



Listening Post

Issue #76 Spring 2001

Information for the International Listening Association:
articles, opportunities and upcoming events. Visit the ILA website for more detail www.listen.org



Gavel Passing:

Perspectives from the New ILA President

The ILA is at a very critical crossroad. We have enjoyed our relatively small conventions that make it possible to get to know a large percentage of our membership. I have certainly enjoyed the warmth and support that so many of you talk about. As with most organizations membership grows and recedes as life changes create new priorities in the lives of our members. We have been extremely fortunate to have a very strong and dedicated nucleus of members who have supported ILA throughout its entire history creating a core that continues to make the organization run effectively year after year. We owe our very existence to these folks because without their wonderful energy and commitment we would be much less effective than we are. I want to thank them for their support and tireless efforts on behalf of ILA.

We have reached a moment in time in which we must acknowledge that twenty two years (or even 15) is a long time and that many of our core members were not spring chickens when they started ILA. Happily most of them continue to live healthy lives.

(Continued on page 2)

It is a Privilege to be named Listener of The Year

It is profoundly encouraging to see an organization solely dedicated to listening and helping others. As a person who has devoted his life to the same purpose, I am honored to be in your company.

It is unfortunate that I could not be with you today, but I am engaged this very week in a training program teaching others a specific form of listening and questioning known as The Option ProcessR Dialogue.

The dialogue centers around a mentor/counselor whose purpose is to actively listen and ask thought provoking questions, which help others to discover their own answers to life challenges, overcome adversity or simply to achieve greater clarity.

The core of this process stems from three critical perspectives:

1. The art of being fully present -listening intently and actively so as to hear and understand everything being said without distraction or inattention.
2. A non-judgmental attitude - listening to what others have to say without judgment of what is being said allows us to focus clearly on listening and not clouding our understanding with our own reactions to another's words or actions.

(Continued on page 2)

(Continued from page 1)

Problematic for ILA - we are not increasing their number very rapidly. Problematic for ILA - many of them are approaching retirement (some say becoming chronologically gifted) and although I am certain most of them, like myself, will continue to support ILA in their retirement, we must expect that their energies will eventually slow down.

ILA needs to increase its number of long term core members. We have had some success. We certainly do see some new faces that are stepping up to the challenge, and we thank them for their efforts. Last fall your Executive Board voted to try a new approach. We have the word "international" in our name but our membership only barely reflects this term. We certainly cherish all of our members and especially those who travel large distances to be part of our conventions. The Board decided to hold our 2003 convention in Sweden. It is our hope that by doing so, we will attract a larger membership from throughout the world. It is hoped that some of these new members will become part of our on going core membership, and that they will help us fulfill our promise to become truly international.

I see this critical crossroad as being a time when we must choose whether to stay as we are now and slowly lose our core group because of the ravages of time, or choose to reach out to the entire world and embrace our responsibility to carry the message of quality listening to the four corners of the earth.

Therefore, I appeal to all of you. We need everyone's best energies. Let us meet the challenge. Let us make next year's convention in Scottsdale so overwhelmingly successful that its energy will carry over into our convention in Sweden. And then, let us support our choice to go to Sweden in every way we can imagine. Call your colleagues and invite them to participate and to submit proposals for the program. Understanding that we can not predict where new members will come from, mention this wonderful opportunity to everyone you meet. Begin now to make plans to be with us in Sweden. We are learning that expenses may well be not much more than we currently experience. Decide now - Plan - and come enjoy our conventions in Scottsdale and Sweden.

Dick Halley
President of ILA 2001-2002

(Continued from page 1)

3. A non-directive perspective -listening without an agenda or expectations so that we are unconditionally open and available to follow, no matter where the dialogue may go.

The heart of my work and the work of The Option Institute and The Son-Rise Program are founded on these principles and have guided families, children, individuals and the professionals that serve them, toward new perspectives, new attitudes, new understanding, and most of all, new hope.

For more than 30 years I have seen the power that listening combined with attitude and action can have in nurturing and enhancing the lives of others. We are fortunate to have an organization like the International Listening Association to champion this pursuit. It is with great pleasure that I accept this honor.

Thank You.

Barry Neil Kaufman
Author/Executive Director
The Option Institute



Conference 2001 Chicago Awards and Comments

RESEARCH AWARDS

The International Listening Association annually recognizes outstanding work in the area of listening research. While there were no entries in the Undergraduate Research Award category, the ILA did receive some outstanding entries in our other research categories.

Outstanding Thesis or Dissertation.

This year's award goes to **Joe Deluccia** for his Master's thesis entitled "The Impact of Managerial Listening on Job Satisfaction."

This study examined how select employees from a large telecommunications company rate their job satisfaction and their managers' listening effectiveness. The study results indicated that managerial listening effectiveness impacts employee job satisfaction.

Non-student research in the field of listening.

This year's recipient is **Kent Adelman** for his paper entitled "Listening and Referring

to Voices: Student's Repertory in Educational Settings."

In this study eight students in teacher education are videotaped for about 12 hours of group talks during half a year with a tutor. When the students interact and construct meaning they use the voices they have been listening to across various contexts as contextual resources. This intertextual behavior, with reported speech and long-term listening, gives a picture of some of the listeners reception in real-time listening contexts. Results from the study indicate that some of the students have a broad and some a narrow listening repertory when it comes to explicit reported speech.

Listener of the Year

The top honor the International Listening Association bestows on a nonmember of the ILA is the Listener of the Year Award. This award is presented annually to someone who embodies the principles of listening that we as an association seek to

promote. This year's recipient is co-founder and co-director of the Option Institute. A noted author and speaker, **Barry Kaufman** teaches others techniques for increasing their positive, effective listening to themselves and others. The Option Process, an internationally respected way to view our lives and experiences, has helped to bring the importance of effective listening to the minds of thousands.

(Ed Note: See comments by Barry Kaufman elsewhere in this publication)

Listening in the Business Sector - Carole Grau

This award is given to an ILA member who has worked to further the mission of the ILA in the business arena. Although this year's recipient has been primarily known to ILA members as an educator, her work in recent years as a consultant has brought her and the field of listening accolades. Her work for the United Nations in the field of conflict resolution has brought



(Continued on page 4)

(Continued from page 3)

international attention to the need for effective listening. As a long-time member of ILA, Carole Grau has presented practical and informative programs at ILA conferences, has served on the ILA Board, and has encouraged members from every interest group.

Outstanding Teacher of Listening

Understanding the need for more effective listening instruction in schools and universities, the ILA has developed a new award. This award, the Outstanding Teacher of Listening, is given to an ILA member who has a proven track record of teaching effective listening. I am certain we could not have found a better candidate for the inauguration of this award. **Dr. Andrew Wolvin** has not only worked to incorporate listening training in his classroom, but also has worked to make it a requirements of schools all over the nation through his work with the US Department of Education. He has published teaching guides for instruction of listening at all levels through the National Communication Association. He has been active on advisory Boards in the state of Maryland and in the National

Communication Association to promote teaching of listening skills. In addition, he has taught course work in listening at the college level and has been a resource for countless secondary and elementary teachers.

He encourages graduate level research in listening at the University of Maryland, where he has been a life-long promoter of teaching and training in listening. His own research focuses on the significance of listening and teaching listening skills in educational settings. Many ILA members are former students of this distinguished educator. A former President of the International Listening Association, he continues to promote the organization and the teaching of listening year round.

When this award was first proposed, it was suggested that the first award be given in recognition of the educational advances in listening training made by Carolyn Coakley Hickerson. Appropriately, this nominee co-authored a text with Carolyn, which is the premier college textbook in listening.

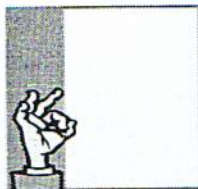
Special Recognition Award

The International Listening Association grants Special Recognition Awards to people or institutions who have given outstanding service to the ILA or to the field of listening. For four years Green Bay Online hosted our website at no cost to the association. During that time, our website traffic increased steadily, and Green Bay Online provided us with consistent service. The ILA understands how important an Internet presence is to an association such as ours. Therefore, we would like to recognize **David Troup** and **Green Bay Online** by presenting them with our Special Recognition Award. Over the past few years it has become a tradition for the ILA to present a Special Recognition Award to a business or institution and to present one to a person. Our second Special Recognition Award goes to a person who has a long list of services she has provided for the ILA. Perhaps her nominator put it best when he said **Barbara Nixon** "has taken the ILA organization into the 21st Century." She has worked diligently the last few years to help ensure the ILA is utilizing the latest in technology to service our members and further our

(Continued on page 5)

(Continued from page 4)

mission as an organization. A quick glance at our website shows how much time and effort she has put into making the International Listening Association available to members and potential members. She has upgraded the site, added links, encouraged the use of listening quotations by sending us a quotation/day, added our newsletter and announcements to the site; the list of improvements she has made to the site goes on and on. The hits on the site are at an all time high; ILA members rely on the site for up to the minute information about the association and our activities. The work that Barbara does for the ILA as Webmaster is time consuming; however, she often invites more work by conducting online surveys to be certain she is giving the membership what they want and/or need. Some people never learn!! If you haven't visited our site lately, shame on you!! You don't know what you've been missing. Mostly, you have been missing the evidence of an ILA member who cares about listening and the success of our association.



Hall of Fame

Induction into the ILA Hall of Fame is the highest honor that the ILA bestows on a member. This award is granted to a member who has achieved recognition in the field of listening over a number of years and has numerous achievements in academic, business or other settings.

This year's inductee, **Dr. Sheila Bentley**, has earned her place among the greats. She has been an outstanding presenter at every ILA convention she has attended, often doing several programs at a single convention. She leads the way in business applications of listening skills, and is known for her insightful listening training with companies across the Southeast. Sheila a former President of the ILA, has chaired the Business Conference numerous times and there are few ILA committees that have not found her name on their list during her time in the ILA. Her contributions to listening in the business sector have been extensive, as was demonstrated by her receiving the first ILA Listening in the Business Sector Award. The ILA agrees with her nominator that "she has certainly proven herself worthy of this honor."

The Best Kept Little Secret: Pass it On!

By Maria F. Loffredo Roca,
Ph.D.
2nd Vice President

Chicago, Chicago! What a wonderful place for an ILA conference! Once again, ILA members gathered in March to share our thoughts, ideas, and research about listening and to renew old friendships while also starting new ones. For those of us who keep coming back, we know the warmth and sense of family ILA brings to our lives, but what do some of our newcomers have to say? Do they experience the same sense of welcome that we veterans do? Listen to what some of our first time convention goers had to say!

Richard Vogel's first ILA experience was a positive one. In his words, AI have commented to a number of people that I have not been to a convention where all involved made me feel so welcome. Any group I approached was glad to include me in their conversations and introduce themselves. I was made to feel that my efforts at research were relevant and appreciated... Overall, I enjoyed the people and found the meetings to be worthwhile.

(Continued from page 5)

ILA provides a welcome to both professionals and students. Conference attendees will recall "the two Amy's" or "Amy squared" who greeted us at registration with a smile and a helping hand. Both young women are students and first time conference attendees. They were both excited to share their reactions to ILA. Amy Jelinek observed, I really did enjoy my first ILA convention. It was a great experience and I learned so much! I had a lot of fun and met a lot of great people. I plan on going to the one next year. I was very excited to see so many people interested in the topic of listening. I didn't realize just how big this subject was all over the world! I think this is a great organization.

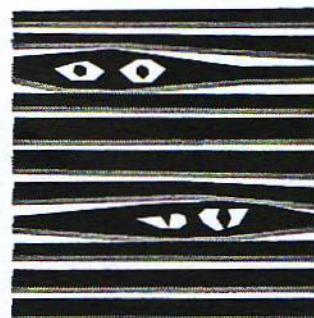
Amy Oxendine, also a student, had a wonderful time at her first ILA conference. She said, Listening to the happy voices of long time friends greeting each other and the slap of backs or big hugs makes me think of one thing-the ILA conference in Chicago. This was my first conference experience and one that will not be forgotten. I was greeted the first day by many smiling faces and people who were so excited to meet together and talk about what was going on

in each other's lives. I went to the conference as a student worker as well as to present on a panel. Being a student worker was definitely worthwhile. I met and became good friends with Amy Jelinek. While working at the registration desk I was also able to meet many of the people as they came into the conference to register. Amy and I became known as the Amy Team or Amy Squared. I benefited in many areas from this conference. I was able to meet and talk with people from all over the country including my roommate Margarete Imhof who gave me such insight into my own culture. I was also able to meet people who can provide open doors for graduate school in the near future. Of course, the banquet was fun being able to play "Vanna White" with Lisa Darnell and hand out awards to such highly motivated and successful people. I was honored to be able to participate in this event. Overall, the Chicago ILA conference was one that I enjoyed and still enjoy thinking and talking about to other people. I am already counting the days until Scottsdale!

Rebecca Shafir summed up the sentiments of the many first time ILA conference attendees I spoke with.

What a high energy and welcoming group! I was very pleasantly surprised - professional people drawn to listening from all different walks of life! Solid researchers, fabulous presenters, members generous with their knowledge and expertise made it an enriching event. It was exciting to meet the famous authors of the great books on listening, and to hear about, in tribute, Carolyn Coakley who gave so much to the organization. ILA is the best kept secret. I hope to add more speech/language pathologists to the membership this year.

Newcomers and veterans agree, ILA continues to be a great organization that provides a remarkable sense of community. Let's not keep it a secret! Spread the word and the listening spirit. Join us in Scottsdale next March and encourage others to come and discover what we already know, that the International Listening Association is a special organization that welcomes everyone with open arms and open ears!





Board Meeting Notes March 25

The ILA now has the possibility and opportunity to live up to our international name. Discussion focused on the feasibility of holding the annual convention in Sweden in 2003. After debate about finances and dates, we decided to proceed with the plans as the costs for the hotel room and banquet portion appears to be less than Chicago's costs. Additional discussion involved moving the dates to a later time of year so that those who teach either during the semester or in the summer could be accommodated. Barbara moved that the dates be July 11-14, 2003, at Hotel Hange in Stockholm. Maria seconded. All agreed.

Melissa moved that the deadline for the Spring edition of the Listening Post be moved to April 14, 2001 and Maria seconded. All agreed. (Ed note: thus the late issue).

Submitted: Laura Januski

Chicago Business Conference: Focus on the Bottom Line

by Janice Brandt

Thanks to her extraordinary listening and business skills, Sheila Bentley provided a program that was useful, instructive, and diverse. Authorities in business, law, medicine, and listening created awareness of issues in their fields followed by both hypothetical and practical solutions.

Howard Prager, Director of Corporate Education for the Lake Forest Graduate School of Management, and Donna Steffey, Trainer, Consultant, and President of Learning 2000, demonstrated in depth diagnostic questioning and listening to increase sales, customer satisfaction, and profits. Diagnostic questions were Baseline (desired performance), Symptom (identify discomforts), Cause (origin of discomforts), Complications (severity of problem), and Cure (the ability of a product or service to solve the problem).

Jeff Weintraub, Esq., Senior Partner in Weintraub, Stock, Bennett, & Grisham, Memphis, TN, spoke about Practical Methods and Tips for Preventing Employee Lawsuits. A practicing cor-

porate lawyer, he presented a lively description of true-life litigious cases of hiring, firing, sexual harassment, and disability. Preferring mediation to litigation, Jeff advised knowing the laws and using listening to produce amenable outcomes.

Charles L. Junkerman, M.D. Professor of Medicine, Emeritus at the Medical college of Wisconsin, discussed the history and causes of malpractice suits. In his presentation, "Effective Listening - Preventing Malpractice Suits", Dr. Junkerman showed us ways to recognize the communication factor, the influence of history on doctor/patient relationships, the elements that strengthen and weaken a patient's position, and the duties of the "Good Physician." If a doctor listens long enough, the patient will diagnose his own problem. There just isn't enough time in this present world. When patients and doctors listen with awareness of the factors and elements he described, they can help to prevent malpractice suits.

Our own listening members presented practical applications for listening in business. Carol Grau, a certified mediator from the Interna-

(Continued on page 8)

Call For Papers

Searching for ILA Convention Papers

By Kathy Thompson, ILA-
CPRC Chair

Submitting your 2001 paper or presentation to the ILA Convention Paper Resource Center (CPRC) contributes to the promotion of effective listening across the globe! Sharing your listening expertise helps people learn even more about the excellent resources ILA provides. Why wait another minute? If you have not already submitted your paper to the CPRC, don't worry—you have until May 15th to do so. But

please do submit your paper! Here's how:

- Submit (2) two typed and reproducible hard copies (on white paper with clear, clean, dark print) of your ILA convention paper to Kathy Thompson. Kathy's address is listed below.
- Submit (1) one electronic copy of your ILA convention paper on a 3.5" computer disk in WordPerfect or Microsoft Word (5.0 or above) format in PC or MAC platform; label each disk with name/s of author/s, title of convention paper, and year of paper.

- Send a typed/word processed identification page (included with each hard copy AND included on disk) with the following labeled information (i.e., Title: Listening to Requests):

Title:

Name, position, and affiliation of each author:

Date (month/year) of ILA Convention presentation:

A 3-sentence summary of your paper:

List all descriptors that are applicable to your paper:

Examples include listening

(Continued on page 9)

(Continued from page 7)

tional Center for Cooperation and Conflict Resolution at Columbia University compassionately discussed "Your most Valuable Resource: Handle with Care". Kathy Thompson, an Associate Professor at Alverno College, gave her own unique views and research findings about "Listening: the Key to Good Doctor-Patient Relationships." Richard Anstruther, Owner of HighGain and Managing Editor of Sssh! Listen Up! a newsletter that brings listening into businesses, delighted us with his Brit charm in "Navigating the Marketing Road to El Dorado: Lessons from the Field." These three professionals were informative and entertaining, so much so that they involved the whole group in such a vigorous and dynamic discussion I didn't have the notion to take notes. I just enjoyed it!

Others who enjoyed the program were our new member, Hiroko Suzuki, President of Interlink, a communications training and services company in Tokyo, Japan and Margaret Prien, Publisher and Author for Paw Impressions Children's Books, as well as a division devoted to fine art photography. Hiroko, a new member, commended the topics in the business session as interesting current and trendy yet a few specific examples of how to handle sexual harassment by listening would have been helpful. Mostly, she enjoyed the member speakers and thought they should have been given more time. Margaret, a returning member enjoyed reconnecting with other members from the early 80's. The shared experiences of the business participants were meaningful to her and the issues in the legal, medical, and business areas reinforced the high cost of not listening to clients and customers.

instruction; listening skills/application; listening theory/research; listening profiles; education (pre-school, kindergarten, elementary, middle, secondary, k-12, junior college, college/university); professions (business, healthcare, law ministry, etc.); listening models/teacher in-service; and listening curriculum development.

— Complete and send an ILA-CPRC Reproduction Release Form signed by all authors of each paper. You may download this form by going to the ILA web site: www.listen.org and clicking on CPRC in the ILA Resources section. Or you may obtain a form from Kathy Thompson, ILA-CPRC Chair, at Alverno College, 3401 S. 39th Street, P.O. Box 343922, Milwaukee, WI 53234-3922. Kathy's e-mail address is Kathv.Thompson@Alverno.edu

Remember that authors retain the copyright of their papers even after a paper becomes part of the ILA-CPRC database.

A special thanks to those ILA presenters who have already submitted their papers!

Information From Global Committee

Welcome to Sweden 2003!

The Board decided in Chicago that Convention 2003 will be held in July 11-14 in Stockholm. Stockholm is a very popular place for conferences. The conference site will be in the southern part of Stockholm, 20-25 minutes by the local train from the Center of Stockholm City. It is a suburban area with shops, banks, restaurants, by two small lakes and not so far from the sea (archipelago). A campus for higher education is now growing up in that community.

To give an idea of the conference costs I can refer to today's (2001) prices at the hotel where the conference is planned to take place:

Weekday/person/double room (including VAT): 1130 Swedish crowns (110 \$)

Weekend/person/double room (including VAT): 920 Swedish crowns (90 \$)

These prices include: * hotel room * a seat in the

conference room (where the whole group can be gathered) * breakfast (a rich buffet) * am and pm coffee with bread * lunch (buffet) * dinner (2 dishes) including beer and coffee

Jim Pratt will explore possibilities for the US people to come to Sweden. I used to pay \$300-400 to go to the USA by using special prices. The full price would be 3-4 times higher.

You Are the Content

This will be the first time the Convention is held outside USA. The purpose of this action is to "benchmark" ILA as a global actor. Because you are the content of that conference I need your ideas, suggestions, commitment for and participation in this conference.

In Chicago 45 people gave to me their personal commitment to participate in that conference. I expect more people to do that. I ask now those who didn't attend the Business Meeting in Chicago and didn't hear my appeal or who didn't participate in the Convention, to give me their commitment, ideas and suggestions. Send me e-mail, a letter, or give a call.

(Continued from page 9)

Also for practical/economic reasons I need to know how many will come, as conference space is expensive in Stockholm.

Your ideas and suggestions and your participation is needed NOW.

Melissa Beall is working with the conference profile (theme, suggested topics, purpose, logotype, etc). Her work is extremely important. Give her your ideas. In Chicago I heard the suggestion to the overall theme *Listening Beyond (and Within) Borders* more than once. How to build up the conference around that theme? Any other suggestions? Let Melissa know! The deadline for her work is the first week of September.

Margarete Imhof (Germany), Member-of-Large, is working together with me in the European context. We need your support and suggestions, too. What organizations could we contact? People who might be interested in the conference? Have you experiences to share with us?



Globalization

What does "globalization" of listening (the subject matter) and ILA (as organization) mean to you? What does ILA want to accomplish globally? What is ILA's present image and identity in this regard? Any change needed? Let me know what you think and feel!

Jean Harris, Vice Chair of Global Committee, is working with *the global mission and vision of ILA*. The mission refers to the needs ILA wants to meet and how to meet them, i.e. what ILA wants to achieve. The vision refers to the outcome of the mission. This work must be done now when we shall evaluate the previous 5 year plan and reflect on what we have (not) accomplished during the last five years and why. The new goals will then be derived from the mission and vision.

Jean's task is very important for the strategic credibility of our association. She needs your ideas and suggestions. Deadline for her work is the Board Meeting in September.

I want to hear/see the ideas, suggestions, expectations and experiences from the

Call for Manuscripts, IJL

The International Journal of Listening encourages you to submit original research in listening and intra-personal processes for consideration. The journal is a peer reviewed journal published annually. Three copies of manuscripts written in APA style should be sent to:

Dr. Margaret Fitch-Hauser,
Editor
International Journal of
Listening
Department of
Communication
Auburn University, AL
36849

members who live in other/different countries and cultures. I need your active listening and responses now. Referring to Tatchan's speech in Chicago I challenge the Japanese members: **YOU MUST COME** now with your thoughts, feelings and experiences!!!

Klara Pihlajamäki,
Chair, Global Committee

CALL FOR PRESENTATIONS/PAPERS

Planning for the 2002 ILA annual convention, March 6-9, is already in progress. The program committee is nearly in place so you need to plan for your presentation (s) now. The theme for next year's convention will be **LISTENING: THE FOUNDATION OF COMMUNITY**. The Ramada Valley Ho Resort & Convention Center in "Old Towne" Scottsdale, Arizona will provide us with a beautiful location but we need your help to provide an exciting program of sessions.

There is an on-line form on our web site (<http://listen.org>) for your convenience. You may also use the traditional method of mailing your completed proposal and a copy on disk no later than September 1st 2001 to: Kimberly Batty-Herbert

Clovis Community College
417 Schepps Blvd.
Clovis, NM 88101
battyk@clovis.cc.nm.us

As you prepare your proposal be sure to include each of the following items:

- Paper/ Panel/Program description appropriate for the official convention program, if your proposal is accepted (25-50 words).
- Paper/ Panel/Program description appropriate for selection decisions by Program Committee.
- For papers, please provide a 100-150 word abstract. For a panel or a program, please provide a 150-200 word description.
- Names/Addresses/Phone Numbers, E-mail of Co-Authors/Presenters and suggested Panel Chairs.
- Proposed Time Frame: 20 min, 1/2 hour, 1 hr., 1.5 hrs, 2 hrs
- Track best suited to support: Business, Education, Research, General
- AV Needs: Flip Chart, Overhead, VCR, Other - specify (cannot guarantee internet access)
- Any Special Room/Set up requirements

Communication
Association Of Puerto
Rico, 21st Annual
Convention Meeting
With The
International
Listening Association
and Association For
Business
Communication,
Central and South
American Region
December 6-8, 2001

Convention Theme:
"Cross-Cultural Communi-
cation--21st Century and
Beyond." In this age of
multi-culturalism, the con-
vention emphasizes
cross-cultural communi-
cation, but papers
addressing all areas of
human communication are
encouraged and welcomed.
Papers at the SCAPR
convention have tradi-
tionally surveyed the full
range of all communication
topics from a variety of
perspectives and research
orientations.

**A Format Designed For
Speakers And Listeners:**
Unique in its format, the
SCAPR convention pro-
vides an opportunity for
extended analyses and
discussions. Every
participant is scheduled for
a 50-minute program, with
25 minutes to present a

(Continued on page 12)

(Continued from page 11)

paper and 25 minutes for questions, responses, and discussions with audience members.

Paper submissions for the SCAPR convention must include Three Copies Of Each of the following items: (1) One page containing the title of the paper, a list of all authors and their institutional affiliations, and a 25-word summary of the paper suitable for publication in the convention program;

(2) One page containing a 100- to 200-word abstract of the paper; and

(3) One page containing a 50-word biography for each author of the paper (including current institution, highest degree earned and where, and current research, service, and/or teaching credentials and interests).

The cover letter should contain the author's institutional address and office and fax telephone numbers as well as the author's home address and home telephone number. Each participant should bring 20 to 25 copies of the completed paper for distribution at the time of the presentation. Submissions must be received no later than October 1, 2001, although earlier submissions

are encouraged. All authors will be informed by October 15, 2001 (if not earlier) if their papers have been accepted for inclusion at the Convention. Audio visual equipment cannot be provided by SCAPR. If you need audio visual equipment, call and contract with the Condado Plaza Hotel and Casino.

All submissions from the U. S. main land and non-Caribbean areas should be sent to:

Dr. James W. Chesebro,
Department of Comm.,
Indiana State University,
Terre Haute, IN 47809.
(Phone 812/237-3253;
fax 812/237-3217;
e-mail cmchese@ruby.
indstate.edu).

Not everyone attending the SCAPR convention prepares a convention program or conducts a workshop. Some convention participants prefer to serve as a convention program chair. If you are interested in serving as a convention program chair, submit a request to serve as a program chair to James W. Chesebro (see above). Please be sure to include your e-mail address with this request.

(See the ILA Web Site or contact Jim Pratt, ILA Executive Director for more details)



From Jim's Cluttered Desk

I once read a time-management book that advised, "Don't keep a schedule for more than a month in advance so that you can concentrate on things that are immediate and important." I don't know how that would be possible!

As we drove across Wisconsin a few weeks ago, coming home from a successful convention in Chicago, my mind was filled with thoughts of Sweden. The Board had just chosen the dates of July 11-14, 2003, for the ILA's 24th annual convention in Stockholm, Sweden, dates that are more than two years away. But planning for a convention outside the boundaries of the U.S. will be a new experience for me, and there will be much to do in the next two years. I don't know the exact dates that I will be teaching summer school in 2003, but

(Continued on page 13)

(Continued from page 12)

knowing the convention dates this far in advance will allow me to plan around them. My elder son graduates from high school in 2003, and he was initially concerned that we would miss his graduation—but that will be in May. Both boys are looking forward to the trip, and they have asked me to offer their child-care services to you if you will be bringing your younger children with you to Sweden! For the moment, though, just take the time to check your passport's expiration date. Now that U.S. passports are valid for 10 years, we may forget that they don't last forever.

Renewing a passport, or getting one for the first time, isn't a big deal if you do it well in advance.

Of course, U.S. citizens don't need passports to go to Puerto Rico. After a 4-hour flight from Chicago, you're in San Juan, where you can pay the taxi driver in U.S. dollars, send postcards to friends with a twenty-cent stamp, and place a phone call home just as you would from the mainland.

December 6-8, 2001, are the dates for the Speech Communication Association of Puerto Rico convention, with which the ILA is joining this year (along with

the Association of Business Communicators.) The Condado Plaza Resort Hotel and Casino, where the special room rates are \$140 a night, is a 15-minute taxi ride from the airport; it's on the beach and close to Old San Juan. Please consider presenting a paper at this convention, or even proposing a workshop on listening for students at the University of Puerto Rico. The language for the conference is English, although both English and Spanish are official languages in Puerto Rico. Look for the "Call for Papers" elsewhere in the LP for more specific information.

Next year the ILA convention will be held in early March (March 6-9, 2002) at the Ramada Valley Ho Resort in Scottsdale, Arizona. There we will enjoy lower room rates than Chicago (\$120 per night) in a desert resort atmosphere that is a 2-3 block walk to the art galleries and shops of downtown Scottsdale. The hotel has a courtesy van that provides FREE airport transportation, as well as drop-off and pick-up service at nearby attractions. I hope you'll plan to attend!

But, for a moment, let's turn our attention back to Chicago. I printed a directory

From the 1st Vice President's Computer

Bravo to everyone involved with producing another successful ILA convention. **Jim Pratt, Mike Purdy and Dick Halley** are to be personally commended for their efforts in thwarting what could have been a disaster. Despite the last minute change of location, they made the change appear effortless. The staff at the Holiday Inn Mart Plaza are also deserving of my gratitude. It seemed that every time I even considered needing something a staff member materialized with a smile and sincere willingness to help. Of course I always

of everyone who registered for the convention, and I have some left; if you'd like a copy, just give me a call. Also available from me, at a cost of \$12, are copies of the tribute booklet to Carolyn Gwynn Coakley-Hickerson, "Most of All, She Listened."

Thanks for listening.

Jim Pratt, Executive Director (1-800-ILA-4505)

(Continued from page 13)

have a great appreciation for individuals who make my life simpler - thank you.

During my tenure as your 1st Vice President and the following year as President, I have a number of concerns I would like to address. While listening to many of you at the Chicago convention I found myself hearing a reoccurring theme of dissatisfaction with various aspects of our organization. This impression was unsettling to say the least.

When accepting the office of First Vice President I accepted the responsibility of serving your needs and fully intend to do so. To attend to those needs and concerns I must be fully informed of them and therefore need your assistance. I would truly like to explore any problems which may exist and even start seeking solutions. I encourage each of you to e-mail or write me and express your opinions about how we can increase the value of ILA for you and how the executive board might better serve you. Specifically, I would like two questions answered but I am open to all of your thoughts:

- What changes would you like to see concerning the way

our conventions are planned, organized and run?

- What would make the ILA and its conventions a more rewarding experience for you?

I will then share these ideas with the executive board and appropriate committees so that we may address each concern or suggestion.

As 1st Vice President, my responsibilities include chairing the Program Committee for our next annual convention. Again, it is only through each of us working together that we might develop an excellent program of interest to all of our members. However, the programs are only as good as the proposals submitted. I will work closely with the Program Committee in an effort to produce a program reflecting all the interest groups of our organization. Additionally, I will make certain that each of you who submits a proposal will be contacted, regardless of whether or not your proposed session is accepted by the committee. The cut off date for submitting your papers, presentations or panels is September 1 so don't delay and miss your opportunity to participate. I look forward to our 2002

Members in the News

Andrew Wolvin, University of Maryland, was one of seven to receive the National Communication Association's Teaching and Learning Scholar award at the association's convention in Seattle. He was recognized for his excellence in the classroom and for his pedagogically-focused research. The University of Maryland Center for Teaching Excellence highlighted his teaching/learning scholarship in a feature story in their February newsletter.

convention in Scottsdale, March 6 - 9, with hopes for a more cohesive membership and that sense of camaraderie that has helped maintain my fond association with the ILA family since 1989. Even the theme for our 23rd annual convention, Listening: The Foundation of Community, attests to my desire of fostering a sense of unity and further building a solid membership base. I hope to hear from each of you so that we may all enjoy Scottsdale even more than our past gatherings.

Kimberly Batty-Herbert

Member at Large (for PR).

Originally from Michigan. I graduated from Calvin College in Grand Rapids, Michigan with a BA in English and minors in German and History. I taught fifth grade between my junior and senior year of college. After graduation, I taught at Manhattan Christian High near Bozeman, Montana for 7 years. After completing a Master's in Speech and English at Montana State University, I moved to Dordt College in 1971 and have taught there since. After some summer stints to University of Iowa and University of South Dakota, I returned to Montana State University for '78-'79 to finish my Doctor's in Communication curriculum and instruction. I have been a late arrival to ILA considering my colleague's start in the early to mid 80s, but I have found a home in with this pleasant group. I have participated in the work of the PR committee for the last few years and look forward to continuing that work for the next two years.

Daryl Vander Kooi

Swap Shop Under New Leadership

By: Kimberly Batty-Herbert

Due to my expanding ILA obligations as 1st Vice President, I feel it is necessary to pass the responsibility of organizing the Swap Shop on to another dedicated ILA member. Carol Christy has graciously agreed to take on this job but cannot do it alone. She will need your support if this session is to continue. Many of you have continually shared with me how valuable you have found the session and the booklet. We have very few sessions with such a high level of practical application for listening instruction. I would like to thank all of you who have contributed exercises in the past and encourage you to do so in the future. Let's rally behind Carol and show her our appreciation for taking over this project. Send your original listening exercises/activities to:

Carol Christy
3508 Moccasin Rd.
Coer d' Alene ID 83815 cchristy@uidaho.edu

NEW!

WATSON-BARKER

Listening Test

Revised Video Version C & D

*Kittie W. Watson, Ph.D. & Larry L. Barker, Ph.D.
with Charles V. Roberts, Ph.D. and John D. Roberts*

Measures 5 types of Listening Skills:

- evaluating message content
- understanding meaning in conversations
- understanding & remembering information in lectures
- following instructions and directions
- evaluating emotional meaning

*Includes videotapes, a facilitator guide,
and 20 self-scoring answer sheets*

Video C and Video D Package	\$ 289.95
Video C or D Package only	189.95

(prices do not include shipping and handling)

SPECTRA
INCORPORATED

P. O. Box 595, Sautec, GA 30571
(706) 348-8528 www.SPECTRAweb.com

**ILA
Members
10%
Discount**

Listening Book Reviews

Listen Up

Larry Barker and Kitty Watson.
New York, N.Y.: St. Martin's
Press, 2000. 203 pp.

Reviewed by Rick Bommelje
Rollins College, Winter Park,
Florida

Listen Up is the most practical and comprehensive book on listening that I have read during the past decade. Kitty Watson and Larry Barker have condensed over 20 years of listening research, consulting and experience into an easy-to-read format that focus on the how's of building and maintaining the powerful skill of listening. They use numerous professional and personal examples to illustrate their proven success strategies and concepts.

In one book, the authors have captured the key steps to improving the life-skill of listening. Among the many informative topics highlighted include:

- How Listeners Control Communication
- The 4 Listening Styles and How to Use Them
- Exploring and Overcoming Listening Barriers

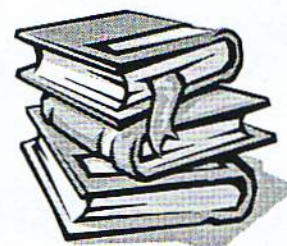
- 3 Strategies for Improving Listening Between the Sexes
- How to Jump-start Listening Improvement
- Winning by Listening Around

I especially enjoyed the segment on energy and listening. Internal and external energy sappers can nullify effective listening, even if you have a strong determination to avoid them. The authors offer a common-sense approach to budget your energy by using the *rule of thirds*. The first third of the day energy is usually at its highest, but you may be distracted by previous events, such as traffic delays. Schedule important interactions that are easy to deal with. During the middle third of the day, concentration and energy are usually at high levels and it is the optimum time to deal with critical issues. The last third of the day is usually when your energy is lowest and a prime time to be distracted. Better to spend your listening time on low-priority, noncontroversial topics. Having reserves of energy is a must for listening effectiveness.

Readers are introduced to the PIER Listening Model B a four-level process-Perceiving, Interpreting, Evaluating, and Responding. This is nearly identical to the SIER Model (Sensing, Interpreting, Evaluating and Responding) previously developed in the 1980's. The authors give a framework of each level and specific strategies to strengthen the entire process.

There is also an audio version of *Listen Up*, which is read by the authors. The 2-tape program reinforces the book and auditory learners will enjoy the pace and tempo of this format. It's like having Larry and Kitty sharing their listening wisdom with you first-hand as you drive to work.

This is a must-read for anyone who recognizes the power of listening in their life and recognizes that the most important ways to rise to the top of their potential is to *Listen Up*.



*Why Can't We Talk?
What Teens Would
Share if Parents Would
Listen.*

Michelle L. Trujillo,
Deerfield Beach, FL: Health
Communications, 2000.

By Andrew D. Wolvin,
University of Maryland.
(Andrew Wolvin and
Carolyn Coakley are
authors of "Listening in the
Parent- Teen Relationship,"
International Journal of
Listening, 11, 1997,
88-126.)

Michelle Trujillo, a Nevada middle-school "Teacher of the Year," has put together a book I wanted to do! Given the tragic shootings at, among others, Columbine High School, it has been significant to note the media de-construction of these events as dramatic evidence of the need for teachers and parents to listen to their teenagers. To help us do that, Trujillo has written this book for teenagers to help them bridge the highly-scrutinized communication gap with their parents. She presents the major issues that make up that gap: divorce, drugs, sex, alcohol, peer pressure, trust and expectations. The book is formatted with sections of comments by kids followed by "T" Talk essays in which she deconstructs the teens' issues with

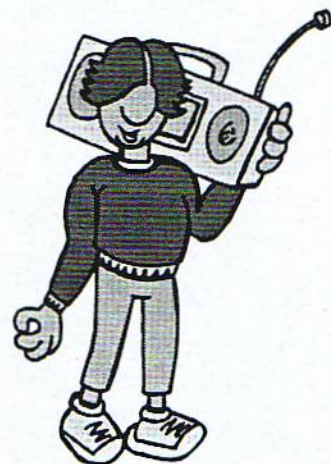
recommendations on how to deal with the parents. The teens' comments offer dramatic support of the need for us listening specialists.

Much of this book highlights what is forecast in the title: if only parents would listen to their kids. One thirteen-year-old observes, "Trying to communicate with parents is hard for teenagers. We need somebody to support us, and we need someone who will listen. There is so much pressure and so many issues that teenagers can't talk about with their parents." A fifteen-year-old laments that his dad doesn't listen: "So if he would just listen I would tell him, 'I try to talk to you and the next thing I know we are talking about what you want to talk about. There are certain things that I want to talk to you about. ", And another teenager centers on listening: "I would like to give parents some advice on how to raise kids. First of all, always listen to what they have to say. Second, give them attention."

Trujillo's "T" Talk recognizes (fortunately) that listening is not simple. She tells teens that they should work on improving communication with their

parents. "First, listen to each other. Demonstrate that you are truly listening by maintaining eye contact throughout your conversation. . . Then check for understanding by repeating or rephrasing in your own words what was said. Ask for clarification if you are confused and validate feelings. Brainstorm resolutions together, giving credence to each suggestion." And she stresses that "It takes practice, for parents as well as their children, to learn to listen attentively, to truly hear with your hearts and to respond thoughtfully."

I highly recommend this book to listening specialists who are interested in adolescent listening. Trujillo gives us a rare, thoughtful look at listening from a practitioner's perspective.



"I'm here, but I don't want
to hear."

Improving Classroom Listening

Kathy Thompson and
David Dathe
Alverno College



Does this sound familiar? It's class time; your students come in. They "plop" down in their chairs and start talking to each other. Some are still asleep. Others are eating breakfast, lunch or supper. Only a few fumble for their notebooks and texts. You are so excited about teaching today's lesson. The audience isn't.

And the news gets worse. Research shows that students retain approximately half of what they hear immediately following a presentation, and only 10% of what they heard after 48 hours—and we don't know which 10% that is!

So, what can we do? We can help students **PREPARE** to listen. What actions can teachers and students **DO** to prepare to listen? Here are some ideas.

Before Class:

- Read assigned articles or text chapters. Providing

study questions beforehand helps the student focus on important concepts.

- Write a summary of the material to be discussed. Students need to be aware that listening is an active process. They prepare to engage in that process by summarizing their current knowledge of the topic.
- Require students to write a time management schedule for the half-hour leading up to class. This plan emphasizes developing a mental attitude that class time is a time for learning.

During Class:

- Foster the attitude that the classroom is a place of listening to learn. Make students responsible for what you say and for what other students say, e.g., periodic review of their notebooks or peer evaluations of speeches.

- Rearrange the desks so students will interact. Physically rearranging the furniture can help students become aware that they must interact in the classroom, not "sleep in the back."
- Prepare your space, both physically and emotionally, at the start of class. Clear desks. Calm down. Think about what is to happen. Decide to exchange ideas. Take out notebook and pen.
- Provide reflection time. At regular intervals, stop! And have students reflect on what they have heard. Does it make sense? What don't I understand? What more do I need to know to "get it"?

It's vital to make listening preparation an integral part of students' classroom experience. We've provided just a few examples of how to do this from our practice. The benefits to students are: more active engagement in the learning process, longer retention of key ideas, and meaningful application of their knowledge—to pass tests, to understand the discipline, and perhaps even to enjoy the classroom experience.

Listen: for the sound of success

Dr. Paul E. Adams

Professor Emeritus Business Administration

Author of "Fail Proof Your Business: Beat the Odds and be Successful"

Excerpted with the author's permission from SUR in English, January 12, 2001

Submitted by Ethel Glenn who can't forget the association even when overseas having fun!

It is when we listen that we learn. Yet many of us don't know how to - we are too busy talking. Our mouth gets in the way of our ears. Entrepreneurs with inflated egos are usually poor listeners with little interest in any opinion but their own. Gabby and glib salespersons tend to be poor listeners - they are so intent on the sale they ignore their customers comments. It is too bad that they don't know a one-way conversation is a monologue and a monologue is boring.

Early in my career ...I discovered that the salespersons who achieved their quotas were the ones who listened with a genuine interest in their customers' needs. They understood that listening is the learning half of conversation and that you don't learn by listening to yourself. ..

We learn from our employees if we are willing to hear them. Enlightened management solicits information - it does not hide from it.

Successful leaders listen by observation. They understand that on site observation is listening. They look at the housekeeping of their business - its appearance carries a strong message. They have learned the importance of paying attention to the conversation, attitude, and body language of their employees.

Not listening sends a message and creates an impression of us we may not like. If I don't listen to you I am discounting what you say as unimportant, I am saying that you are boring, I am saying that I care more for my thoughts than yours, finally I am saying you are not important to me, I am tolerating you for the moment, but please hurry up. In more polite times, I would be called a bore.

Recently, I discovered on the web, the **International Listening Association** which is dedicated to help us improve our listening skills. They even identify tell tale characteristics of those who don't listen - (Ed Note: Dr. Adams listed 7 from the web site).

I know I am guilty of more than one. I believe that with awareness of these bad habits we can become better listeners.

I think the art of listening starts with humility. To start with, slow down, if you don't have time to listen to the person you are chatting with, do it some other time, otherwise you are a bore. Next, get yourself off center stage. Others have opinions and knowledge- remember we learn from others not ourselves. Listening may mean a change in attitude - a realization of humility - not easy to do.

Improving your listening skills is something you can do immediately. There are no costs, just benefits to you and your business. You will attract more customers, you will get more from your employees, and you will be building an insurance policy if troubled times should appear.

The next time you feel too busy to "listen" or assume that the person speaking is unimportant and not worth listening to, think about this statement: There are people who complain about the noise when opportunity knocks.

Thoughts from the Editor

March roared by like an out of control steam engine and April disappeared in a cloud of project deadlines, presentations and exhaustion. It's hard to imagine that today is April 29th and we're heading into the year's fifth month.

Life gets busier and faster paced every day for all of us. So the contributions to this publication from all the busy ones is even more appreciated. I am constantly amazed and fully appreciative of the time and thought put into even the smallest items. These contributors make this publication what I envisioned when I took on the editor's job - a voice for the organization and its members.

Special thanks to Janet Cherry, Ethel Glenn, Janice Brandt, Kathy Thompson and Jim Pratt for taking the time to give me positive feedback. Your comments help keep me going when I'm tired and my ambition stops at killing weeds in the garden. It's your publication and I but the humble editor. Keep those articles coming!

Rochelle Devereaux
Listening Post Editor

Thanks to Our Contributors

Hats off to the many members and others who provided their material for this publication:

Paul Adams
Rick Bommelje
Janice Brandt
Lisa Darnell
David Dathe
Richard Halley
Margaret Fitch-Hauser
Kimberly Batty-Herbert
Laura Janusik
Barry Neil Kaufman
Klara Pihlajamaki
James Pratt
Maria Loffredo Roca
Kathy Thompson
Daryl Vander Kooi
Andrew Wolvin

New members

Allison, Tony Cameron U.
580/581-2249 W
580/357-8655 H Fax
580/581-2562
tonva@cameron.edu

Beall, Hugh
50613-2325 319/266-9827
Fax 319/273-7356
Melissa.Beall@UNI.EDU

Burns, Lisa M. Univ of MD
301/445-6071
Fax 301/314-9471
LMB22@yahoo.com
Carstens, Shayne
301/277-1995

Cox, Adele
650/506-6342
adelecox@onebox.com

Denslow, Keith
918/481-1111 X302
918/461-8007 Fax
918/481-1145
kdenslow@hollandhall.org

Floyd, James J. Central
Missouri State Univ,
913/381-4874
FloydJ41@aol.com

Hayes, James
970/223-8925 H
Colorado State University

Holland, Bill Canada
416/922-5600 X234
Fax 416/922-3800
holland@mandrake.ca

Holmes, Glen VA Tech,
540/231-5997 Fax
540/231-7013
gholmes@vt.edu

Ilomaki, Irma (Finland)
+358-3-222-4353
+358-3-215-7244
Fax +358-3-215-6063
irma.ilomaki@uta.fi,
poiril@poph.uta.fi

Jelinek, Amy C.
715/426-1779
612/501-2680
aj79@uwrf.edu

Joubert, Lori A.
206/784-4904
ljoubert@u.washington.edu

Kalmus, John
630/834-9130
jkalmus604@aol.com

Knowles, Alan Aomori Univ
of Health & Welfare, 58-1
Aza-Mase, Oaza-Hamadate,
Aomorishi 030-8505, Japan

Kramer, Cecil V. Liberty
Univ. Comm Studies
Lynchburg, VA 24502
Liberty Univ

Kroll, Tony L.
817/821-5686
TonvKroll@aol.com

LaBoone, Emet Virginia
Tech, Comm Studies,
Agnew Hall #0311,
Blacksburg, VA 24061-0311

Lawson, Michael
865/986-5659
Listen@icx.net

Lindahl, Kay
949/661-3087 Fax
949/496-5535
TheListenC@aol.com

Neuman, Anne Tayloe
804/333-0511
College/Univ, Helping

Oxendine, Amy
941/731-3286
lillucky12@aol.com

Parent, Chantal (Canada)
514/253-1778
chantparent@hotmail.com

Penington, Barbara
Univ of Wisc.-Whitewater,
Communication,
262/472-1983 W
262/473-4128 H
peningtb@uwwvax.uww.edu

Quay, Nancy 2, Persiaran
Syed Putra 5, 50460 Kuala
Lumpur, W. Malaysia
8574 N 57th St, Brown
Deer, WI 53223
nancyquay@hotmail.com

Reynolds, Gretchen Hazard
James Madison Univ,
School of Speech
Communication,
Harrisonburg, VA 22807
540/568-3428
540/568-6228 Fax
540/568-6059
Revnoldga@jmu.edu
James Madison Univ

Richards, Carol
218/755-4126
carich@bemidjistate.edu
College/Univ Asst Prof
Bemidji State Univ

Sakovich, Sonja
415/334-8111
415/334-9828 Fax
415/334-8959
sonja@trainingalliance.com

Wells, Scott D.
405/325-3003 X21139
sdwells1@vahoo.com

Officers, Etc.

Richard Halley, President
RHALLEY@cc.weber.edu

Kiimberly Batty-Herbert,
1st Vice President, 2002
Conference Program Chair
battyk@clovis.cc.nm.us

Melissa Beall, 1st Vice
President Elect
melissa.beall@uni.edu

Maria Roca, 2nd Vice
President
mroca@fgcu.edu

Laura Janusik, Secretary
janusik@wam.umd.edu

Barbara Nixon, Webmaster
bnixon@gbonline.com

Rochelle Devereaux,
Listening Post Editor
rochelle@businessmasters.
com
503 581-8705 (fax)
Business Efficacy
PO Box 4081
Salem, OR 97302-1081

James Pratt,
Executive Director
ILA
PO Box 744
River Falls, WI 54022
800-ILA-4505
llistening@aol.com

Summer Issue deadline
June 30, 2001

Listen to Learn

Learn to Listen

Join us in Scottsdale, AZ

March 6-9, 2002

International Listening
Association
P O Box 744
River Falls, WI 54022

PRSR STD
US Postage Paid
Salem, OR
Permit #344

Harvey Weiss
Isles of Wight
2401 Wight Bay
Brooklyn Park, MN 55443