



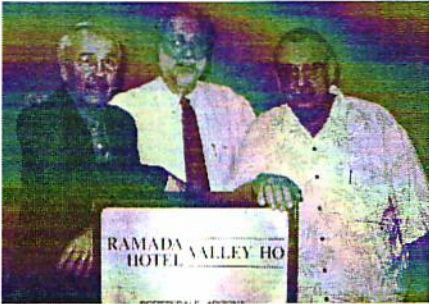
LISTENING POST

Newsletter of the International Listening Association

Vol. 80, Spring 2002

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

Scottsdale Convention Expands Listening Family



Bill Arnold, Dick Halley, Alan Brunacini

What can I say? The third time to Scottsdale and the weather did not fail us. So many choices and so little time. The trip to the red rocks of Sedona and the trip to Taliesin were reported to be wonderful. With the art walk and so many restaurants, everyone reported a spectacular time.

Fire Chief Alan Brunacini provided what one well known attendee described as the best luncheon speaker we ever had. Alan with his informal charm delighted the audience with a discussion of a management style that makes his department the most respected by the citizens of Phoenix. His point: Putting out a fire is only part of what a fireperson must do. You need to think about the victim and his/her needs. Compassion, caring, and concern are a way of life. The same holds true for the family of firefighters as well. Clearly, empathic listening is a core component of his management style.

For those of you who could not attend, you were missed. Like Alan's message: you are part of our listening family. I hope that you are making plans to join us in Stockholm in the summer of 2003.

~ William E. Arnold, Ph.D.

Sandra Day O'Connor ILA Listener of the Year

This year's recipient of the Listener of the Year Award is Supreme Court Justice Sandra Day O'Connor. To quote her nominator, "Justice O'Connor must listen to testimony with a focused, purposeful, and impartial ear. Each day, she must listen to cases and to evidence and testimony that relate to the most significant legal decisions being made in the country. She has as her daily job the protection of the Constitution and the rights of American Citizens. Justice O'Connor must be able to listen for pertinent information, must be able to listen to passionate testimony, often very technical testimony, without letting her own biases and prejudices interfere."



Charles V. Roberts ILA Hall of Fame



The Hall of Fame is the highest award conferred to an ILA member and is given to a professional who has contributed greatly to listening and to the ILA. This year's recipient is Dr. Charles V. Roberts. Charles has served as executive director for ILA, when we very much needed the financial direction the member was able to provide. Not only has he served the ILA in a number of capacities, but also has contributed much to the field of listening research. Charles has received numerous awards for listening research, and has worked within the NCA to help listening research and teaching receive the credibility they deserve. One of his nominations included this statement: "I am continually impressed with his loyalty, leadership, dedication, and commitment to ILA and the field of listening. He has added significant value by increasing the credibility and visibility of the association and well deserving of the honor of being inducted into the ILA Hall of Fame."

2002 ILA AWARD WINNERS CONTINUED ON PAGE 4

President's Perspective



Kimberly Batty-Herbert
ILA President 2002

The International Listening Association was the first professional organization I joined after accepting my first full-time contract to teach communication. When I attended my first gathering of a professional organization it was the ILA convention in Indianapolis more than a decade ago. Although I have experienced many highs and lows during this time, both professionally and personally, my affinity for the ILA has never wavered. Actually, coping with difficulties has been made easier with the dear friends that I have found within the ILA. It is that sense of family shown to me early in my experience with the organization that I would like to share with others. Yet, just as with any family, we are not flawless. Similarly to various families around the globe, ours has not been devoid of dysfunction.

We must face the fact that the ILA membership is aging. I appear to be viewed as one of the younger members, yet I have begun to see the advantage of bifocals and arch supports. We must be more creative in our recruitment methods and address the concerns that are expressed year after year. It is this belief that has led me to initiate my first presidential action uniting a group of ILA members in a Presidential Task Force. The first Presidential Task Force on Membership

Concerns will be made up of members old and new, young and not so young, from various interest groups, and from different philosophies concerning listening in an attempt to direct our efforts in addressing the concerns you have shared with me. Their first directive is to examine the convention evaluations and establish a list of recommendations for your Executive Board. There is still room if you would like to take part.

".....I intend to be your listening President."

You may also participate by sending me your thoughts addressing the future of ILA. It was with the utmost respect that I accepted the position of President and I fully intend to leave this office with a sense of accomplishment that leads others to respect the Executive Board and the organization as a whole. I have taken on an awesome responsibility that I hope you will help me tenderly care for. I fully enjoy listening to silence when I am alone with my own thoughts. However, I do not want my own thoughts to dictate the direction the ILA takes. The organization's course should be in the hands of the all members. At the end of the 2002 convention I said that I intend to be your listening President, please allow me the opportunity to listen."

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The Value of Listening

A listening leader recently sent me an email asking me if I knew how they could get a copy of the book, *Listening to the Littlest* by Ruth Reardon. A friend had given me a copy of this 32-page book 3 years ago. As I turned my browser toward amazon.com to do a search, I was surprised to discover that there are only used editions available. There were 2 used books listed at the price of \$29.95 and \$99.95 -- yes, "\$99.95". I quickly jumped to my bookshelf to make certain that my copy which is "mint condition" was secured. How many of your used books list at \$100? Here is yet another example of the value of listening.

*Make Today
Count!*
- Rick

Rick Bommelje, Editor



Listening Post Deadlines

The deadline for all *Listening Post* materials (including articles, ads, and photographs) to appear in the next issue is June 15, 2002.

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	1/4 Page	\$75
1/2 Page	\$150	1/8 Page	\$40

All ads must be camera ready and pre-paid.
Send materials and ads to:

Rick Bommelje, Editor
8530 Amber Oak Dr.
Orlando, FL 32817
rbommelje@rollins.edu
407.646.2625

All You "Wilfreds" By Pamela Cooper

In her children's book entitled, WILFRID GORDON McDONALD PARTRIDGE, Mem Fox (1985) tells the story of a small boy, Wilfrid, and his favorite aged friend, Miss Nancy Alison Delacourt Cooper (Miss Nancy), who lives in the retirement home across the street. The story opens with Wilfrid overhearing his mother tell his father that Miss Nancy has lost her memory. Wilfrid asks his father, "What's a memory?" His father, who hears, but does not listen particularly well, replies, "It's something you remember." Now, even young Wilfrid knows this is not a thoughtful answer! And so he goes to the retirement home across the street and asks each of aged friends there the same question. Now, these people don't just hear. They really listen! Each gives an answer that indicates how seriously they have taken Wilfrid's question. Wilfrid, in turn, uses the answers given him to help Miss Nancy find her memories.

This is a story that speaks to me on many levels. But I was reminded of it again when I was at ILA for the first time this past April. This time it spoke to me of the importance of listening, not just hearing; of listening with my eyes and heart as well as my ears. For only when Wilfrid listens in this way is he able to help Miss Nancy. This story epitomizes my first experience at ILA. Oh, not that I've lost my memory and those of you at the convention helped me find it (although there is some truth to that!). No, what I found were people who did more than hear. They listened to what I was saying and, often, to what I was not saying. In other words, they listened with the ears and eyes as well as the ears. And what happened as a result? I felt at home. I felt valued even when others were disagreeing with what I had said. I felt safe to try out some new ideas. In short, I felt accepted. And so, all you "Wilfrids" have made my life better. New friends, new ideas, new insights. All because you cared. enough to listen."

New Voices: Impressions of ILA Scottsdale ~ by Michael Purdy



Scottsdale was a special moment in my life. It was also special in the lives of several new members of the ILA who express themselves below. For me, each ILA conference brings the joy of renewing friendships that have spanned many years, and the sadness of never having enough time to spend with everyone I enjoy and treasure. The yearly ILA conference is the sum total of many great people pursuing a worthwhile venture, the study of listening, and here several new members voice their approval.

Steven Gans of Scottsdale, AZ:

"I just want to thank ILA for hosting such a welcoming and friendly gathering that also had a rigorous scholarly core at the center of its activities and concerns. Chief Bernacini, who gave a humorous and inspirational talk, especially impressed me. He was for me the embodiment of a listening leader, the subject of research I hope to conduct on the question of how to develop managers into listening/ethical leaders."

Debbie Schwartz of Hyattsville, MD:

"The ILA conference in Scottsdale was like a bouquet of St. Patrick's Day flowers: green, white and yellow with all of spring's freshness. Few organizations are as special as this one. People *listened!* What a delight! What a stress-reducer!"

They "walked the talk," demonstrating rather than paying lip service to good communication skills."

Peggy Rostron of Phoenix, AZ:

"Not only am I a newcomer to ILA, I am also a newcomer to the field of listening research/education and a newcomer to the business world. So for me, the conference in Scottsdale was absolutely wonderful! In a very short time I was able to garner an impressive amount of information, make contacts with helpful and *very* supportive colleagues, and get highly useful feedback on my own listening seminar."

Jerry and Pam Catt-Oliason Eagle, ID:

"My committee chair, Marvin Cox, escorted me to the Journal of the ILA and to becoming a student member of the ILA. Marv's favorable remarks about the receptivity of ILA members innervated me (and my wife Pam, also very interested in listening) to present a paper on research we had undertaken together. Though terribly anxious about presenting, my worries were unwarranted. Indeed accessibility and approachability earmarked this association of scholars. In having found a home in communication studies at Boise State, we likewise feel a homecoming to family having participated in this ILA conference; thank you all for your warmth and welcome!"

2002 ILA AWARD WINNERS

Kelby Malone ILA Research Award

The ILA Research Award is given to someone who has established a pattern of solid, respected research in the field of listening.



This year's recipient has not only placed in the top three papers in the Ralph Nichols Award several times, but also continues to conduct research in the field of listening. This member's latest research, in relational listening, further explores the complexities of listening in a social setting, thus further extending listening research in the social sciences. As the current author of papers on listening that have been accepted for presentation outside of the ILA, in highly competitive circles, this member has worked to bring solid, theoretical attention to our field. This year's Research Award winner as Dr. Kelby K. Halone.

Special Recognition Award

The work being done by this year's organizational Special Recognition Award recipient appears to have been developed well before their time, and is involved in activities that we could all emulate. The MidEast Citizen's Diplomacy initiated the Compassionate Listening Project in 1997 in response to the continued strained Israeli-Palestinian Relations. In light of recent world events, the Awards Committee felt the MidEast Citizens Diplomacy's Compassionate Listening Project exemplifies what we could all be doing to help us achieve a safer, more understanding world.

Kitty Watson Listening in Business

The award winner for Listening in the Business Sector is an ILA member who has forged the way in Board Rooms and in companies across the nation. She has worked to promote effective listening through training, development, and assessment. She is clearly one of the leaders in listening research and has trained many Fortune 500 companies in the art and skill of listening. This member has also served ILA in many roles including past President, Board member and continuing service on ILA committees. The 2002 Listening in the Business Sector Award is presented to Dr. Kittie W. Watson.



Special Recognition Award

The ILA Special Recognition Award is presented to Alan Brunacini—Phoenix Fire Chief. He has revolutionized his fire department by encouraging listening in his fire fighters as well as elevating listening awareness of firefighters throughout the U.S.

President's Award



Amy Oxendine was presented the 2002 President's award. Amy has made an outstanding service contribution on the Executive Board as the student member during the past year.

Deborah Worthington Nichols Award

ISIP is the Institute for the Study of Intrapersonal Processes. As part of that mission, ISIP oversees and funds the Ralph Nichols award for excellent research in listening. The Ralph Nichols award winner this year is Dr. Deborah Worthington. Her paper is titled, *Exploring the Relationship Between Personality Type and Listening Style Preference*.



Mary Bozik Excellence in Teaching



The 2002 "Excellence in Teaching Award" winner is Dr. Mary Bozik, a member of the Communication Dept at the Univ. of Northern Iowa for the past 20 years.

Nominated by a former student, Jan Cook, a speech and English teacher in Cherokee, Iowa, she commented, "Not only did Dr. Bozik present new perspectives on listening for our consideration, but she also helped us to adapt them to our classrooms in a pragmatic approach. Because of Dr. Bozik's impact, I am incorporating new listening activities in my communication classroom. Dr. Bozik's significant influence in teaching listening is felt well beyond the walls of her classroom."

CALL FOR AWARDS

The ILA Award Committee is off to a quick start this year with the expansion of the committee to include representatives from each of the interest groups who have been members for several years and who may be familiar with achievements of fellow members and with those outside the organization who promote listening.

Nominations are submitted to the committee who select the best representative for the year in each category. Not all awards are given every year. Awards are presented at the annual convention. Nominations should include the name of the person or organization and a rationale for why they deserve to be honored. Please consult the directory to learn past winners, and send nominations for the following awards:

Hall of Fame: Presented to individuals who are recognized for notable achievements involving listening in the educational, business, and other settings. Selection for the Hall of Fame is the highest award presented by ILA.

Listener of the Year: Nationally or internationally prominent persons or organizations that have demonstrated the highest standards of effective listening.

Special Recognition: Individuals or organizations who have made a significant difference in the lives of others by calling attention to and/or practicing effective listening.

Research Awards

ILA Research Award-for outstanding work in researching aspects of listening. Undergraduate Award
Graduate/Thesis Award

Business Award: Individuals or organizations that have significantly contributed to the advancement of effective in business settings.

Excellence in Teaching Award: For teachers, including pre-school to graduate school, who have demonstrated outstanding efforts in promoting listening in educational settings.

Please send nominations to
Dr. Diana Schnapp, Chair
ILA Awards Committee
9107 W. 132nd Street
Overland Park, KS 66213.
dschnapp@kc.rr.com

What's a Nichol's Worth?

In this period of enormous hostility and tension with millions of people wondering if World War III is about to close in on us, what a satisfaction it is to be associated with the formation of an International Listening Association. Just the name of our organization should in itself arouse curiosity and have a wholesome influence.

How true and how amazing these words, spoken by Dr. Ralph G. Nichols at the First Annual Convention of the International Listening Association in Atlanta, Georgia on February 17, 1980. Based on his belief that the greatest need of all humankind is to understand and be understood, Dr. Nichols worked tirelessly in his long and illustrious career to teach others that listening is the key to that understanding. In the closing words of his speech, Dr. Nichols encouraged ILA members to undertake the kind of research and study that "proved that 'talking it out' is better than warfare" so that by doing so "we have done what we could to make ourselves more civilized, more fully human."

For the past 22 years, many ILA Members have heeded the call to study, teach and promote effective listening...and to share their work, as Dr. Nichols so generously shared his. Listening papers, articles, and activities by ILA members regularly appear in a variety of print and other media. But many of our great listening ideas, including the ones I heard at our Scottsdale convention a few weeks ago, still are shared only with a limited audience. That's why the ILA-Convention Paper Resource Center (CPRC) needs your help. By submitting your convention paper to the CPRC, you, too, will be sharing valuable listening ideas with others from around the world. By submitting your convention paper to the CPRC, you will also receive as a thank you the full-text copy of Dr. Ralph Nichols' convention speech. What's a Nichols worth? I'm sure you'll agree that it's priceless.

Please submit your convention paper today. And please follow the CPRC submission guidelines posted in the resources section of our ILA Web site. Or contact CPRC Chair Kathy Thompson for more information:

O: 414.382-6359

F: 414.382-6354

Kathy.Thompson@Alverno.edu

WELCOME TO OUR NEW ILA MEMBERS

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ILA DEFINITION OF LISTENING

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

SECRETARY'S REPORT by Laura Janusik

The 2001/2002 ILA Board met for its final time in Scottsdale, Arizona, on March 6th, and the new Board met on Sunday, March 10th. Wednesday's Board focused on transitioning responsibilities to the new members and convention readiness. Additional business included the establishment of a Past President's Council, discussion about securing a location for ILA's archives, and the proposal of a new PR plan.

Sunday's Board passed the motion of using e-mail for formal Board votes within the same parameters as face-to-face meetings. The Board also discussed the policy concerning free advertisement on the website for listening-related jobs, but other advertisements would be charged and displayed by the format determined by the web advisory council. E-mail blasts to members would be limited and sent with discretion by the webmaster, but usually not more than once a week.

Discussion of how to make new members feel more welcomed at conventions was addressed, and the Past President's Council representative offered some ideas.

ILA's relationship with the Institute for the Study of Intrapersonal Processes (ISIP) was clarified, and it will be printed in the next ILA directory.

The Board also discussed the 2005 convention in terms of proposed location. The Board considered cost, location, and dates, and suggestions will be sent to the planning committee. The convention format was discussed as well, and ideas included eliminated or moving the Friday sight-seeing trip, starting the convention one day later, and ending Saturday for the lunch meal in-

stead of the evening meal. Though no formal vote took place, there was a general consensus that the format did need to change to better serve the members in the future. The Board also considered offering Continuing Education Credits for future conventions, and Lisa Orick was charged with investigating the feasibility.

Finally, each member of the Board agreed to complete a detailed list of responsibilities, which will be formalized and available for those running for Board positions in the future. Responsibilities will be compared with the By-Laws, and differences will be discussed at the fall Board meeting.

Minutes from the Breakfast Meeting

Friday's General Assembly began with officers' reports. Highlights included Melissa's information on the 2003 conference in Stockholm. Watch the *Listening Post* for further details. ILA, under the direction of Maria Rocco and Amy Oxendine, is working on a survey of lost members. This will provide us invaluable information to assist strategic plans for the future. Margarete Imhof has made contact with the German Listening Association, and will pursue future cooperation. The PR committee has submitted a plan to train the membership in PR to the Executive Board for consideration. Margaret Fitch-Hauser introduced the *EarPiece*, ILA's new publication geared towards the business community. Promotional copies of the *EarPiece*, as well as other listening promotional materials, can be obtained from Jim Pratt. The *ILA Journal* will be distributed in mid April. Barbara Nixon, webmaster, reported that our website is almost up to 1/2 million total hits with 6,000 unique visits, and visitors from over

100 different countries. There is also a link to Amazon.com, which, when used, will give a portion of the proceeds to ILA. Sheilah Bentley announced that the Red Cross might be in need of listening training, and Warren Gore volunteered to lead a small committee to give further guidance in this area.

Elections resulted in the following: Ray McKelvey as the 1st Vice President Elect, Mike Purdy as the 2nd Vice President, Laura Janusik will continue as Secretary, and Lisa Orick as the Member at Large for Special Projects. The new nominating committee consists of Wayne Bond, Carol Christy, Manny Steil, Sheilah Bentley, and Lisa Darnell.

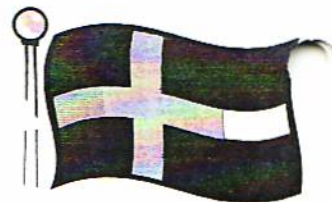
Finally, the following by-law changes were accepted. The annual dues year will change from 10/1 - 9/30 to one year. The secretary's term will change from 1 year to 2 years. The President will no longer be required to co-sign official documents and will not be bonded. The 1st VP will recommend the Student Board member, who will be appointed by the President. The Immediate Past President will be a voting member. Committee elections will be reported to the President no later than April 30th or the date designated by the President.



2002-2003
ILA Executive Board
hard at work



"TOUCH THE WORLD: LISTEN"



**INTERNATIONAL LISTENING ASSOCIATION
24TH ANNUAL CONFERENCE
HOTEL WINN, HANINGE
(STOCKHOLM) SWEDEN
JULY 17-21, 2003
2003 Convention**

"Touch the World: Listen" is a convention theme broad in its implications yet narrow enough to allow program submissions in a variety of areas and formats. While the traditional "tracks" for ILA have been business, education, general, health, and research, with the move to a truly international site, the convention theme is especially well-suited to a variety of convention possibilities, including a view of environmental issues and creative approaches. We invite you to send a proposal so you can attend the next ILA Convention in Stockholm, Sweden July 17-21, 2003! The following are a few examples of the possible types of program content: Listening Assessment; Listening in Multicultural Environments - Intercultural Communication; Listening to Clients and Customers; Listening Instruction; Managerial Listening; Listening and Health; Environmental Health; Research; Social Competence; Technology.

CALL FOR PAPERS, PANELS, PROGRAMS PROPOSALS

Accepted papers will be placed with papers on a similar topic/theme when programmed.
Please use this proposal format for your submissions.

Last Name _____ First Name _____

Academic or Business Affiliation _____

Preferred Mailing Address _____

Phone _____ FAX _____ EMAIL _____

Circle Proposal Type: Paper Panel Program Workshop

Title _____

Brief Description (explain the content of your proposal, suitable for program listing):

All Presenters' Names, Phone #, FAX #, Email, and addresses.

Identify Track: Business Education Environment General Health Intercultural Research
Social Technology

Proposed Time Frame (Panels/Programs/Workshops only): 1/2 hour - 1 hour, 15 minutes - 2 hours

AV Needs Only requests made in advance will be honored:

Flip Chart Overhead VCR Computer/Projector Other

Identify Any Special Room or Setup requirements

Mail Hard copy & Disk (Microsoft Word) [received by November 1, 2002 for January acceptance notification, by January 10, 2003 for March notification] to:

Melissa L. Beall, 1607 West 4th Street, Cedar Falls, Iowa 50613.

or Send E-mail to - Melissa.Beall@uni.edu,

FAX: 319-273-7356.

You may also use the on-line form at <http://www.listen.org>

ED's Report



by *Jim Pratt*
Executive
Director

It was Sunday afternoon, and I was enjoying the pool at the Ramada for the first time. The convention was over, and the weather was perfect. Back in Wisconsin, I had heard on TV, a blizzard had closed the airports. There's a reason, I thought, why March is high season in Scottsdale. August in Scottsdale, on the other hand, is not high season, and my first visit to the Ramada Valley Ho was in August of 1999. The sales manager and I worked out a good contract for March of 2002, with special guest room rates well below the seasonal norm, and all meeting room rental charges were waived because we were eating most of our meals at the hotel as a group. I was especially pleased that our guest room rate was

\$10 less than our rates in Chicago the previous year.

But how times have changed since August of 1999! The tragedy of the terrorist attacks in September overshadowed the less immediate but more significant effects of the continuing recession, especially on the lodging industry. So, our convention hotel (along with every other hotel in the U.S.) offered rooms to the general public at well below the rates we had agreed to in order to attract customers. And even at high season, the hotel was not full.

Last year's convention was unusual, too, but in a different way. Because of remodeling and management changes, the original Chicago hotel was unable to host our convention. Rapid negotiations with a new hotel were hectic, but simpler, because this was a true win-win: the new hotel had the space we needed, and we had \$100,000 worth of business. If only all negotiations could go so smoothly! Now, as we continue to plan future conventions, the Board is

working to include new ideas. In 2003, the convention will follow the European model with beginning and ending sessions; in 2004 the schedule will be condensed into fewer days, with tours and special events planned before and after the convention. These are changes that members have suggested, and they are ones that we can make now, before hotel contracts are signed. So please keep making suggestions for changes you'd like to see in the

convention format, content, or schedule. As we plan for future conventions, we are able to include these changes in hotel contracts. And before I close, let me remind you that copies of our newest publication, *The EarPiece*, were mailed to all members who weren't at the convention where copies were first distributed. If you haven't received your copy by now, please let me know and I'll send a duplicate.

Thanks for listening!

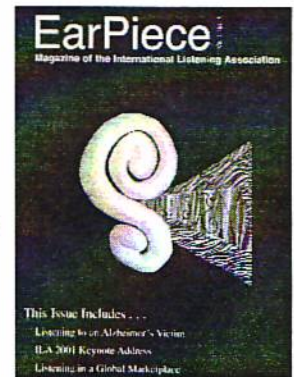
ILA EXECUTIVE BOARD, 2002-2003

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First Vice President—Melissa Beall
First Vice President Elect—Ray McKelvy
Second Vice-President—Michael Purdy
Secretary—Laura Janusik
Student Member—Amy Oxendine
Member at Large (Special Projects)—Lisa M. Orick
Member at Large (Public Relations) - Daryl Vander Kooi
Member at Large (Global Outreach)—Margarete L. Imhof
Immediate Past President—Richard Halley
Editor, *International Journal of Listening*—
Margaret Fitch-Hauser
Webmaster—Barbara B. Nixon
Executive Director—James W. Pratt
Editor, *Listening Post*—Rick Bommelje



NEW ILA MAGAZINE

The latest ILA publication, the *EarPiece* is ready for circulation. Featuring practical articles, stories, book reviews and exercises, the magazine is designed especially for trainers, educators, and other listening professionals. It is dedicated to the heroes of the listening world -- the members of ILA -- who are committed to spreading the dynamics of listening. Editor Margaret Fitch-Hauser has done an outstanding job in showcasing a variety of wonderful entries. To order your copy, contact the ILA Office



1.800.ILA.4505
IListening@aol.com



PR REPORT by Daryl VanderKooi

The ILA Board has approved the Public Relations committee proposal. The proposal sets up a five year plan for the PR committee to train ILA members for PR work. Yes, we are all PR folks now. The plan is to take the membership one-step-at-a-time at the annual conventions. The committee will also make PR information and materials available in "handy" packages for members to pick up, take along, and hand out.

Some members have already started. Michael Purdy has written a letter to accompany the EarPiece that can be handed out to friends, relatives, acquaintances, and others. The EarPiece is available without cost to be given to others. Michael's letter can be found on the ILA web site. Michael is also designing a packet of information, articles, and other "goodies" that can be distributed to new members.

Melissa Beall has written a brochure for the Stockholm convention. The brochure is available on the web site. All you need do is download and print. Lisa Orick has given copies of the brochure to friends who will distribute them at a different convention.

Parts of the EarPiece are available on the web site along with the many other items that will serve you. For example, you will be able to print out such goodies as "Top Ten Ways to Irritate Your Children". All with thanks to Barbara Nixon, our webmaster.

Finally, the committee welcomes new members: Debbie Schwartz and Tony Kroll.

Each of you is invited to become a committee member. Well, in one sense, you already are—as a member of ILA. We all are.... Welcome to doing Public Relations! It's great fun! You are the ones; you are the...PR for ILA.

RESEARCH REPORT by Lisa Orick

This year the Research Committee put together two panels. The first panel "A Research Dialogue" presented information on researching by Michael Purdy, Charles Roberts, and Andrew Wolvin, with Lisa M. Orick chairing. The second panel "Presenting Across the Globe" included information on presenting to multi-cultural audiences and was chaired by Lisa M. Orick with Margaret Imhof, Manny Steil, and Edie Cole presenting information from her experiences and sharing information on behalf of Klara Pihlajamaki.

Andrew Wolvin discussed the need to create an interest in listening research. He suggested looking at ways to change, reshape and look at the learning process (i.e., web enhanced learning) and the role that listening plays in this process. He also challenged us to consider collaboration, using the strengths from all people to form research teams.

Michael Purdy challenged us to think differently about listening and how we can listen differently in our world. He also stated that we should concentrate on the fun of research, finding things out, and working with others.

Charles Roberts discussed three areas of collaboration and exploration for us to consider; 1) Research about internet (distance education); 2) Service Learning programs and assessments; and 3) other disciplines like gender studies, medical, and the hard sciences. He also stated that there are over 550,000 journals in the world! Highlights on the second panel discussion "Presenting Across the Globe," will be featured in the next Listening Post.

Kathy Thompson is making a "listening impact". She has been presenting listening workshops called "The Gift of Listening" for Certified Nursing Assistants at two major nursing homes in Milwaukee. Kathy was also quoted in the April issue of *Better Homes & Gardens* in article on family communication titled "Let Kids Have Their Say." You may have seen excerpts from this article in Barbara Nixon's e-mail to ILA members (ILA is cited in the article).

CALL FOR ILJ SUBMISSIONS



If you are conducting research that is about listening, consider submitting it for review to the International Journal of Listening.

This ILA publication is the only journal dedicated to the publication of listening research and is a peer reviewed journal. All articles should be prepared according to the Publication Manual of the American Psychological Association, fifth Edition.

Please send four copies of your article to:

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



Income:		Budgeted	Actual
	#	#	
Membership, Regular renew @ \$75	160	\$12000.00	141 \$10575.00
Membership, Regular new @ \$75	50	\$3750.00	29 \$2175.00
Membership, Life paid @ \$1000	1	\$1000.00	2 \$2000.00
Membership, Life paying @ \$250	5	\$1250.00	9 \$2250.00
Membership, Sustaining @ \$235	4	\$940.00	9 \$2115.00
Membership, Organizational @ \$425	5	\$2125.00	4 \$940.00
Membership, Student renew @ \$35	20	\$700.00	13 \$455.00
Membership, Student new @ \$35	20	\$700.00	7 \$245.00
Dues subtotal	265	\$22465.00	214 \$20755.00
Bibliography		\$300.00	\$20.00
Boutique, net		\$100.00	\$942.93
			(\$1829.20 - \$886.27 = \$942.93)
Convention: Book display (incl. Swap Shop), net		\$300.00	\$395.28
			(\$1604.33 - \$1209.05 = \$395.28)
Convention: Donations		\$1100.00	\$935.00
Convention: Registration @ \$175	150	\$26250.00	137 \$23942.90
CPRC, net		\$300.00	\$51.37
			(\$156.00 - \$104.63 = \$51.37)
IJL subscriptions & purchases @ \$40	50	\$2000.00	26 \$1040.00
Interest		\$3600.00	\$11545.26
LP advertising			\$375.00
Royalties			\$207.68
Tribute Fund			\$975.00
Total income		\$56415.00	\$61185.42

Expenses:	Budgeted	Actual
America Online	\$263.40	\$271.20
Awards/Plaques		\$1218.69
Bank charges & credit card fees	\$975.00	\$886.25
Committees	\$500.00	
Convention expenses: Donations (Hearing Aids)		\$600.00
Convention expenses: Gifts (President, Host)		\$386.78
Board Meeting, Sept.		\$677.30
Convention expenses: Meals/AV @ \$125	150 \$18750.00	152 \$19017.58
Convention expenses: Postage	\$400.00	\$158.52
Convention expenses: Printing	\$1500.00	\$1448.78
Convention expenses: Speakers & rooms	\$1000.00	\$3314.92
Convention expenses: Student grants	\$1000.00	\$575.00
Directory	\$1500.00	\$762.00
Equipment	\$500.00	\$85.19
Insurance	\$544.00	\$484.00
IJL printing & mailing	\$2500.00	\$4235.70
Listening Post printing & mailing	\$1500.00	\$3090.50
Postage	\$1500.00	\$536.20
Printing & Photocopying: General		\$103.14
Printing: Brochures	\$1500.00	
Printing: Tribute Booklet		\$513.00
Staff: Executive Director	\$12500.00	\$12500.00
Staff: Intern		\$426.00
Supplies	\$2000.00	\$1171.38
Tax preparation	\$800.00	\$885.00
Website		\$303.95
Telephone	\$1500.00	\$1452.86
Travel	\$2000.00	\$1424.92
Total expenses:	\$52732.40	\$56528.86
Transfer to Life member savings	\$2450.00	\$4250.00
Unbudgeted reserve	\$1432.60	
Total, Expenses plus Transfer plus Reserve	\$56615.00	\$60778.86
Income less expenses, transfer, & reserve	\$3682.60	\$406.56
Respectfully submitted,		
James W. Pratt, Executive Director		

SAVINGS ACCOUNTS	
General savings	\$50084.76
CD	\$6000.00
Total	\$56084.76
ACCOUNTS RECEIVABLE \$0.00	
ACCOUNTS PAYABLE \$0.00	
SUMMARY OF ASSETS, December 31st, 2001	
Checkbook	\$587.03
CD	\$6000.00
General savings	\$50084.76
Total	\$56671.79
Accounts Receivable	\$0.00
Total	\$56671.79
Income total, 2001	\$61185.42
Expenses total, 2001	\$56528.86
Difference	\$4656.56