night before the conference began, two of Tatchan's students, **Yumi Funaka** and **Noriko Matsunashi**, cooked a wonderful feast at Tatchan's home for a house full of conference participants.

(continued Page 5, column 1)

Aomori Conference Update (Continued)

The food at the conference was excellent. The hotel's complementary breakfast buffet included not only the familiar assortment of breakfast items, but dishes you might not expect for breakfast, like seaweed, soup, rice, salads, fish, and local scallops in a creamy sauce. Even the school cafeteria food was delicious. As Michael Purdy put it, "Noodles never tasted so good."

Experiencing the International Listening Association in this exotic environment was truly a memorable experience for all who participated. For **Klara Pihlajamaki**, even the silence in Japan was different. After the conference, she took the opportunity to travel in Japan and stayed in a Zen monastery.

To quote Tatchan, "I can say that we all felt that the conference was a great success, a very happy event. We enjoyed meeting colleagues from overseas, and we all learned a lot from one another's company."

Based on my experience in Aomori, I strongly support ILA's efforts to reach out to the global community and set up meeting places outside the United States. What a wonderful opportunity we all had in Japan to listen to the sound of a different culture and to expand our awareness of the diverse world we live in.

At the ILA conference in Chicago, some of the members who attended the Aomori conference will participate in a panel discussion about the logistics and benefits of holding ILA conferences outside the US.

Ed Note: It appears that this will be happening soon in Sweden.

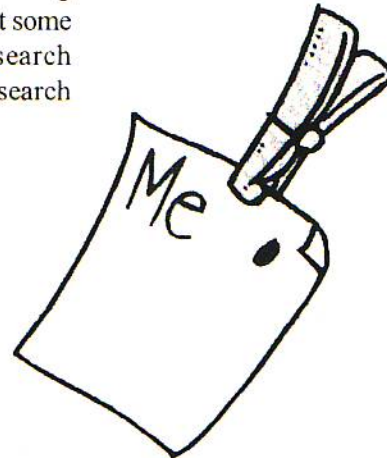
Research Mini- Conference

Dr. Maria Roca

The Research Mini-conference will take place Friday afternoon, March 23. We will kick off the afternoon with lunch and a keynote speaker who will talk about the state of the art of listening research. Three afternoon sessions are planned that will include: Methodologies for Listening Research; Getting Started, Getting Funded, Getting Published; and a panel of several senior listening researchers who will talk about some of their most successful research projects. The cost for the Research Mini-Conference is \$25.

Business Pre-Conference

Sheila Bentley and the Business Committee are busily working on preparations for a full day event on the Wednesday prior to the Chicago convention. The committee is looking for Chicago area companies to contact about the conference. If you know of an organization that could benefit from listening in that area, please contact Sheila.



DISPLAY SPACE AVAILABLE AT CHICAGO CONVENTION

Before you know it the 2001 convention will be upon us. If you are considering displaying merchandise during the Chicago convention, now is the time to make your reservations. The cost to ILA members is \$25 for a half of a table and \$50 for a full table. Feel free to contact me via phone or e-mail for additional information. However, reservations must be made by mail so that you can include the fee. Make checks payable to ILA. Send reservations to:

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

Submit Your Research Papers For Consideration For The Nichols Award

The ILA, in conjunction with the Institute for the Study of Intrapersonal Processes (ISIP), awards prizes each year at the ILA Convention for the top three papers. Members who are writing papers and preparing programs to be given in Chicago in March should make sure to submit copies to put themselves in the running for this prestigious award. Having a paper accepted for presentation at the convention does not automatically enter that paper into the Nichols competition. Authors must make a separate submission.

Criteria for the award, which honors Ralph Nichols whose research in the 1940s and 1950s provided the foundation for much of the study of listening that has been done since, are as follows:

1. the recipient must be an ILA member
2. four copies of the completed research paper must be submitted to the awards coordinator by Feb. 1 of the year of the award
3. the Award Program will be sponsored jointly by the ILA Research Committee and ISIP
4. at least three judges will read each paper and cast votes, to be tallied by the coordinator
5. the award recipients will be announced at the I LA convention banquet
6. cash prizes will be given to the first, second, and third place papers.

"Once you get people laughing, they're listening and you can tell them almost anything."

Herb Gardner

First place is \$1,000, second place \$100, and third place \$25

7. the first place paper should be submitted to the Journal of the International Listening Association

The \$1,000 first place is one of the largest cash amounts given in recognition of research by any of the communication related professional societies.

Papers should conform to customary research guidelines in that they should be either theory-building or data based studies. Pieces that are purely applied, such as new exercises to teach listening, will be considered only if they present and develop a solid theoretical foundation. Readers look for papers that combine established, properly documented prior research with original thinking. For data based studies, the suitability and accurate use of statistical analysis IS important. The types of studies may be experimental, descriptive, or documentary. The primary question that guides the decision is "Does the study make a significant contribution to the field of listening?"

Send the four copies of your paper to

Ethel Glenn
1802 Walker Ave.
Greensboro, NC 27403

Don't miss out on the opportunity to take home a check as well as happy memories from the Chicago Convention!

Not listening Is an American Thing

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According to travelers visiting the U.S., Americans have poor listening skills compared to the rest of the world. U.S. visitors say that while good listeners care about their relationship with others, Americans are usually too impatient to really listen.

In their opinion, communication is a two-way street. But, in the United States it's the opposite-we expect the speaker to do all the work to make sure the listener understands the message.

What causes Americans to be such poor listeners? For some of us, not listening is the result of boredom. Others confuse listening with hearing. Here is a list of eight common reasons why we don't listen.

1. Boredom We think at 1,000 to 3,000 words per minute, yet listen at 125-400 words per minute. With this slow processing rate, we drift off and think of other things while listening.
2. We confuse listening and hearing, and make the erroneous assumption that if I can hear I can listen.
3. We think listening will take too long. Good listening actually minimizes useless distractions.
4. We are an action-oriented culture, with a strong emphasis on getting the job done, often skirting accuracy.
5. We focus on expressing ourselves by speaking and creativity-with little attention drawn to the receiving arts like listening. Even today there are very few performance appraisals that

(continued page 7, column 1)

100% Responsible Listening - Freedom to Choose

Excerpts from an article by Peter deLisser [AHG Dialogue](#), January 2000 All Rights Reserved

More than 45% of each day we spend listening. When we ask people to rate their effectiveness as a listener, most people say they are between 65% to 75% effective. Yet only 5% of us have ever taken a skill course with practice. Will Rogers has a famous line that we can readily apply to listening:

"The trouble with people is not what they know. It's what they know that ain't so."

Let's put listening in perspective. The first of four Responsible Skills is Responsible Listening. We can now start building skills.

Not Listening is an American Thing Continued

include listening.

6. We project our thoughts and views onto others, assuming they feel the same way.

7. We confuse listening with agreeing. Listen to understand, not to necessarily agree.

8. We make the assumption that the speaker has all the power and that the listener is in a passive mode. Good listeners have most of the power, because they help the speaker tap into the depths of his or her wisdom and experience and verbalize it.

Step 1: Elevate Communications to an Ethical Awareness

- Accept 100% Responsibility for Equal, Unequal Conversations
- Accept 100% Responsibility to Give Up Changing Others, Change our Own Habits

Step 2: Apply Ethical Standards to Increase Self-Esteem

- 100% Clarify Objective for Each Conversation
- 100% Confirm Time Commitment for Each Conversation
- 100% Exit Difficult Conversations, Respectfully
- 100% Mutually Agree/Disagree at End of Conversation

Step 3: Freedom By Choosing the Correct Skill

- Master 100% Responsible Listening

When conducting a communications workshop, a coach often asks the question, "When I speak to you, how would I know you are listening?" The automatic response from most people is "eye contact" and "nodding your head," both of which are non-verbal clues.

Responsible Listening is not non-verbal. Responsible Listening is a special kind of listening. *It is the speaking we do to prove we understood the other person, to prove to ourselves that we understood what was said.*

When we don't listen, our usual communication model is Stimulus-Response. But when we do listen, Responsible Listening is the speaking we do before we respond.

Responsible Listening saves us from attacking or defending. It allows for no judgement of the other person's character. Its only function is the present, what the speaker meant at this moment in the conversation. Listening is the suspension of judgements. It is one way of making the conversation equal (we are both talking about the same thing).

Here's what Responsible Listening sounds like:

Understand the Words

*What I think you said is..

*I'd like to ask a question about..

*I'd like to clarify two things you just said..

Scans the Non-Verbals

*Do you have time now to continue (looking at watch)

*I said something that was confusing (rolling their eyes)

Hears the Tone of Voice

*I didn't realize you were so angry.

*Why are you so disappointed?

Responsible Listening makes sure we understand the total message. Research indicates that 55% of the message is in the tone of voice. 38% is in the non-verbal gestures and 7% is in the words. A communication coach demonstrates these percentages in workshops by sending two messages.

Message 1

"I'm angry at you" - sent with an angry tone of voice, red face and pointing - all three parts are congruent. The message is clear.

continued page 8 column 1

Message 2

"I'm not angry at you" - sent with an angry tone of voice, red face and pointing - the three parts are not congruent and we believe the tone, not the words.

A listening response to "I'm angry at you" might be: "I know you are angry. I can see it in your face and in your tone of voice." (We prove we listened)

A listening response to "I'm not angry at you" might be: "I know you said you are not angry, but I don't understand why your voice sounds so angry." (We prove we listened)

Responsible Listening is not agreeing with someone. What it is, is what we say to make sure we understood the conversation before we respond. Responsible Listening is the skill needed for the Respect for People Value, which states, "we listen to the ideas of our colleagues and respond appropriately". This Value doesn't say we only listen when we like the way people say things. It says we respond "appropriately". The appropriate response to an unequal statement is to listen in a way that helps the parties calm down. At least one of the two employees must accept 100% responsibility to listen - to prove they heard the other employee.

Robert Frost sums up the kind of listening we are suggesting "Education (change or new learning) is the ability to listen to almost anyone without losing our temper or our self-confidence."

Ed Note: contact Peter deLisser at peter@delisser.com for the complete article.

Keep them Engaged by Listening

Rochelle Devereaux
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An individual feels he is not heard because his idea is not implemented. It's just a bad idea.

Sometimes it is difficult to tell an employee that their ideas are not usable. However, no comment, followed by no action announces "I'm not listening." Later, the employee might have a "good" idea, but they won't come forward. Everyone loses.

The scenario can play two ways. One: the person hearing the idea judges the proposal as it is presented. It is either "good" or "bad." That process creates a barrier between the speaker and the listener. If the decision is that the idea is "bad," no further action is taken. The employee feels slighted.

Two: listening carefully to the employee, the manager recognizes specific flaws in the idea. However, nothing is said because he isn't sure how to positively relate his concerns.

Engage the employee in a short dialogue. It may take more time. Even though you believe the idea won't work and why, the employee does not, or hasn't taken the time to work through the details. Depending on the situation, there are a couple of possible alternatives to silence.

Start by rephrasing the idea and thank them for raising the issue. That alone will let them know that you heard them. It gives the employee an opportunity to clarify any misunder-

standings either in your interpretation or their delivery. Now the possible alternatives:

1. Point out your reservations. See if they have considered them. If so, how would the employee overcome them. Ask how they believe it could be implemented, the costs and time frame. If they have no workable solution, tell them that without one, the idea cannot be used. Get their agreement that a problem may be associated with the idea.

2. Ask how the employee arrived at the idea. Possibly the thought process started at a logical point, but got sidetracked. Simply understanding how they came to their conclusion will suggest if there are any usable points. It may also point up a problem area of which you were unaware.

Either approach tells the employee you heard them. It also teaches them the concerns and considerations you have to evaluate before making changes. Over time, they may learn how to assess their ideas before they approach you. It also encourages a more open relationship with employees who may present potential problems to you before they become major crises.

More Quotables...

"I never learn anything talking. I only learn things when I ask questions."

Lou Holtz

"We know what a person thinks not when he tells us what he thinks, but by his actions."

Isaac Bashevis Singer

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From the Editor

Many thanks to those of you who e-mailed, called or otherwise said you enjoyed the first issue. I appreciate the feedback and encouragement.

Even greater thanks go to those that answered the call for articles and material for this issue (see Acknowledgement/Thanks). I'm looking forward to seeing even more articles and materials from the membership. One word of caution with regard to sending materials from other publications - I cannot reprint copyrighted materials without permission. So, if you are sending someone else's material, please note if it may be excerpted or reproduced and the appropriate citations.

You might surmise from the above graphic that your editor is experiencing some difficulties with her computer equipment. If you did, you are absolutely correct. Just before publication, my laser printer decided to stop working and the repair people claim I don't have enough power into my office. Hah! I won't bore you with the details of transferring back and forth between two computers and two printers, neither of which want to really talk to each other. Sigh. The

Acknowledgements Thanks

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The editor regrets any misspelling of names, grammatical errors, etc. You may send corrections, but the editor reserves the right to ignore anything but names.

bugs will be corrected before the next issue, even if it means new software and another learning curve.

I'm enjoying the opportunity of providing this publication for you. It will evolve over time and hopefully, will provide you with informative information in a pleasing manner. I am open to suggestions - just remember I am not bound by them.

Harvey suggested sending letters to the editor. By all means do so. I'll even publish them (assuming they are appropriate to the association's purposes). Legitimate, divergent points of view are always welcome. Consider this, within limits, your vehicle to the membership. We can only listen if someone is speaking.

Until next time...

Rochelle Devereaux

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Chicago: 2001 An Odyssey Toward Effective Listening Participate in the Swap Shop!

The twenty-second annual ILA convention will be here before you know it so don't miss your opportunity to participate in the next **SWAP SHOP**. It is never too early to submit your original listening activities, exercises, assignments, training tips, etc.

Chicago will mark the sixth year that **Kimberly Batty-Herbert** will offer this lively session and produce a booklet of practical listening applications with something suitable for everyone's classroom or training needs. Since its inception, long before Kimberly got involved, the Swap Shop has been a very popular convention session but to keep it alive your help is needed. The money raised through the sale of the booklets goes straight back to the ILA! In this way you are not only helping fellow listening teachers/trainers but also helping the organization as a whole. An additional way your participation helps the organization is that **Dick Halley** will continue to post some of the exercises (with your permission) on-line. This enables others interested in listening education to access them while introducing them to our organization.

You do not have to be an ILA member to participate. If you know of other listening educators who have tools or techniques that they would be interested in sharing, give them a copy of this page. Even if they do not attend the convention they will still be sent a copy of the booklet free of charge.

In future booklets, we would like to include additional interest groups such as elementary/secondary and health care. In the past, these constituency groups have been poorly represented. Also, we have occasionally had student submissions and would like to see this participation expand. Students can be a great source for fresh ideas. Perhaps you can even make it an assignment in a listening course as **Kathy Thompson** has done and submit the ideas you feel are worthy. Certainly Kathy would share her ideas on this assignment. This can be an excellent opportunity for your students to have their work showcased at an international convention.

Send all of your ideas to:

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(E-mail is preferred)

-or-

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