



LISTENING POST

Newsletter of the International Listening Association

Vol. 81, Summer 2002

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

6 TIPS FOR RE-KINDLING YOUR LISTENING TEACHING

By Dr. Mary Bozik



As a result of receiving the 2002 "ILA Listening Teacher of the Year Award," I have been asked to share some advice with Listening Post readers about teaching listening. I am delighted to do that, while a bit intimidated by realizing that those of you reading this are also successful listening teachers.

Thus, what follows is more a glimpse of the attitudes and approaches that seem to describe my approach to teaching listening.

When teaching listening I try to remember six things: **L—I—S—T—E—N**

Learn from and with your students.

It is valuable to know as much as possible about your students as you design your course. Finding out what students feel they need to learn about listening, their previous communication and listening education, their current skill level, and what personal and work-related skills they feel they need to develop or enhance allows you to better focus your instructional materials, activities and approaches. Learning with your students reminds us that students also have things to share, and many, because of their life experiences, know things about listening that you do not.

Involve students.

Using an active learning approach works well with this topic. Providing numerous opportunities for students to practice and apply the concepts and skills they are learning will strengthen their ability to understand, and confidence.

Stress the importance of listening.

I begin the course with a period spent on how important it is to be a skillful listener in an academic, work or relationship setting. I keep a file divided into these three categories and every time I read something that refers to the value of listening for success I put it in the file. My file contains items ranging from research on the Fortune 5000 companies to UNI's 1993 alumni survey in which alumni were asked to list in order of importance, the "Skills required at work and attained at UNI." "Listening effectively" was rated as number two, right after "Communicating orally."

Teach students to understand the listening process.

Students benefit from an in-depth understanding of how the process works, with an emphasis on its complexity. After describing how listening relates to a communication model, I work to be sure students are aware of and impressed by the multiple factors that influence the interpretation of a message.

Encourage students to apply their listening skills.

This can be accomplished in class by using role playing and dyadic try-outs of various aspects of the listening process. For example, in addition to talking about the power of proxemics and touch, have students talk to each other at a variety of distances, including touching, then process how each of those settings influenced their listening.

Never forget the difference you can make.

We need to remember how being a more effective listener will empower our students in their own lives. We should savor the evidence we receive of the difference we have made. I have a framed needle point that says "Learn to Listen" made by a former student that reminds me that we have the opportunity to develop an appreciation of this aspect of communication that really has an effect on students. We also should never forget the ripple effect of our influence. My students (as do yours I'm sure) range from ministers to teachers to parents. Think of the literally thousands of people who will benefit from the ability of our students, both now and in the future, to be more effective listeners.

Mary is a Professor of Communication at the Univ. of Northern Iowa and can be contacted at bozik@UNI.EDU

President's Perspective



Kimberly Batty-Herbert
ILA President 2002

Many dedicated people have been diligently working pursuing countless goals as we begin our countdown to the next convention. Since our Scottsdale gathering, committees have been formed and reorganized so that we may focus our efforts towards convening in July, 2003 in Sweden. What an exciting time to be President! We are finally looking outward and proving the "I" in ILA is not simply because those from outside the United States occasionally choose to visit us stateside. The enthusiasm that has been expressed over the 2003 convention venue is energizing. I am most surprised by the numbers of students expressing interest in attending. They have already begun preparing their papers and sessions, have you? **Melissa Beall**, 1st Vice President, reports the program proposals are coming in at a steady pace and we should have no shortage of excellent sessions. On the contrary, Melissa has suggested that the Program Planning Committee will be forced to be highly selective. Other board members are also highly involved in ILA activity. **Laura Janusik's** responsibilities as Secretary have more than doubled to include keeping record of the Executive Board's on-line discussions, particularly motions and voting. **Barbara Nixon** continues at her impressive pace while maintaining our website which has attracted more than 1/2 million visitors from more than 100 countries. Barbara also devotes numerous hours to maintaining our Executive Board, committee, and organizational on-line discussion and e-mail lists. With next year's convention venue, this year's Global Member-At-Large, **Margarete Imhoff**, has more

responsibilities than ever, including establishing relations with possible partner organizations such as the German Listening Association with the intent of making the 2003 convention a rich experience for all. **Daryl Vander Kooi's** public relations plan has been approved by the board and is being implemented. Daryl has also been instrumental in the translation of the ILA brochure into German and Spanish. **Lisa Orick's** special projects include exploring the possibility of offering continuing education credit for convention session attendance and assisting Barbara in locating listening quotes and updated factoids.

Following my request for input not only in my first President's Perspective but also from members in general, one resounding theme occurred. The Executive Board is perceived as failing to provide the membership with updates on decisions made. Furthermore, there has been too much verbal tradition that members without long term experience with the board have not been informed of. This was particularly true concerning changes in policy and procedure. I hope to see all ILA officers continually sharing their endeavors with the membership through articles in the *Listening Post*, e-mail blasts, and postings on the website. These are our most valuable communication channels and they need to be utilized. Several decisions in particular come to mind that deal directly with this issue. The board has decided to post a summary of the minutes on the website. This will not take place immediately following a board meeting simply because the minutes need to be approved prior to release. Above all, the board does not want to be perceived as hiding or failing to disclose decisions and votes that impact the organization or any of its members. To further attend to the problem of failed communication, I am attempting to establish sets of descriptions and guidelines that may be passed on from one board member to another and also from one committee chair to another. Far too often new officers and committee volunteers are left reinventing the wheel when their predecessors cannot supply them with documentation as to their responsibilities. Finding one's self in this position can be stressing and

discouraging, reducing the amount of enthusiasm left to expend upon the job. If you have experienced this sense of frustration when serving in one the ILA's numerous leadership positions, perhaps you can help in this task by providing your suggestions to the ever-expanding lists already in the making. Also, I know this project was attempted previously so if you have such a list from the past, please send me a copy. Your assistance is requested in numerous activities throughout the year. Currently, various committees are working on by-law changes, nominations for next year's officers, nominations for awards and scholarships. Be sure your voice is heard and counted by submitting your suggestions for all of these important ILA traditions. **Melissa Beall** is currently seeking program proposals for the 2003 convention. Barbara Nixon will soon be leaving her position as Webmaster. How are your technical skills? Although Barbara's shoes are mighty large ones to fill, the Executive Board will examine every application made for this position. As always, if you have any suggestions or ideas for improvement of any aspect of our organization please do not hesitate to offer them. I'm listening.

LISTENING SUCCESS STORIES

ILA members are making a huge impact in helping people throughout the world expand their listening awareness, skills and knowledge. Beginning with this issue, we will be spotlighting member's "listening success stories" (See page 9). We have space for you in future editions so please let us know your successes!

*Make Today
Count!*

- Mike

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Listening Post Deadlines

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

Advertising

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

Calling All Student Presenters

By Amy Oxendine

Attending my first ILA conference in Chicago two years ago was a big step for me as an undergraduate student. Not only was I attending a professional conference for the first time, but I was presenting research as well. However, this proved to be one of the most rewarding aspects of my college career. I returned the following year in Scottsdale looking forward to presenting my research for the second time.

The thought of presenting a paper in a professional setting is a scary thought; however, if you have to start somewhere, an ILA conference is the place. Sharing your research with professionals who are as passionate about listening as you are is a valuable experience for any student. As educated listeners, you will find that your audience is willing to give your research feedback and initiate discussions during your individual sessions.

Students are also encouraged to present along side their faculty advisors or mentors in the field of listening. This teamwork provides for a solid presentation and a foundation for the first time student presenter.

The ILA conference in Sweden in July of 2003 will be geared towards student presenters. Students working on their own research or with their advisor have the opportunity to submit a paper proposal for a session. However, students also have the choice to take part in poster sessions scheduled during the conference. These poster sessions will encourage students who are not as eager to present in front of a large audience, the chance to attend a professional conference and share their research. The poster sessions will be more informal and with small discussion groups.

I encourage all students to start thinking of those listening research questions that are begging to be studied. Now is the time to start! Begin your research with your mentor and plan your trip to Sweden. What a better place to attend a conference. See you there!

A Message from the Global Outreach Committee

Bronia Holmes, co-chair

In the global village that the world has become in recent years, the need for listening to and understanding people from different cultures has become increasingly vital. But do people from different parts of the world have different styles of listening depending on their culture? Do we listen from an ethnocentric perspective that limits our understanding of people from different cultures? On the other hand, what are the universal aspects of listening? On a listserv, ILA Global Outreach Committee members are discussing such issues and their relationship to the mission of ILA.

One conclusion that our committee has come to is that further research is needed in the area of cross cultural listening. Ideally, this research should be pursued as a truly international endeavor. Committee members are interested in working with the ILA research committee to identify strategies that will encourage listening colleagues from all over the world to join ILA, collaborate on cross cultural listening research projects, and publish results in different languages.

The Global Outreach Committee has also discussed the possibility of facilitating the development of regional ILA associations throughout the world. These regional associations could help the parent ILA organization coordinate research projects and set up conferences.

Although in name we are the International Listening Association, the overwhelming majority of our members continue to come from the United States. Holding the 2003 annual convention in a location outside the borders of the United States is a positive step in building worldwide awareness of our organization and attracting new members interested in a global perspective on listening.

Plans for the convention include joint meetings or activities with the World Communication Association. A Melissa Beall points out in her Spring 2002 letter about the convention, net working with other international organizations having similar objective will increase ILA's international visibility.

ILA members involved in organizing the convention in Sweden are putting a tremendous amount of energy into making this convention an event that will expand ILA beyond its current borders while maintaining the original welcoming family atmosphere that has always been a trademark of ILA conventions. Their efforts need to be supported by all current ILA members. The Global Outreach Committee hopes that ILA members involved with international business companies will assist convention planners in promoting this event.

We are truly excited about the coming convention in Sweden, where we will have the opportunity to open ILA's world to the world at large.



WANTED: ILA WEBMASTER



Interested leaders
please contact
Kimberly Batty-Herbert
kimberly.batty@clovis.edu

O: 505.359.0446

2002-2003 ILA Committees

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Chair: Harvey Weiss

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Lisa Orick
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Sakae Endo
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Vincenne Waxwood

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Local Arrangements (Fort Myers 2004)
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Maria Roca

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Barbara Nixon
Amy Oxendine
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Lisa Darnell
Manny Steil

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Pam Cooper
Lisa Darnell
Bronia Holmes
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Chair Elect: Debbie Schwartz -
Kent Adelman
Alberta Arnold
Vince Bloom
Janice Brandt
Jerry Catt-Oliason
Carol Christy
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Vicky Emmert
Margaret Fitch-Hauser
Dick Halley
Margarete Imhof
Tony Kroll
Jim Lohr
Dave McEntyre
Ray McKelvy
Lisa Orick
Mike Purdy
Gretchen Reynolds
Charles Roberts
Maria Roca
Kittie Watson
Andy Wolvin

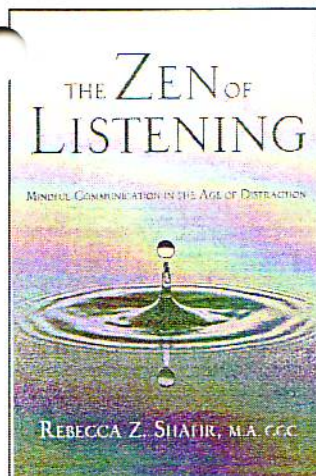
Site Selection for 2005
Chair: Charles Roberts
Tommy Neuman -
Carol Christy

Site Selection for 2006
Chair: Mary Wise
Barbara Penington

Web Advisory Committee
Melissa Beall -
Rick Bommelje
Nan Johnson
Daryl Vander Kooi

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THE ZEN OF LISTENING: A Book Review by Diana Rehling



The Zen of Listening: Mindful Communication in the Age of Distraction by Rebecca Z. Shafir, MA, CCC. Quest Books from Theosophical Publishing House. ISBN 0-8345-0790-9. \$23.95.

Shafir's book on listening provides a general overview of the need for and the importance of listening in our accelerated, multi-tasking culture. Many of the topics she covers and many of the suggestions she offers will be familiar to readers acquainted with the literature on listening. Unlike most other books devoted to listening, however, which are often written from a social scientific perspective, Shafir grounds her discussion in spiritual teachings, arguing that effective listening originates from an inner state of calm and mindfulness. Throughout the book she links her discussions to the values of meditation and the importance of awareness, turning to the writings and practices of Zen Buddhism for inspiration and support. I found the chapter entitled "Mindfulness: Listening in the Moment" particularly valuable because it provided an extended and highly readable discussion of the concept of mindfulness that

should be accessible even to readers unfamiliar with the traditions of Zen. Shafir's use of examples and exercises from the classes she teaches on listening and the relating of experiences students have reported to her both illustrate her points and engage the reader. Simultaneously, however, the claims attached to some of the anecdotes seem inflated and a bit self-congratulatory. And the metaphor of "getting into someone else's movie," which is used throughout to talk about taking the other's perspective, struck me as more than a bit hokey, as I cringed each time she again brought it into the discussion.

I nevertheless found the book a worthwhile read. I would certainly recommend it to someone who is interested in a solid, general discussion about listening, but isn't looking to read a dry textbook. While the book appears well researched, it avoids the traps of regularly defining terms and providing lengthy reviews of research studies. And for readers just beginning to explore the links between communication and spirituality the book might provide a good starting point. The sources Shafir cites also provide the beginnings of a wonderful reading list. On the other hand, readers well read on Zen Buddhism may feel that in an attempt to reach a large readership, she has drifted toward very surface and selective discussions of the spiritual tradition and sometimes even appears to trivialize the notions involved.

Diana Rehling is a professor of communication at St. Cloud State University and can be reached at DRehling@StCloudState.edu



Welcome 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

ED's Report



by Jim Pratt
Executive
Director

I made a trip to the Mall of America last week, and came back with some items to prepare myself for our convention in Sweden. With the help of a map of the Stockholm area and a guidebook, I've been able to locate both Arlanda Airport and Haninge, our convention site, and to plot the route for easy train travel from one to the other. And, while I'm assured that everyone in Sweden speaks English, I bought the Berlitz Swedish cassette and phrase book so that I can try to be a sensitive visitor.

I'm presently investigating several possibilities for group air travel

for ILA members to Sweden. One possibility is a charter flight, on which all our group would travel

together both ways with a common departure city in the U.S. The most likely schedule would be for a two-week stay, with departure on Saturday, July 12, and return on Saturday, July 26. Another possibility is group travel via Icelandair, in which case group members do not have to

travel on the same flights. Departure cities in the U.S. are Minneapolis/Saint Paul, Boston, New York/Kennedy, or Baltimore/Washington.

Flights are non-stop to Reykjavik, Iceland, where members would change to a non-stop flight to Stockholm after a brief layover. Return could be from Stockholm, Oslo, Copenhagen, Glasgow, London/Heathrow, Frankfurt, Amsterdam,

or Paris/CDG. A stopover of 1, 2, or 3 nights in Reykjavik, at no additional air fare, is also possible in either direction. If either of these possibilities is of interest to you, please let me know so that we can make our plans as accurate as possible. This is NOT a commitment to travel with

the group, but simply an indication of interest that will let us calculate the possible group size and fares. Please send me an e-mail (Listening@aol.com) and tell me which of the two proposals (charter or group) interests you, and from what airport you would begin and end your travel. Please reply by August 15th, so that I can get specific fare quotations and travel schedules which the board will consider at our September meeting. Thanks for your help! (or, as I will say in Sweden, "Tack for hjalpen!")

The board's September meeting, by the way, will not take place in Sweden, although it is usually our practice to meet at the site of our next convention. Instead, we will meet close to the Mall of America and the Minneapolis/Saint Paul airport, a convenient and inexpensive location to which some of our board members can drive.

Thanks for listening!



Teach Listening!

UMUC

University of Maryland University College

(UMUC) seeks adjunct faculty to teach an undergraduate listening course online and onsite to working adults. Most face-to-face classes meet evenings or weekends. UMUC provides free online training required for Web-based teaching. Faculty are continually sought for assignments in the Washington, DC, Baltimore, Annapolis, and Southern Maryland areas as well as for online courses.

Terminal degree preferred (Ph.D. or equivalent).

Professional experience in these areas required; college teaching experience strongly desired.

For information about UMUC, see: <http://www.umuc.edu>

For teaching information, see: <http://www.umuc.edu/umucteach>

Send resume and cover letter to: ILA.June <Faculty-recruit@umuc.edu> (attachments in MSWord, Wordperfect, or ASCII format) or to:

Office of Faculty Recruitment, ILA. June. 02
University of Maryland University College
3501 University Boulevard East
Adelphi, MD 20783

Note: Electronic submission preferred. Positions open until filled.
AA/EEO

CALL FOR NOMINATIONS

The nominations committee of the International Listening Association is requesting nominations for the following positions to begin in 2003:

- First Vice president elect
- Member at Large - Public Relations
- Member at Large - Global
- Nominations Committee

Nominations should include the name, phone number, address etc. of the nominee, Name of the person nominating, and the date the nominee agreed to be nominated.

Please submit nominations to

Carol Christy
email:cchristy@uidaho.edu
or 200 S. Cottonwood Ct.
Post Falls, ID 83854

LISTENING



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



Madelyn Burley-Allen delivered a listening seminar for two companies entitled "Effective Listening". The State Compensation Insurance Fund's participants were first line supervisors; the Ryder Co. includes this seminar as a key part of their week long supervisory training.

Rochelle Devereaux presented a "Listening for Success" seminar to the Salem (Oregon) Professional Women's Group on April 20, 2002. Rochelle was also quoted in an article written by Becky Breining for *The Dallas Morning* on May 28, 2002 entitled "Are you listening your way to the top spot?"

Lisa Darnell delivered a presentation on listening effectiveness to the Business/Professional Women's Group of Tallapoosa County (Alabama).

Sue Kiernan delivered a listening training program to the management team of a large construction company, Schmidt Construction Company of Colorado Springs, Co. on April 30-May 01.

John Kline was recently interviewed by Chuch and Jenny on the nationally broadcast "At Home" TV show on FamNet (The Family Network). The subject was "Effective Listening." See John's Website at www.klinespeak.com for a picture. John's book for Prentice Hall on *Listening Effectively* will be out later this year.

Barbara B. Nixon (ILA Webmaster) is now the Corporate Learning Consultant for Wisconsin Public Service Resources, in Green Bay, WI. In her new role there, Barbara promises to promote the value of listening whenever possible.

Lisa M. Orick conducted a listening workshop for the electric cooperative of New Mexico on April 19th in Albuquerque, NM. There were 25 participants from electric companies all over the state representing their co-ops.

Ken and Mary Ann Paulin are the winners of the 2002 Celebrate Literacy Award which is co-sponsored by the International Reading Association and the Marquette-Alger Reading Council. The Paulins were recognized for their volunteer contributions in reading, writing, speaking and listening. Ken also recently completed a 15.5 mile run in Grand Rapids, MI.

Michael Purdy had an article published in Monster.com's career entitled "The Listener Wins".
content.monster.com/listen/overview/

Dan Rosenblum has delivered two presentations about "negotiating for care in consultations". Dan plans to go back to Japan (a 2nd time) as one of the featured speakers in the 2nd International Conference in Health Communication Science in Sapporo to speak on the same subject.

ILA 2002-2003 COMMITTEES Continued from Page 4

Red Cross Ad Hoc
Chair: Warren Gore
Sheila Bentley
Wayne Bond
Carole Grau
Lisa Orick
Kathy Thompson
Misty Wall

Presidential Task Force
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Richard Anstruther
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Tony Kroll

