



# LISTENING POST

ISSUE Seventy-Eight • WINTER 2002

## March: International Listening Awareness Month

by Daryl Vander Kooi  
M-A-L, Public Relations

The ILA and its Public Relations Committee depend on you to spread the word. We need your help again this year. With March around the corner, we must alert local radio and television stations to our place in this Information Age. We must tell our communities, our employers, our local organizations, and you can help.

If you are familiar with writing press releases for the local newspapers, do so. If you are familiar with public service announcements (PSAs), feel welcome to write a PSA about March as the International Listening Awareness Month.

But, if you are uncomfortable with the press release or PSA, we have another option for you. Go to the ILA web site ([http://www.listen.org/pages/march\\_psas.html](http://www.listen.org/pages/march_psas.html)). You will find six PSAs. Five are for March as International Listening Awareness Month.

(Continued on page 6)

## 23rd Annual Convention Listening: The Foundation of Community

by Kimberly Batty-Herbert  
First Vice President

Think for a moment about the numerous changes alluded to in the fall *Listening Post* article *Scottsdale: There's no Place I'd Rather Be*. Now visualize those ideas being destroyed due to the actions of a group of madmen half-way around the globe from Scottsdale.

When I volunteered to serve the ILA in my current leadership role, I never dreamed that terrorists would influence my decision-making. Nevertheless, due to the unbelievable events of September 11, it has been determined that deviation from the long-standing convention format was not in the best interest of the membership or the organization. Our family of members needs a high level of comfort that only familiarity can bring. The organization cannot risk the financial consequences of low room occupation

if Saturday afternoon is offered as a time for optional trips around the area and the banquet were to be held Friday

night. Although the changes to our tried and true convention format were initiated as a response to suggestions from the membership, I think you will now agree that familiarity is best for the time being. We'll save experimenting

for a time when the world seems more secure and the ILA more confident in its financial stability. Now I must beseech each of you to come to Scottsdale March 6-9, 2002, and enjoy your ILA friends during a convention sure to strengthen your faith in listening as the foundation of community.

The ILA 23<sup>rd</sup> annual convention will not disappoint you in its ca-

(Continued on page 8)

“... come to Scottsdale...  
and enjoy your ILA friends  
during a convention sure to strengthen  
your faith in listening as the  
foundation of community”

INTERNATIONAL  
LISTENING  
ASSOCIATION  
(800) ILA  
Listening

## President's Perspective: **To Listen or Not to Listen**

by Dick Halley  
President

I want to thank those of you who have shared your stories about listening to folks who were affected by the events of this fall. Some of you may want to send them to **Barbara Nixon** for possible inclusion in the *Listening Post*. I have been thinking all fall that our group of dedicated listeners are very special people. One of the privileges of serving as your president has been to get to know so many more of you a little better. And the better I know you, the more wonderful you seem. Please continue to share your listening stories with all of us. I have also been thinking that for many of us these past few months have been a time when we have been called upon to listen even more often to a large number of very difficult messages.

You are also most likely reading this message just after having had the opportunity to listen to some very important people in your life, since many of us will have spent some of the holiday season with family and friends. I hope you were able to make wise choices about listening during this time and that you were able to learn new things about the ones you love. However, one of the feelings many of us have during these times is a sense of being overwhelmed with too much to listen to. I just returned from a trip to a wedding of a favorite niece. There was a lot of time to listen to many wonderful folks, some of them with some wonderful news, some of them with some pretty big problems. At this moment as I sit here writing I am very glad there is no one to listen to just now. I am very tired. I would like to of-



**Richard D. Halley, Ph.D.**  
**ILA President 2001**

fer a reminder that some of us may need just about now.

We make many of choices about how to spend each day. Certainly some important ongoing choices are when to listen, whom to listen to, and what to listen to at each moment of our waking lives. Humans often talk about listening as if it should be done all the time and at some optimal level all the time. This perception makes learning to listen well very difficult. The truth is that we cannot listen effectively all of the time. Listening well takes a great deal of effort and if we produce that effort, there is a limit to how long we can do it without a rest.

Given that there is this prevailing sense that good listening means listening all the time and the fact that we are actually not capable of such behaviors, I believe it is important to help people understand that they must deliberately choose not to listen part of the time. This choice helps us view ourselves as clearly making a choice to listen when we want or need to do it well. I am hoping that ILA members make teaching this idea a very high priority in their workshops, classes, and relationships.

(Continued on page 10)

## Editor's Ink

by Barbara Nixon,  
Interim Listening Post Editor



September 11. 911. "That Day." Life as we knew it in America will never be the same again. Many people have begun to accept that irrefutable fact. So now what? What do we do differently now?

I, for one, no longer take so many things for granted. I am now living as though each day could be my last, and doing my best to listen and love more deeply now than I ever have before.

Kids. . . Mom feels another hug coming on. Get ready!



### ILA LISTENING POST Listening Post Deadlines

The deadline for all *Listening Post* materials (including articles, ads, and photographs) to appear in the next issue is March 30, 2002.

### LISTENING POST Advertising

To provide service to ILA members and suppliers, the *ILA Listening Post* will accept advertising. Acceptance of all advertising will be subject to editorial approval.

#### 2002 Rates

Full Page	\$250.00
1/2 Page	\$150.00
1/4 Page	\$75.00
1/8 Page	\$40.00

All ads must be camera ready and pre-paid.

Send materials and ads to:

**Barbara B. Nixon, Interim Editor**  
324 Crestview Lane  
De Pere, WI 54115  
bnixon@new.rr.com  
920.337.6451

## Washington Listening Summit



**Back Row:** Andrew Wolvin, Vicky Emmert, Laura Janusik, Kelby Halone, Wendy Ford, Sheila Bentley, Kathy Thompson, Dick Halley. **Front Row:** Phil Emmert, Judi Brownell, Carol Christy. **Not Pictured:** Deborah Duran

by Laura A. Janusik, Secretary,  
and Andrew Wolvin

Twelve listening scholars gathered in Washington, DC, during a warm July weekend to discuss the current state of listening. The summit's original intent was not only to share our current listening research and projects, but also to discuss potential directions for future research in the field.

The group spent the weekend in a flurry of discussion ranging from listening definitions, models, evaluation to theories and research methods. To more clearly define our direction, we engaged in individual and group brainstorming activities to further identify the antecedents to listening, the listening process, listening outcomes, and listening assessment.

In addition to energizing each of us in different ways, the summit helped us to recognize the importance of the cognitive facets of listening and the need for us move towards a more integrated cognitive and behavioral model and definition of listening.

Two panels were developed from ideas from the summit, and both will be presented at the ILA conference in Scottsdale: "Conceptualizing Listening: Perspectives from the Washington Summit" and "Perspectives on Listening: New Scholars." We invite you to attend these panels in March and become part of the dialogue!

### Our Mission

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



### IMPORTANT DATES

**January 31, 2002** — ILA Swap Shop deadline (see below)

**January 31, 2002** — Ralph Nichols Award & James I. Brown Award submission deadline (see article on p. 6)

**March 6-9, 2002** — 23rd Annual ILA Convention: "Listening: The Foundation of Community," Scottsdale, AZ.

**March 30, 2002** — Spring *Listening Post* Deadline

**June 29, 2002** — Summer *Listening Post* Deadline

**July 2003** — 24th Annual ILA Convention. Haninge (Stockholm), Sweden.

**March 2004** — 25th Annual ILA Convention

## SwapShop 2002 The Desert Perspective

by Carol Christy

Contribute and participate in this rewarding tradition of the ILA.

- Ideas for activities, lessons and just ways to do listening that you use with your classes and consulting groups.
- Anything for ages one and up is appropriate.

Submit by e-mail, fax or on disk to [cchristy@uidaho.edu](mailto:cchristy@uidaho.edu), or fax to 208.667.5275 (attn: Carol Christy). There is another Carol C. here so you need to spell it out.

# 2002 ILA Officer Nominees

The 2001-2002 ILA Nominating Committee (consisting of Chair **Nan Johnson-Curiskis**, **Bob Bohklen**, **Parthenia Franks**, **Kelby Halone** and Kent **Zimmerman**) present the following nominations for ILA Officers.

## **First Vice-President Elect** **Ray McKelvy**

After graduating from high school in a small village in up-state New York, **Ray McKelvy** went to the United States Air Force Academy where he earned a BS degree in General Studies. Following graduation from USAFA Ray went to pilot training in Arizona and remained there for five years as an instructor pilot. His next assignment in the Air Force was at Plattsburgh AFB, NY where he began his studies for a master's in liberal studies communication). Dr. John Meyer was one of Ray's mentors and John encouraged Ray to take a course in Listening. Two years later after Ray had moved back to Colorado to teach in the English Department at USAFA, Ray ran into John at the SCA convention where John suggested meeting with **Manny Steil** and a few others who were interested in forming an organization to encourage the study of Listening. In 1979 when the ILA became a reality, Ray was selected as Member-At-Large.

He hosted the second convention in Denver in 1980.

By this time Ray had learned the importance of listening effectively in his role as an Air Force instructor pilot, an aircraft com-

mander of a large refueling airplane, a college professor, a debate and forensics coach and as a husband and father. In 1982 Ray left the world of academe to return to regular flying duties in northern Maine. There Ray became the Safety Officer for an Air Force base of nearly 10,000 people. Accident investigations, safety briefings and general management experiences widened his interest in the area of listening even further. In 1987 Ray moved to the United Kingdom for his final Air Force assignment working as a negotiations officer and planner for the USAF dealing with the UK Ministry of Defence and the Royal Air Force - another ear-opening experience.

Ray retired from the Air Force in 1991 and began his teaching career with the University of Maryland, European Division and with Embry-Riddle Aeronautical University (Europe). In 1994-1995 Ray earned a Master of Philosophy degree from Cambridge University. He returned to the States in 1995 and began teaching at a number of universities and colleges in the Washington, DC area.

He currently teaches with George Washington University, George Mason University, and the University of Maryland, University College. He has taught Listening in several formats with UMUC: face-to-face classroom, interactive television, interactive video network, and now on the web (WebTycho). In the Spring of 2002 he will be teaching a classroom version at George Mason University.

Ray and his wife, Alyce, are becoming empty-nesters as Scott,

the youngest of four children (and only son) is now a sophomore at Virginia Tech.

## **Second Vice-President** **(Membership)** **Michael Purdy**



**Michael Purdy** has been an active member of the ILA since 1982. He has presented at least once at every conference since then, including a couple of summer conferences.

His publications related to listening include a text, *Listening in Everyday Life* (1991, 1997), and two articles in the *International Journal of Listening*. Positions held include local arrangements chair (Chicago), several years as chair of the research committee, membership on many program committees, several nominations committees, a couple of site committees, and a few other odd service jobs.

Mike is a member of the Listening Hall of Fame and received the ILA President's Award in 1994 and 1995.

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

## Secretary Laura Janusik



**Laura A. Janusik** earned her M.A. from the University of Maryland in May of 1998 and is currently pursuing her Ph.D. there. Her scholarly

interests including Listening, Cognition, Pedagogy, Curriculum Development, and Interpersonal Communication. Laura is currently serving as the secretary of the International Listening Association.

Publications include "The Social Psychology of Status Allocation," coauthored with Haller and Fink and found in the 2000 *Encyclopedia of Sociology*, (2<sup>nd</sup> ed). She's also coauthored two instructor's manuals with Berko and was the content author of NCA's Communication Education Resource Index (CERI). Laura has three articles in press including "Listening Treatment in the Basic Communication Course Text," co-authored with Andrew Wolvin, to be printed in the *Basic Communication Course Annual*, 14. Additionally, two other pedagogical pieces, "Listening Self-Assessment" and "The Most Effective Communicator" are to be published in *Teaching Ideas* for the Basic Communication Course V.

Awards include the top Nichols Award at the 2001 conference and the 2<sup>nd</sup> place Nichols Award at both the 1999 and 2000 ILA conferences. In 2001 the award was for "The Teaching of Listening: What We do Know and What We Should Know." In 2000 the award was for Listening Treatment in the Basic Organizational Communication Course Text. In 1999 the award

was for research co-authored with **Andrew Wolvin** entitled Listening Treatment in the Basic Communication Course Text. She, as part of a five-person team, has also earned the Departmental Excellence and Innovation in Undergraduate Teaching award in April of 2000 at UMD. This award recognized the development and implementation of a project geared to increase the use of technology by students and instructors in the basic communication course. Laura has also been recognized as an outstanding teacher by various organizations on campus.

## Member-at-Large, Special Projects Lisa M. Orick



**Lisa M. Orick**, Ph.D., is a Lifetime Member of the ILA and has been an active member of the ILA for five years. She has presented at most of the conventions,

and the last three years has served as the ILA Boutique manager. She recently earned her Ph.D. from the University of New Mexico, College of Education, Organizational Learning and Instructional Technology program.

Her dissertation "Listening Practices of Leaders" utilized the Listening Practices Feedback Report developed by **Janice Brandt** of the ILA.

Lisa serves as the Chair of the Communication Department at the Albuquerque Technical Vocational Institute in Albuquerque, New Mexico and instructs

over 17 courses a year in her discipline.

Lisa was named to "Who's Who Among America's Teacher's" in 2000 and 2001. She was presented with a Master Teacher Award in 1993, 1994 and a Master Presenter Award in 1996 from The University of Texas, Austin at their annual National Institute for Staff and Organizational Development gatherings.

## Nominating Committee

**Wayne Bond, Ph.D.**  
**Carol Christy, Ph.D.**  
**Lyman K. Steil, Ph.D.**  
**Dean Thomlison, Ph.D.**

... and one nominated from the floor at the convention in Scottsdale.

Brief bios of the Nominating Committee nominees appear at the ILA website ([www.listen.org](http://www.listen.org)).

## Current Board Members Continuing Their Terms or Ascending

**Dick Halley** becomes Immediate Past President

**Kimberly Batty-Herbert** ascends to President

**Melissa Beall** ascends to First Vice President

**Klara Pihlajamaki**, M-A-L International

**Daryl Vander Kooi**, M-A-L Public Relations

**Barbara Nixon**, Webmaster

**Margaret Fitch-Hauser**,  
*International Journal of Listening* Editor

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## ISIP Call for Papers

# Submit Papers for Nichols & Brown Awards, 2002

### Nichols Award

The Institute for Intrapersonal Processes invites scholars to submit papers for the **Ralph Nichols Research Award**. The \$1,000 award is given annually at the meeting of The International Listening Association. The next meeting will be March 6-9, 2002 in Scottsdale, Arizona.

Submissions may be papers presented to other association meetings during 2001. The papers must meet the following criteria:

- They must present original research focusing on listening and/or intrapersonal communication.
- They must be presented at the 2002 meeting of the International Listening Association, even if it has been presented previously to another group.
- Papers must be submitted by January 31, 2002.

Papers should be sent to:

Margaret Fitch-Hauser, Ph.D.  
Department of Communication  
& Journalism  
217 Tichenor Hall  
Auburn University, AL 36849

Questions? Please contact Margaret Fitch-Hauser directly at [fitchme@auburn.edu](mailto:fitchme@auburn.edu)

### Brown Award

For the sixteenth straight year, the *Institute for the Study of Intrapersonal Processes* (ISIP), in partnership with the *International Listening Association* is sponsoring 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 papers that center on listening research or theory for consideration by January 31, 2002.

A copy of the paper should be sent to:

Dr. Charles Roberts  
Department of Communication  
East Tennessee State University  
P.O. Box 70667  
Johnson City, TN 37614

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 also is 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.

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## Research Committee Highlights

by Lisa M. Orick,  
Research Committee Chair

The Research Committee has scheduled two breakout sessions at the 2002 Convention in Scottsdale, based on the interests of the ILA membership.

One panel is based on the successful research mini-conference held last year in Chicago. Topics include: starting a research project, conducting research, how to get published and where. Panelists include: **Andy Wolvin, Charles Roberts, Vicki Emmert, Phil Emmert, and Mike Purdy.**

The other panel includes information and tips to help you present to an international audience. Panelists include **Margaret Imhof, Klara Pihlajamaki, and Manny Steil.** Both panels will be chaired by the current chair of the Research Committee, **Lisa M. Orick.**

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### March, cont'd

(Continued from page 1)

You have several options. If you are adept with your computer, attempt to copy one PSA onto letterhead stationery; then type in the appropriate names and address for your local radio station; type in a short paragraph requesting that the

station use the following PSA early in the month of March; then the PSA; and finally sign it.

You also have the option of sending a different PSA for each week in March. For some TV stations, you might wish to revise the PSA slightly to make it fit the stations "Bulletin Board" segment. Some stations might request that you do so. Just be sure to send the PSAs soon enough, but not too soon. Send them out about the third week of February.

You can help the ILA and the training of listening. Use the PSAs on our web site. Tap your local radio and television stations. Many radio stations and some TV stations willingly use PSAs.

# Proposed Bylaws Revisions

by Laura Janusik and  
Melissa Beall, Bylaws Revisions  
Committee Co-Chairs

Please see your 2001-2002  
Membership Directory for a  
complete version of the current  
bylaws. (Comments or explana-  
tions are in italics.)

## ARTICLE III - MEMBERSHIP \*

**SECTION 3. Dues.** Annual dues shall be payable in advance for one year. Annual dues shall be reviewed and set at the Association's Annual Convention upon the recommendation of the Executive Board. Memberships begin on the 1st of the month following receipt and are good for twelve months.

## ARTICLE IV - OFFICERS \*

**Section 2. Term of Office.** The President, First Vice-President, First Vice-President Elect, and Immediate Past President shall serve a one-year term. At the end of the President's term, the President will serve as the Immediate Past President for a one-year term. The First Vice-President automatically shall become President for a one-year term after the President's term has expired. The First Vice-President Elect automatically shall become First Vice-President for a one-year term after the First Vice-President's term has expired. Members-at-Large, the Second Vice-President, and the Secretary shall each serve a two-year term. The Student Board member shall be appointed by the President for a one-year term.

## Section 5. Duties of Officers\*

### President

*Delete 5*

*Delete 6*

### **Section 5 duties of officers\***

*Add #10.* Shall recommend a Student Board Member nominee to the President.

*Article V, Section 3 be moved to Article IV and the First-Vice-President shall change the By-Laws wording accordingly.*

### Immediate Past-President\*

1. Shall serve as a voting member of the Executive Board.  
(*delete "non-"*)

### Student Board Member\*

4. Shall perform duties as assigned by the President.
5. Shall provide input to the Executive Board but shall be a non-voting member.

## ARTICLE V - EXECUTIVE BOARD AND COMMITTEES

### Student board member

**Section 2.** Shall be appointed by the President upon recommendation from the First Vice President. \*

**Section 4.** ~~ASSESSMENT/CURRICULUM Committees~~

3. (*Retain first four sentences as written.*) The Nominating Committee will nominate one candidate for each expired term of office. (*delete at the Annual Convention of the Association.*) The



nominating committee will be responsible for designing the ballot, and the ballot will be sent to the Executive Director at least 60 days before the convention. At least 45 days prior to each convention, information about the candidates and a ballot shall be mailed to the membership. (*add the following*) Spaces shall be provided on the ballot for write-in votes. Ballots shall be mailed to the Executive Director by a specified date that shall be no less than seven days prior to the first day of the annual convention. The results of the election will be announced at the annual convention. Members of the Nominating Committee may not be nominated for Executive Board Office while serving on the Nominating Committee.

~~DELETE CURRICULUM/  
ASSESSMENT FROM SECTION  
4.6~~

8. Duties of the chairs of the Research, Business, and Elementary/Secondary Committees  
(*delete curriculum/assessment*)

a. Report committee election results to the President no later than April 30th or the date designated by the President

b. change "year" to "term" by March 1st [or the date designated].

### Section 7. Executive Director.

\*

*Change "co-sign" to "sign" and delete "with the President."*

*Also add "official financial documents."*

## 2002 Convention, cont'd

(Continued from page 1)

capacity to titillate from beginning to end. If business is your area of interest, sessions on listening during arbitration, within the global and on-line business communities and within teams are slated. **Lou Hampton** has graciously volunteered to present a two-part workshop on getting the media to listen to you which will be followed by a panel of media professionals prepared to respond to your questions. Researchers will find numerous sessions and panels focused on many diverse topics such as methods for getting published, listening models and frameworks, listening under pressure, sex-role assumptions, and motivation's role in listening. Educators should find value in presentations on using concept key as an instructional tool, teacher assessment of oral reading, and college listening courses in the global community. Of course, there are numerous general sessions including some dealing with listening in the medical and legal professions, listening in Japan and listening and loneliness.

After being overwhelmed by the numerous sessions offered during convention 2002, relax and enjoy a leisurely stroll through world famous art galleries Friday night. Saturday afternoon has been reserved for sightseeing in the Scottsdale area. Local Arrangements Chair **Bill Arnold** has organized two tours for you to select from. You can opt to explore Montezuma Castle, viewing prehistoric Indian cliff dwellings dating back to 1200 A.D., continuing on to Sedona with views of the Chapel of the Holy Cross and a scenic tour of the dramatic red rock areas, which have long been an inspiration to artists, filmmakers and visitors from all over the world. If less primitive architecture is

more your style, you might choose to visit Taliesin West, the distinctive home of renowned American architect Frank Lloyd Wright. Either tour is sure to be a highlight of the convention.

While not enjoying a convention session or touring the area, you can explore this year's 14-acre convention property, Ramada Valley Ho Resort. Located in the heart of Old Town Scottsdale, the Valley Ho offers three swimming pools, two spas, and lighted tennis courts and shuffle board. A complementary airport shuttle is provided to guests.

As we continue to tend to the wounds inflicted on September 11, let's not forsake the wonders of our humanity. We must celebrate our human spirit. Our foundations of community can serve us well in this celebration. See you in Scottsdale!



### Welcome New ILA Members

#### **Borowski, Al**

Priority Communication Skills, Inc.  
Pittsburgh, PA 15234  
al@alborowski.com  
Business, Consulting,  
Professional Speaking

#### **Cooper, Phyllis G.**

COOPER CONSULTING  
Playa del Rey, CA 90296  
cooperconsulting@social.rr.com  
Research, Helping Professions,  
College/Univ

#### **Klatt, Colleen M.**

St. Cloud State Univ.  
St. Cloud, MN 56301  
cmklatt@astound.net  
Consulting, Research, College/  
Univ.

#### **Rohde, Carl**

Gray Wolf Communications, LLC  
Wilton, CT 06897  
graywolfhowls@worldnet.att.net  
Business, Consulting, Research

#### **Roth, April L.**

Auburn University  
Auburn, AL 36830  
ARoth987@aol.com  
Research, Consulting, College/  
Univ.

#### **Ryan, Memory**

M/R Associates  
Cincinnati, OH 45242  
memoryryan@fuse.net  
Business, Consulting, Helping  
Professions

#### **Titsworth, Scott**

Minnesota State University  
Moorhead, MN 56563  
titswor@mnstate.edu  
Research, College/Univ,  
Consulting

#### **van der Haegen, Charles**

Grez-Doiceau, Belgium  
charlesvdh@pvac.skynet.be  
Business, Research, Consulting,  
Helping Professions, Special  
Ed



## From Jim's Cluttered Desk

by Jim Pratt  
Executive Director

By the time you read these words, you should have received your packet of registration materials for the Scottsdale convention. If not, please give me a call (1-800-ILA-4505) and I'll send another. I would like to emphasize three things as you prepare for the convention:

**PLEASE NOTE THE FEBRUARY 6TH EARLY REGISTRATION DEADLINE.** The convention is a bit earlier in March than it was last year, so the February 6th deadline—one month before the convention begins—may sneak up on you.

Please register by that date so that you will receive the lowest convention fees. Also, please make your hotel reservations by February 6th to assure having a room at our convention rates.



**FREE AIRPORT TRANSPORTATION.** If you are flying into Sky Harbor airport in Phoenix, you may take the free shuttle to the Ramada Valley Ho

Resort in Scottsdale. No need to take a taxi or to rent a car, since the attractions of Old Town Scottsdale are within easy walking distance, and the weather will be perfect! If you're driving to Scottsdale in your RV, remember that parking at the hotel is free, too.

**SILENT AUCTION.** Please start planning your donation for the Silent Auction now. Always a high point of the convention, the Silent Auction provides funds for our scholarships. Save your duplicate Christmas gifts, clean out your attic, or make a cash donation; and as tax time approaches, remember that gifts to the ILA are tax deductible.

See you in Scottsdale!

### Pre-Conferences?

*Please note that this year, for a variety of reasons, there will be no pre-conference meetings for Research, Education or Business. See your convention packet for details on the multitude of conference sessions offered, or view the schedule online at [www.listen.org](http://www.listen.org).*



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## ***Most Of All, She Listened***

by Susan Shatto Berkheimer,  
Chair, Carolyn Gwynn Coakley  
Hickerson Scholarship Fund  
Committee

Who was she? For those of you ILA members that had the privilege of knowing **Carolyn Gwynn Coakley Hickerson**, and those new ILA Members who never were fortunate enough to have met Carolyn, I would like to remind you or introduce you to my dearest friend who literally changed my life and enriched my life by having known her.

Carolyn was an English and Speech teacher at High Point High School for 23 years and at Glen Burnie High School for two years. She was also a research associate and a member of the faculty of University College at the University of Maryland. Carolyn designed and taught Listening SPCH #470 "on line" for two semesters. I was excited as I watched her enthusiasm for developing, researching and implementing a state-of-the-art Listening Course for our alma mater, the University of Maryland. Carolyn was also the most loving and supportive spouse to her husband **Thomas Hickerson**. We could have all learned communication and caring skills from this couple. I was fortunate to have been in their wedding as matron of Honor and to have a copy of this couple on tape presenting together at an ILA Convention.

Thanksgiving Day has recently passed, but we can all be thankful for having known or having been told about this very special spouse, teacher, researcher, writer and friend. As chair of the Carolyn Gwynn Coakley Hickerson Scholarship Fund, I ask you to remember Carolyn at this time of the year and to make a generous contribution to sup-

port the continuation of awarding a scholarship fund amount to assist a K-12 Language Arts teacher to attend future ILA Conventions. Thank you for your contribution to this very important memorial scholarship fund. Contributions can be sent to ILA, P.O. Box 744, River Falls, WI 54022.

(NOTE: Copies of the *Most of All, She Listened* tribute booklet to Carolyn are still available from the Executive Director's office.)

### ***President's Perspective, cont'd***

(Continued from page 2)

Within the fast paced lives that so many live today, choosing not to listen may seem a luxury that we cannot afford. However, think a moment about your actual behavior. If you are like most people, you already spend time not listening to people who speak to you. How many times do you mentally leave a meeting? Most people report that they regularly think about things they have to do later during meetings that they also say are important meetings. Students consistently report that they think about dates they have had or plan to have, other class assignments etc. during class lectures. Most of these same students usually recognize that information is being presented that will help them perform well in the class. Many people report that they often do not listen to family members because they think that family member is saying something they have already said many times.

What I am suggesting is that instead of just letting our minds wander off to competing thoughts or stimuli, we should

make a conscious choice about whether to listen at each moment we live. There is a lot of noise in our environments. I believe we must give ourselves some relief from some of that noise so that we can save our energies for those times when we really want to understand something.

Perhaps making a list of people we will want to listen to part of the time and then adding to each person some indications of why they are important to listen to and when they are important to listen to will help us choose wisely. If we take the time to think about such things ahead of time, perhaps making the choice when the moment arrives to choose will be easier.

I know this is not easy. My own list is long and I am certain that most other people have similar situations. My list includes things like my family, friends, colleagues, students, music, silence, nature, my audiences and people listening to me, and more. Obviously, if each of our lists is similar in length, we have to make our choices carefully. There is a lot of competition for our attention.

Therefore, make your choices wisely, and be certain to include some time when you are not listening so that there will be sufficient energy for those critical moments when listening is a must. Then, do your ILA thing and listen with your entire being.

### ***Winding Westward***

Local Arrangements Chair **Bill Arnold** offers many websites to help you enjoy the Phoenix/Scottsdale area. Visit [www.listen.org](http://www.listen.org) for links to these sites.

# News & Notes

## ILA Convention 2003 Update

by Melissa Beall  
First V-P Elect

**Kent Zimmerman** presented a session at the 2001 Central States Communication Association Conference entitled, "Developing and Assessing a Community of Listeners."

The Executive Board of the ILA would like to thank **Rochelle Devereaux** for serving as the *Listening Post* editor for two years.



Three of your officers, **Melissa Beall**, **Jim Pratt** and **Kimberly Batty-Herbert** represented ILA at the 2001 Speech Communication Association of Puerto Rico in San Juan, December 6-8. Their panel, "Three Perspectives on Intercultural Listening" was well attended and generated lively discussion among those in attendance. ILA sponsored the morning coffee and was recognized as a participating organization. The weather was wonderful, the sessions enlightening, the attendees delightful. We encourage all ILA members to consider a submission for the 2002 convention. The organization is small enough to facilitate easy conversations with others.

**Mary Louise Shannon**, Professor of Communications and Humanities, has retired from Florida Community College at

Jacksonville, where she taught for nearly 30 years. Retired or not, she'll still be a busy woman. Besides traveling to Australia and New Zealand next year and spending time with her family, Mary Louise has a speech communication business, continues to be active in her Delta Zeta sorority, and is on nine boards in the community.

## Display Space Available in Scottsdale

by Melissa Beall  
First V-P Elect

Do you have books or other items for sale to display at the 2002 ILA Conference in Scottsdale? If so, we have a nice, secure area just for you! The display area will be available prior to registration on Wednesday, March 6, 2002 through closing Saturday. You are responsible for set-up and breaking down your display. Registration and prior payment for display space must be in the form of a check made out to the International Listening Association, and sent to me at the address below. Be sure to identify either a full table (\$50) or a half-table (\$25) when you send your checks.

Questions? Contact :

Melissa L. Beall  
ILA First Vice-President-Elect  
1607 West 4th Street  
Cedar Falls, Iowa 50613-2325  
Phone: 319-273-2992 (office);  
319-266-9827 (home)  
Melissa.Beall@uni.edu

This year's convention mailing included a one page description of the requirements for the 2003 ILA Convention in Sweden, July 2003. The theme for the 2003 convention is *Touch the World: Listen*.

We are interested in furthering the study, discussion, and application of listening in a variety of settings, situations, and locations. The theme allows us to think about intercultural listening, listening to the body, listening to the spirit, listening through touch, and listening in various careers and locations. If we can all become better listeners, we can truly "Touch The World" and make this global village a better place to live, work, and play.

A display about Sweden and the Hotel Winn will be available in Scottsdale. The hotel/conference costs for the Hotel Winn include lodging AND all meals, so the hotel is truly a bargain! My husband Hugh and I stayed at the Hotel Winn last July and had a wonderful time. We're planning a return trip in July 2002 to make arrangements for the site-seeing and cultural excursions for the 2003 convention.

Should anyone wish additional information, please contact me.

Here's the Swedish way of greeting you in this winter holiday season: "God Jul och Gott Nytt Ar!"

