



Listening Post

Autumn 2001

Issue #78

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Winter *Listening Post*
issue deadline:
December 14, 2001

President's Message

I have been waking early these last few weeks thinking about Scottsdale, Arizona. I attended my first ILA convention in Scottsdale, so it will be a special moment for me to preside at our convention there next spring. I hope you are planning to come. **Kimberly Batty-Herbert** is hard at work on next year's convention in Scottsdale and planning a wonderful conference. She has already developed the format for the convention program, helped to develop ads at our web site and laid out a plan for the convention sessions. **Bill Arnold** is working to make sure you have exciting extra convention options for your free time.

Your board has been working very hard since Chicago. There have been literally hundreds of emails exchanged among them since the convention. Reading all

of that mail and responding to it takes a lot of commitment, a lot of energy, and a great deal of time. This board is showing that it is clearly ready for the task. They have been thinking about plans for next year's convention and spending a lot of time discussing what they need to do to make our convention in Sweden a great success. I am very proud of them and you can feel confident that they are doing an excellent job.

This summer we dispatched **Melissa Beall**, our first vice president elect, to Sweden to help formalize our hotel arrangements that **Klara Pihlajamäki** worked so hard to set in motion. We are very grateful that Melissa's plans permitted her to make a stop in Sweden on her way back from the World Communication Association Convention in Spain. This way we had two current board members present at the

meetings with the hotel. Melissa also spread the word about our convention in Sweden as she participated in panel discussions at the World Communication Association Convention designed to explore ways in which communication related organizations could collaborate with each other.

As a final thought for this column, I would like to make an appeal and then a suggestion. In this time of national turmoil there are many, many people who could use the gift that listening to someone represents. For most of these people, there are no answers to what they are struggling with. What they need is time to talk out their pain and frustration. We all probably need time to work through the welter of emotions prompted by recent events in New York and Washington,

(Continued on page 2)

Members in the News

Nan Johnson-Curiskis

After I returned from the ILA convention in March, I submitted an article detailing two activities I use in my Effective Listening class to the Communication and Theater Association of Minnesota

Journal. I am pleased to announce that my article was accepted and is published in volume 28, Summer 2001 issue of the *CTAM Journal!*

These two activities were outlined during the Swap Shop session in Chicago. I'd

like to thank my ILA friends who encouraged me to write up the details and submit this article. This is just one more leg on my fabulous Listening Odyssey!

(Continued on page 2)

President's Message, cont'd

(Continued from page 1)

D. C., and so I would like to suggest that our listening might also be a gift to our selves. Many people report that the experience of being truly listened to feels like a wonderful gift. I would like to suggest that often the experience of truly listening to someone else is also a gift we can give ourselves. If we truly listen to someone, and they really want us to listen to them, it is very rare that we do not learn something new and special about that person. As the title of one of my books suggests, when we listen from a truly caring and loving place we are often

surprised by what we learn from even our strongest long time friends. That wonderful surprise is our gift to ourselves. Give it to yourself as often as you can. And, in this time of crisis, give it to yourself by listening to those who need your gift of listening to them.



Dick Halley

Editor's Corner Rochelle Devereaux

Change comes to all of us. The world experienced a radical shift in perceptions and thinking mid September. Each individual feels the affects differently. For many, it caused a need to take stock and focus on priorities. Such was my situation.

Listening is internal as well as external. I listened to my inner and outer worlds and decided it was time to turn the *Listening Post's* editorial reins into someone else's hands. I have enjoyed preparing the newsletter and receiving the positive comments from members. Your efforts in providing interesting and informative materials were sincerely appreciated. We have a diverse and dynamic group in the ILA which I enjoy and appreciate. But it's

time to do so from the sidelines.

I hope you will continue to support the next person appointed by the board for this task.

Members in the News, cont'd

(Continued from page 1)

Weslynn Martin

In 1986, Joseph J. and Anne McGee began the endowment fund to establish a Chair in Interpersonal Communication and Listening at Rockhurst University.

The first holder of that Chair was announced August 10, 2001; **Professor Weslynn Martin** of the Department of

Communication and Fine Arts.

Martin originally designed how the McGee funding would be used and has coordinated all the programming over the years. The completion of the endowment to create the McGee Chair will mark a move to a more disciplinary and academic emphasis on research and teaching

in hours on the job. Americans also have less vacation time than Europeans. And productivity, even with more hours worked declined for Americans.

This seems to me to be the perfect scenario for not getting more involved in any additional outside activities. Having a quality product, as another writer declared, is no longer enough to get people involved; they are exhausted and don't want any more on their plate.

I stand on my original premise that all work and no play leaves less and less time for the volunteering of non-existent hours for other important things, in our case, the ILA. That's the biggest reason, I feel, that organizations like ours are struggling to maintain memberships.

Have you tried lately to get someone to help you on a church, social or even fun event? Think about it, and thanks for reading this.

Letter to the Editor Past President H. Weiss

In the Fall 2000 issue of the *Listening Post*, I addressed the issue of falling memberships with the notion that people were "Doing More and More With Less And Less." My contention: people don't have time to belong to more organizations, and if they are members, haven't the extra time to devote to ILA business matters because they are just too stressed out with more and more work demands.

...the headline of the lead article in the *Minneapolis Star Tribune*, Saturday, Sept. 1 2001, in the spirit of the Labor Day Weekend, read: "The American way: long hours" 'U.S. workweek is world's longest.'

To paraphrase, a U.N. agency, the International Labor Organization, found that Americans added nearly a full week to their work year during the 1990s, climbing to 1,979 hours on the average, up 36 hours from 1990, now working about 3½ weeks more than Japanese workers, who until now, led the world

interpersonal communication and listening across the curriculum and into life-long learning.

Certainly the McGee legacy will spread into many places with much more benefit as the program develops.

Amy Oxendine, First Student Board Member

President Halley has appointed **Amy Oxendine** as the first student member of the ILA Board of Trustees. Amy is a rising senior at Florida Gulf Coast University majoring in communication, and is in the honors program there. Many of you may remember her as one of the two Amy's who served us so well at the Chicago Conference. Her nominator Dr. **Maria Roca** said in her nomination letter "Amy is an exceptional student with a sincere interest in communication and listening." Evidence of her exceptionalness includes being on

the National Dean's list for two years, and being listed in "Who's Who at Colleges and Universities." She presented a paper on listening at the Southern States Communication Association Convention this past year and intends to submit a proposal for ILA in Scottsdale.

This summer Amy was an intern at Hope Hospice doing PR work in the Community Services Department. She says she is really enjoying the sense she gets of making a difference with this work.

On a personal side, Amy en-

joys her three horses (one is only 32 inches high), her dog and two cats. We look forward to her contribution during this coming year and wish her well in her academic endeavors.

Wanted: A Very Special Student Member

During my tenure as President of the International Listening Association one of my first duties will be to appoint our next Student Member of the ILA Executive Board. The nominee must be a student member of the organization during the 2002-2003 school year, at the graduate or undergraduate level. This

unique student must also be willing to attend the ILA convention in Sweden in July, 2003 and possibly the Fall Board Meeting at a location yet to be determined. The possibility of providing alternative methods of participation, such as video conferencing, during these meetings is being explored. I believe this

could be a extremely rewarding experience for a highly motivated student. I am very interested in obtaining your nominees for this position. Please send them to:

Kimberly Batty-Herbert
battyk@clovis.cc.nm.us

ISIP James I. Brown Student Research Award Call

For the sixteenth straight year, the Institute for the Study of Intrapersonal Processes (ISIP) will sponsor the James I. Brown Student Research Award. The competition is open to students in high school, college, or graduate school. To be eligible, students (or their faculty advisors) must submit their papers for consideration by

January 31, 2002. All student papers written in 2001 are eligible for consideration. Papers submitted prior to November 2, 2001 will be eligible for early judging. The finalists in the college division will receive a cash award. First place will receive \$200 plus a sustaining membership in ILA. Second place will receive \$75 and

third place \$50 There is also a separate high school division. The winner of this division will be given a certificate. Secondary Division members, please encourage your students to submit their papers. To be eligible, students (or their faculty advisors) must submit their papers for consideration by January 31, 2002.

New Members

Barnett, Debbie
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Bus., Research, College/Univ

(Continued on page 4)

A copy of the paper should be sent to:

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More New Members

(Continued from page 3)

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Professions, College/Univ;
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Business, Consulting, Helping
Professions

(Continued on page 7)

ILA Website . . . from Argentina to Malaysia to Zimbabwe Barbara Nixon

This calendar year alone, the ILA website has had more than 62,000 unique visitors from 99 countries. . . from Argentina to Malaysia Zimbabwe. Now that's international listening!

Though traffic is still increasing (with September 2001 having the most hits ever - more than 31,000!), we

Report of the First Vice President Elect Melissa Beall

Hugh and I traveled to Sweden in July. We stayed at the Hotel Winn in the Haninge Community not far from Stockholm Center. A rental car allowed us to discover potential excursion sites for ILA Convention 2003 participants and guests. We loved it! The Hotel Winn is typically European and a true picture of Sweden. Even better, it is surrounded by beautiful scenery. A wonderful National Park is only a few kilometers away. Just behind the hotel there's a lake for swimming, watching others, and walking around. Sweden is a beautiful country with lots of green space, trees, mountains, and rivers and lakes, as well as the nearby Baltic Sea. The Golf Course Club House for Haninge Community is a castle. And the course itself is huge. "Convenience" is a key word. The bus and rail stations and the community center (bank, grocery, post office, pharmacy, and other shopping) are less than a block away from the Hotel

Winn. It is easy to get around Stockholm, and if you take the train, it's a pleasant ride from Arlanda International Airport to Stockholm Center. You switch trains at Stockholm Center and take a 20 minute ride to Haninge.

Sweden is a beautiful country with lots of green space, trees, mountains, and rivers and lakes, as well as the nearby Baltic Sea.

We think you'll enjoy this convention! Hotel and conference costs in Sweden are much less than in a comparable U.S. city. For example, all meals are included in the lodging-conference fees: lodging, breakfast, mid-morning coffee, lunch, mid-afternoon coffee, and evening meals. I will have full details for convention proposals and

dates and a brochure from the Hotel Winn showing both lodging and convention rooms in the Spring *Listening Post* and at the Scottsdale convention. Stay tuned for further details about the 2003 ILA Swedish convention: *Touch the World: Listen.*

At our business meeting in Scottsdale, we will vote on numerous by-laws changes to help us keep current with "best practices" for an organization. A copy of those proposed changes will be sent in the next *Listening Post*.

I look forward to seeing you in Scottsdale, Arizona, in March 2002.

would like even more people to learn about listening and the International Listening Association.

However, our website format has been virtually the same for about a year now. Time to get creative. . .

What have you seen at other websites that draws you to go

back there again? Or - even better - refer the site to your friends? What makes you want to avoid some sites?

What would you think about us adding electronic greeting cards? Discussion/bulletin boards? Want ads for listening careers? Screen savers? Top Ten Lists? Tips



& tricks? Periodic electronic publications (not to replace the *Listening Post*, but to augment it)? Other ideas?

Please forward your feedback to the ILA Web Advisory Committee at webmaster@listen.org.



LISTENING: THE FOUNDATION OF COMMUNITY

*International Listening Association
Scottsdale, AZ
March 6-9, 2002*



Scottsdale: There's No Place I'd Rather Be March 6-9, 2002!

Maximize your ILA experience by participating in the 2002 convention in Scottsdale, Arizona. This is the third time over the more than twenty-year history of the ILA that the convention city is Scottsdale. Does that tell you something about Scottsdale? Does that tell you something about the popularity of Scottsdale with ILA members? If you have not attended one of the previous Scottsdale conventions you don't want to miss our next annual gathering.

Known as "The West's Most Western Town," Scottsdale has much to offer visitors. It has been the recipient of numerous "Most Livable U.S. City" awards and has been proclaimed as the number one resort community in America offering over 300 days of sunshine a year. Scottsdale offers so many unusual activities that you will find it

difficult not to be tempted to skip the highly informative convention sessions being planned for you and head out horseback riding in the Sonoran Desert or hiking Camelback Mountain. But wait until the sessions are complete to locate the numerous local golf courses for a round of desert golf or enjoying a tour of the amazing architecture at Taliesin West, originally Architect Frank Lloyd Wright's "winter camp" at the foot of the McDowell Mountains.

The local amenities are truly incredible. Why not try an aroma therapy facial? Or if that is not quiet enough, desert night stargazing should provide an unbeatable relaxing experience. The natural beauty of the desert can be enjoyed by jeep, on horseback or high above the desert floor in a hot air balloon. Don't forget the award-winning southwestern cuisine

but your palate need not be limited to southwestern gourmet treats. There are Japanese, Italian, Mediterranean, East Indian, French and many other restaurant choices through out the downtown area to fulfill even the most finicky taste buds. Of course our location at the Ramada Valley Ho is only a block from the Main Street Arts and Antiques District and Marshall Way Contemporary Arts District with more shops and galleries than you could possibly visit during your stay. Scottsdale boasts over 2,500 boutiques, shops and galleries to indulge your every desire. In other words, Scottsdale is everything you need to escape the mundane.

Although the location will be familiar to many of our long-time members, the convention itself will be very different. Imagine the convention not being concluded with a

formal Saturday night banquet. Imagine sessions not running all day long on Saturday. The images produced by your imagination will have to suffice for now. The final convention structure will not be revealed until the program is complete. Do I have your curiosity aroused yet? Good, you will simply have to attend the 23rd International Listening Association convention. See you there!

Advertise in the Listening Post

Let other ILA members know about your products or services; advertise in the *Listening Post* Rates are as follows:

Full Page	\$250.00
1/2 Page	\$150.00
1/4 Page	\$ 75.00

All advertisements must be prepaid to the ILA office and sent to the editor as camera ready copy or electronic file.

Secretary's Report

The ILA Board met in Scottsdale, Arizona, the site of the 2002 convention, during the weekend of September 21st - 23rd. There were motions passed that will give ILA members the ability to access Board business easier. First, a "members only" portion of the website will contain approved minutes of board meetings.

Second, in order to ensure

Laura A. Janusik

institutional memory for future Boards and make it easier for the membership to know what the Board is discussing, all minutes will include a brief description of topics discussed even when no vote took place. Of course, summaries of some of the more important business will continue to appear in the *Listening Post*.

Additional business included

the establishment a task force to examine and recommend changes in the organization's structure, a continued ILA relationship with *Hear Now Minnesota*, and the creation of different venues by which ILA members can learn about teaching positions available around the world.

Much of the meeting was dedicated to by-law changes, and a full explanation of

these should appear in the *Winter Listening Post*.

Finally, the Board has established an on-line method of communication that allows us to keep in touch between meetings. This has been particularly helpful in communicating with our international Board members, specifically in the area of developing the 2003

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ROCKHURST
A Jesuit University

POSITION AVAILABLE: Rockhurst University's Department of Communication & Fine Arts invites applications for a tenure track position as Assistant/Associate Professor of Communication who will also fill the Joseph and Ann McGee Chair in Interpersonal Communication and Listening. The McGee Chair promotes research and understanding of skills across the curriculum in these two fields of Communication. This position will begin in August 2002.

QUALIFICATIONS: Required - Ph.D. in Communication with a demonstrated record of professional excellence. Preferred - prior university teaching and research experience in listening and interpersonal communication.

RESPONSIBILITIES: Teaching a hybrid, fundamentals course as well as teaching and research in the following areas: listening, interpersonal communication and small group communication. Academic advising, service on various committees, and scholarly activity are also required in this position.

APPLICATION PROCEDURE: Review of applications will begin immediately and continue until the position is filled. Submit a letter of application, curriculum vitae, a recent example of published or peer reviewed research related to interpersonal or listening communication, teaching evaluation summary reports, three RECENT (within one year) letters of recommendation with phone numbers of those who wrote the letters, and other supporting materials to:

Dr. Michael McDonald, Chair
Department of Communication & Fine Arts
Rockhurst University
1100 Rockhurst Road
Kansas City, Missouri 64110

Rockhurst is a Jesuit University located in the cultural and artistic center of the racially and ethnically diverse Kansas City metropolitan area. We enroll 2300 students in four academic divisions. For more information about the university visit www.rockhurst.edu or www.cte.rockhurst.edu. Rockhurst is an equal opportunity employer that values diversity and encourages applications from minorities.

Secretary's Report, cont'd

(Continued from page 5)
Stockholm conference. This forum has also allowed us to develop a survey for members who have not renewed their memberships as well as developing a "Frequently Asked Questions" section of the website that will provide both

members and non-members to learn more about ILA and our mission. Finally, many topics that became proposed by-law changes, such as what defines a voting member and whether the board should be elected at the ILA conference or through mail ballots, were discussed first on the Internet.



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Colleen Marlatt A Tragic Loss

I'm absolutely devastated at the loss of **Colleen Marlatt**, and I thought you might want to know about her.

Colleen is a wonderful example of how undergraduate students can and do connect to the University of Maryland's research mission. Colleen was a senior Communication major and a member of my research team. A brilliant scholar, last year she received the James I. Brown Research Award from the Institute for the Study of

Intrapersonal Processes for her study, "Music Therapy for Persons with Senile Dementia: Do We Really Understand the Depth of Appreciative Listening?"

Colleen presented this paper at the International Listening Association conference in Chicago in March. She also presented a Center for Teaching Excellence Seminar with me on research presentations for participants in last spring's campus Undergraduate Research Day. She currently was working with me on a study of communication



management in the 21st century. Ironically, we had an appointment today to talk about her future as a research analyst.

Andy Wolvin

NOTE: Colleen and her sister were victims of the tornado that hit the University of Maryland campus in September, 2001.

Thank you Dr. Tomatis for keeping our listening fit Sophie Garceau, Director of the Listening Fitness Network, Canada

Dr. Alfred A. Tomatis, a French Ear-Nose and Throat Specialist, first described 50 years ago, that "we sing with our ears" after noticing distortions in the voice of factory workers with hearing loss and hearing loss in voice-troubled opera singers. Further research by Dr. Tomatis revealed: *the voice only contains harmonics the ear is likely to hear*. This phenomenon became known as "the Tomatis Effect." Furthermore, Dr. Tomatis concluded that constant exposure to noise weakens the muscles in the middle ear as they stay in a constant protective or defensive mode. Consequently the ear may lose its ability to filter unnecessary sounds and to focus or control necessary and useful ones, including those in one's own voice.

His ongoing work testifies to this fact: listening goes further than simply hearing, it is an ability made possible by multiple integrated functions working harmoniously. What can we take from Dr. Tomatis' teachings that could help us improve our receptive and expressive listening skills?

Our receptive listening is affected by the way we express ourselves, and vice-versa; a cybernetic loop. Many factors prevent us from having a voice free of tension and fatigue; one that conveys authenticity and carries our messages and intentions without distortions; a voice that also provides us with energy and keeps us alert and engaged; a voice that keeps our listening in good shape: These include exposure to noise pollution; posture and breathing, diet, behavior,

unresolved traumas, negative emotions and fears, and stressful lifestyles. Taking care of ourselves and training our voice to be more modulated and alive can improve our energy level, the quality of our listening, of our relationships and of our lives. With a good voice, we can keep ourselves and others alert and motivated. With a good voice we can create a positive communicative environment that encourages listening to occur.

It is up to each one of us to take care of all the above mentioned factors that affect our receptive and expressive listening. Listening to Mozart and Gregorian Chant, humming, singing and reading out loud regularly are also wonderful tools to keep our listening fit!

More New Members

(Continued from page 4)

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Business, Sales

Thank you, Dr. Tomatis.

For further information, visit www.tomatis.com, read *When Listening Comes Alive* by Paul Madaule or contact Sophie at www.info@listeningfitness.com. Your comments are welcome.

ED Note: this article was severely edited due to space limitations.



Help Wanted

Listening Post Editor

Ear Piece Editor

Listening Quotations Coordinator

The ILA needs your skills and the skills of people you know.

The ILA Board is looking for editors for both the *Listening Post* and our new magazine (*The Ear Piece*) that you will first see in December. If you are interested or know another member who has layout and editorial skills, consider one of these positions and send examples of layout and editing work, preferably on disk, to:

Dr. Richard D. Halley
President of ILA
Dept. of Communication
1605 University Circle
Ogden, UT 84408-1605

For more descriptions on all of these positions, please visit the ILA website at www.listen.org



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