



LISTENING POST

Newsletter of the International Listening Association

Vol. 83, Winter 2003

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

Seeking Stimulating Conversations about Listening?

by Melissa L. Beall, First Vice-President

Do YOU want to be a part of one historic ILA occasion? Interested in listening to what international listening professionals in business, academia, and research have to say about listening in Canada, Finland, Germany, Ghana, Japan, New Zealand, the Philippines, Russia, Sweden, and the United States? Want to hear how hate speech and a lack of understanding about other cultures influences the way we listen and what we can do about it? Seeking a stimulating week-long series of conversations with people from all over the world? Want to hear what listening and spirituality mean from an educational or a health perspective? Ever thought about silence and listening? Interested in learning about service learning projects for your listening classes? Want to know more about the Tomatis method for listening effectiveness? Want to hear how listening affects people in the professions? **If you answered "yes" to one or more of these questions, you need to attend the ILA 2003 convention in Sweden!**

Each day gets us one day closer to the 2003 convention in Haninge, Sweden. And, each day brings your first Vice-President new contacts and new ideas. (Thanks for giving me this opportunity to correspond with people from all around the globe who are interested in listening!) ILAers will meet many new people as well as greet

many familiar faces during convention 2003. I am excited about the number of people from countries around the world who have submitted programs or papers. In this column, I will share some of the convention programs and ideas about things to do in Sweden. Should you ever have questions please feel free to contact me at email <Melissa.Beall@uni.edu>. Hugh and I will make our third site visit to the Hotel Winn in March 2003 so we can finalize room assignments and seek additional businesses and persons to join us at the joint ILA-WCA conventions in July.

The Convention: While I have not yet finalized the schedule, I can tell you that we have an exciting array. Submissions cover a significant range: listening and business, listening's role in de-escalating intense emotional language, listening in community outreach, the role of listening in negotiations, listening and silence, listening and education, listening and health, listening and spirituality, listening and teaching, listening and culture, listening and the environment, and various kinds of listening research being conducted around the world. As you can see from these general topics, we have moved beyond business, education, general and research! We have, however, included those topics/tracks as well. (A tentative schedule will reach you sometime in early to mid-January.) And, we have inquiries from other places such as Macau, Australia, and Korea. We have listings in the calendars of at least ten other organizations,

ranging from the National Communication Association to the Applied Environmental Education and Communication Project.

And, since this is a joint convention with conventions within the convention, I invite you to participate in the "*Connecting Conversations*." The theme for the joint convention is "*Framing Global Links*" while the ILA theme is "*Touch the World: Listen*" and the WCA theme is "*Communication and Culture in Networked Societies*." The Connecting Conversations will span the two conferences. The concept is to involve all participants in cross-cultural conversations about the implications of and for communication in networked societies. The topics are of particular relevance to Sweden, our host country, and the topics for the came as a result of our (Sharon Ratliffe, Ruth Hunter, Barbara Monfils and me) visits with Klara Pihlajamaki and others in Sweden last July.

If you have a special interest or expertise in the areas of our **Connecting Conversations**, please contact me as soon as possible!

Here are the topics:

Eldercare: What communication challenges emerge as elders become the majority in our global society?

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President's Perspective



Kimberly Batty-Herbert
ILA President 2002

The new year brings a time for reflection. As I take the time to assess my own listening responsibilities and challenges I become aware of the numerous listening opportunities that I missed this past year. It is following that new consciousness that I begin to develop my listening goals for the year to come. Let me share a few axioms that will provide the basic foundation for my New Year's resolutions.

Listening is understanding. It is only through my patience and determination that I can increase my understanding of my family and friends. I hope to severely decrease the number of times that my ten-year-old son tells me, "Mom, you teach listening but you are not listening to me!"

Listening is appreciation. Striving to have keener ears and eyes, I will learn to be more appreciative of those who are different from myself. Furthermore, truly listening to those who appear to have no goal other than to place stumbling blocks before me might allow me to better appreciate their point of view. I will remember that when we can't seem to see eye-to-eye we should try using our ears.

Listening is learning. I claim to be a life-long learner but I allow many of life's lessons to slip by me without acknowledging them. The best thing I can do to achieve this goal is to slow down the pace. I exert too much effort acting like life

is a race, thereby allowing the most precious moments to fly by with barely a glance.

Listening is love. Saying, "I love you" has rarely been a problem for me. Yet, when I fail to listen to those I claim to be most important in my life I fail to display my love. Words become meaningless when my actions so poignantly demonstrate just the opposite. Listening is the best gift, the best pat on the back, the best sign of respect that we can give to those we treasure.

Above all, listening is reciprocal. We can only change the world one person at a time. Perhaps if we listen to others one at a time, they will listen in return. That is my wish for you this coming year; I hope listeners surround you. Feast your eyes on the beauty and splendor around you and may your listening pleasures be bountiful throughout the year!

ILA LISTENING POST

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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 **March 15, 2003.**

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

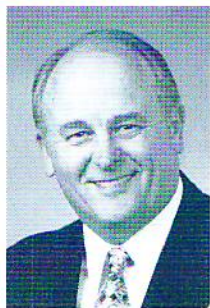
The Top 13 Ways to Optimize Your Listening Journey in 2003 by Rick Bommelje

1. Get actively involved in the ILA and bring 2 members in this year.
2. Identify specific people at work, and at different levels, to give you regular feedback on your listening practices
3. Teach someone else about listening - model the way (you will be keenly mindful of the power of listening)
4. Meditate to get to your deeper level so you can grow from all the information and all the successes that you experience
5. Stay in tune with reading resources about listening as part of your regular reading habit
6. Set up specific practices with identifiable goals Within the goals, identify the skills you want to work on - and get them evaluated.
7. Attend listening refresher courses
8. Heighten your self-leadership awareness - realizing the listening begins with self.
9. Use external reminders to keep your listening awareness high (i.e. quotations, visual reminders, symbols, etc.)
10. If you are leading a team or department, have others teach listening learning experiences so that their listening awareness is heightened.
11. Build into each day, an opportunity to focus on one specific area of listening
12. Realize that listening is a continuous process - every day. "You never arrive - it's always a journey."
13. Stay in the moment and listen to the present.

Make Today
Count!
- Mike

LISTENING LEGENDS by Rick Bommelje

In the development and advancement of the field of listening, we are blessed with numerous pioneers, legends, and events. A significant watershed event was the creation and development of the International Listening Association. In the next six issues of the *Listening Post*, we will feature Listening Legends who have made an indelible mark on listening and the ILA. Appropriately, our first Listening Legend is ILA's Founder, Listening Hall of Fame inductee, and member #1, Dr. Lyman K. (Manny) Steil, CSP, CPAE



Dr. Lyman K. (Manny) Steil, CSP, CPAE

RB: *Dr. Steil, what originally motivated you to become involved in the field of listening?*

MS: Four things led me to become involved in the field of listening: Good Fortune: Leading Role Models: Challenges; and, Developmental Opportunities. First, good fortune. Over the course of my lifetime, I have had the good fortune of being interested in exploring, understanding and enhancing human connection, leadership, and relationships. I realized listening was the key component in all of these. Second, I have had excellent role models. These have included parents and family, friends, clients, and professional colleagues. I have studied and enjoyed the fruits of outstanding listeners, and I am committed to replicating their behavior. Third, challenges. As a high school teacher fresh out of College, I was given the assignment of teaching a two week course on listening and became totally captivated by the field. Fourth, unprecedented developmental opportunities. I had the very rich privilege to study with, work for and with, and eventually succeed Dr. Ralph Nichols – the “Father of Listening” at the University of Minnesota. These factors led to numerous additional rich opportunities to enhance listening in both the academic arena and the professional work world.

RB: *You are the founder of the International Listening Association. What was the driving force that initiated the formation of our Association?*

MS: My driving force was the realization that listening was neglected. At best, listening was treated as a second cousin by other communication associations. As a member of several other communication associations, it became very clear to me that even though

they periodically talked about listening, it was never a primary focus. Consequently, I identified a significant need to connect individuals who were committed to the study, development, and advancement of listening in all arenas of life. It began with an observation that the field had been largely neglected. In 1978, I hosted 27 listening practitioners and scholars to participate in the 1st Annual “Symposium to Study the State of the Art of Listening” at the University of Minnesota. At the conclusion of our 1st Symposium, I called for the creation of the International Listening Association and 6 months later we gathered a group of 54 individuals in Atlanta for the convening of the ILA Founding Convention. The vision of ILA was clarified, our purpose was established, our by-laws were refined, our officers were elected and we were on our way. By the way, we are considering hosting the 2nd Annual “Symposium to Study the State of the Art of Listening” in 2004, as 25+ years should be a good time to benchmark our progress.

RB: *What is your most significant accomplishment to date in the listening field?*

MS: Significant accomplishments are for others to decide, so I would prefer to talk about moments of pride. I am proud of: a) the formulation and early leadership of the ILA; b) bringing together disparate interests, topics and people interested in the diversity of listening; c) the initiation and advancement of ILA standards which have stood the test of time (creation of the ILA logo, *Listening Post*, Annual Conventions, Summer Conferences, ILA Hall of Fame, Special Recognition Award, President's Award, and Lifetime Membership concept); d) having served as the first and second President of ILA and later on as the Executive Director; e) the singular honor of induction in both the ILA “Listener's Hall of Fame”, and the NSA “Speaker's Hall of Fame”; f) the privilege of training and positively impacting millions of listeners throughout 17 countries; g) creating the international Sperry Corporation listening advertising, marketing and development campaign;

h) creating and producing the first effective listening video training program; i) authoring the three stage, 8 year longitudinal study of listening education in Minnesota schools; j) authoring and co-authoring a variety of articles and books; k) studying, working with, and expanding Dr. Ralph Nichols' work is something that I carry very warmly in my heart; l) the opportunity to work with many wonderful people who are committed to the study and development of effective listening throughout this world; and, m) watching our children grow into “wonderful listening adults.”

RB: *How will the listening field need to change to meet the needs of future generations?*

MS: We need to understand the compelling and significant need for effective listening that exists throughout the world and move beyond our own parochial interests. Consequently, we need to broaden and expand the reach and impact of the ILA. To do this, we need to maintain the best of what we have developed and find resources that allow us to do substantially more. We need to expand our impact in every element of society. To that end, we must move listening to the forefront of every segment of the civilized world. Enhancement of listening attitudes, skills, and knowledge in a rapidly growing, technologically driven, dangerous world is, and will continue to be, more important than ever. Both the potential survive-ability and thrive-ability of future generations is at stake.

RB: *What do you see as the future of the International Listening Association?*

MS: The potential future of the ILA is extraordinary. It is rich. It is broad. Our opportunities are endless. However, it will require the desire, the will, the responsibility, and the action of ILA members to build and grow the organization in size, scope and impact, in ways that we haven't considered, or acted upon, to this point. Considering the broad demands,

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Listening Legends Dr. Lyman Steil Interview (Continued from Page 3)

challenges, and opportunities of enhancing listening internationally in the arenas of medicine, politics, science, education, business, government, religion, etc., will be critical to fulfilling ILA's rich mission and potential. Today we rest on the brink of disaster throughout the world. There is a greater, and more pressing, need for effective listening than ever before. Every ILA President, and most ILA members, have noted the internal benefits of our small, warm, and caring ILA family, while recognizing that opportunities for real international impact requires growth. Growth in membership. Growth in financial support and sponsorship. Growth in recognition, inclusion, and involvement in the multitude of listening issues outside of ILA. The ultimate ILA question is, will we fulfill the original vision of the ILA founders? The past is prologue and the future is unknown. However, most important is the action each of us will take today, and everyday, to shape the ILA and listeners of today and tomorrow. We stand at an incredible crossroad and I believe the future of ILA and listening is both unparalleled and bright.

IN MEMORIUM

Dr. James I. Brown, ILA member #13 and died Nov. 28, 2002 at the age of 93. He is the author of 62 books on improving reading, spelling, vocabulary and listening skills. Dr. Brown taught at the University of Minnesota from 1934 to 1975 and was a long term colleague of Dr. Ralph Nichols, Dr. Manny Steil and Warren Gore. "Research revealed that communication was life's most frequent activity—70 percent of our waking hours spent in speaking, reading, or listening." Dr. Brown wrote in the capsule of his life. "That put my beloved reading into a much broader communication framework—one that gave my life and activities a clearer direction and added motivation."

Twelve Tips to Better Note Taking by John Kline, Ph.D.



Some people recommend not taking notes so you can focus your attention wholly on what the speaker is saying. This practice may work well for listeners who are blessed with a great memory; most of us aren't. Taking notes will not only help us remember, it will help us organize what the speaker is saying. Taking notes will also aid our understanding and retention—after all, effective note taking requires us to think.

However, not all people are good note takers. Some write too much, some too little, some illegibly. But the major fault is not writing down the right thing. Here are some hints to make you a better note taker.

1. Take a few minutes before the presentation to get your brain in gear. Review notes from previous meetings and scan background readings or other material on the subject you have previously read.
2. Think about what you expect to gain from the presentation. Thinking ahead of time makes you a more receptive listener.
3. Have pen and paper (or laptop) ready so you can take notes when the speaker begins. It's tough to play "catch up."
4. Accept the fact your mind may wander; be ready to refocus.
5. Listen with your eyes as well as your ears. Watching speakers often reveals what they consider important. When speakers read from their notes or look carefully at them before speaking, it may signal that the information is especially important.
6. Listen for introductory, concluding, and transition words and phrases that reveal the structure of the pre-

sentation. Also listen for vocal emphasis. If the speaker repeats something, it is often important.

7. Remember that if presenters write something down or present it using a visual aid, they usually consider it important.

8. Don't attempt to write everything down in your notes. Effective listeners focus on the key ideas or main points.

9. Write clearly enough that you can understand your writing later, or at least allow time to decipher your notes before they grow "cold." It's disheartening to review your notes two weeks later only to find that they make no sense.

10. Review your notes soon after the presentation. Consider editing them. After 24 hours we forget half of what we heard. Some estimate that we lose 80 percent within a week.

11. Circle or highlight the most important points. Develop your own system of highlighting and underlining.

12. Don't rely on listening later to a tape of the speech. You may not have the time. Looking at your notes for a few minutes is generally sufficient, and is much more time-efficient than listening to the entire speech again.

Taking notes may or may not make you a better listener. But it will help you remember what you heard. And, after all, remembering is an important component of the listening process.

Dr. John Kline has had a distinguished career of service and a record of successful leadership. He has published professional articles and book on education and interpersonal communication. He recently completed a book for Prentice Hall, *Listening Effectively: Achieving High Standards in Communication*.
(www.klinespeak.com)

See book review on page 7

Seeking Stimulating Conversations about Listening? by Melissa L. Beall (Continued from Page 1)

Global Terrorism

and Violence: What are the roles of communication and media in controlling global terrorism and violence?

Implications for Reorganizing Health Care Systems: What communication practices can help create a healthier world?

Gender: How can communication help address 21st Century issues?

Global Ecology: In a global society, how does communication help achieve ecological equilibrium?

Immigration and Multiculturalism: How do we maintain cultural values and perspective while welcoming others' beliefs and customs?

Beyond the Academy: In what ways does current educational practice prepare students for success beyond the classroom?

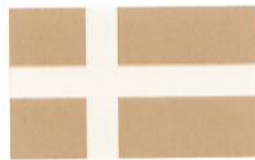
Religion and Spirituality: What are the boundaries of and connections to peace and understanding?

Social Competence: How can we best facilitate social competence through communication?

CONVERSATION FORMAT:

1. A **Discussion Moderator** will introduce the topic and the stimulus speakers, and manage the discussion.
2. Brief presentations of no more than ten (10) minutes by no more than three (3) **Stimulus Speakers** on each topic. Stimulus speakers must submit (1) a title and (2) a 100-word abstract. Questions or titles and abstracts should be forwarded to Melissa Beall at <Melissa.Beall@uni.edu> phone 319-266-9827, or to Sharon Ratliffe <sratliffe@worldnet.att.net> phone 760-345-3946. You can also find information about this joint effort on the ILA and WCA websites:
ILA at <<http://www.listen.org>>
WCA at
<<http://ilc2.doshisha.ac.jp/users/kkitao/organi/wca/>>

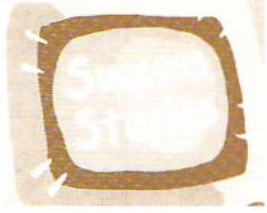
All participants will have the opportunity to interact together in the Conversations, the breaks, and on the Historical and Cultural tours of Stockholm and Sweden. The organizations have agreed that the others' members may attend convention sessions without paying additional conference fees. If, however, you wish to join in the festivities and additional tours you will need to make arrangements prior to the convention if at all possible. (This includes a tour of Gammla Stan (Old Town Stockholm) on Tuesday, July 22, and the three-day post-study tour of Sigtuna, Uppsala, and Dalarna July 25-27. Sigtuna is the site of an early Swedish capital city. Uppsala is the home of the oldest university in Scandinavia, and a beautiful historic city in its own right. Dalarna is the area (state or province) where the Dala horses are made. Whenever I asked anyone what was a "typically Swedish" item for me to take home as a remembrance of Sweden, the answer was always, "A Dala horse." Those of you who were at the Saturday noon luncheon in Scottsdale last March may remember the bright red wooden horses on some of the tables. Other typically Swedish items you may wish to purchase and send home or take home with you are items of beautiful Swedish crystal. (I recommend shipping home, because you avoid the very high MOMS/VAT taxes. Of course, you can save your receipts and fill out the forms and get a refund at the airport, if you remember, and if you're there in time to do so!)



Travel to and From Sweden:

One flies into Arlanda International Airport, some 45 kilometers from the City Center. Trains from the airport run to Stockholm City Centre where you switch to the train to Haninge. In the last *Listening Post* I gave you information on the airlines flying into and out of Sweden. Jim Pratt and I also both explained the special Icelandair fare for ILA convention travel. That runs about \$940 from the East Coast (Baltimore) and \$980 from Minneapolis. If you call Icelandair, you must tell them you wish to book a flight to Stockholm (or elsewhere in Europe) and want the ILA fare. **There is an toll-free number for Icelandair: 800-233-5500.** Other airlines have special deals, and some travel agents have excellent connections and are quite familiar with Scandinavia. Hugh and I have used Icelandair the last few trips. They have roomier seats, good connections, and generally less expensive fares. If you love the challenge of finding good airfare while searching the Internet, go for it! On occasion there are some excellent one-day Icelandair's **Lucky Fares** are generally better than others. I signed up for weekly email messages from Icelandair through their website: <<http://www.icelandair.com>>. Hugh and I recently paid \$799 each (fare was \$720 and \$79 tax) for our July trip. July is the high season for travel to Scandinavia. I did not want to gamble on the availability of \$500 fares in the Spring, although, there were numerous specials last February through March, that would get us high season (July) flights for around \$500. We fly to Stockholm in March 2003 for \$430 each [low season]. Airfare depends upon your ability to track down good prices or a good travel agent!

LISTENING



Dr. Bob Bohlken has authored a new book, *Listening to the Mukies and Their Character Building Experiences*. This is a child/parent resource in communicating and listening and focuses on the adventures of the Muckies who are too loyal for anger, too happy for worry and too confident for fear. Bob, a professor emeritus at Northwest Missouri State University recently purchased a new license plate that spotlights his university.



Dr. Michael Purdy's paper was presented to the International Association of Health Communication Sciences (IAHCS) conference in Japan. His paper, *Listening as Connecting: Listening as Serving in his stead*, was well received and will be published in the Health Communication Sciences Journal in Japanese.

In October, **Kent Zimmerman** led an educational session at the Ohio Association for Two-Year Colleges' annual conference, which was entitled "Developing and Assessing a Community of Listeners."

During the fall quarter, **Paula Bartholome** taught two sections of Introduction to Organizational Learning in the School for New Learning at DePaul University in Chicago. This is a class that uses unique and creative listening applications.

I. Wanton Ong, a new ILA member (as of October 1, 2002) from the Republic of Singapore, gave a talk to 104 participants at the Singapore Institute of Management Convention 2002 on October 19, 2002.

Jean Harris' paper, "Listening across Cultures: From theory to practice," for a class at Teachers College, Columbia University - Conflict Resolution: The Art of Listening.

In November, **Dr. Nan Johnson-Curiskis** successfully defended her dissertation, *Listening Pedagogy for Communication Arts and Literature Teacher Licensure in Minnesota*. During December, Nan presented a series of three listening workshops for supervisors at Hickory Tech, a Mankato, MN based technology provider, "Do you hear what I hear?"

Howard Binkow has published a new book entitled, *Guys, Are We Really Listening? How to Become a More Effective Listener*.

Susumu Ito gave a three-hour talk on listening to the top-class music teachers at Yamaha, the largest music education company in Japan, which also has oversea branches). Susumu was also interviewed by a weekly magazine about listening skills which was made into 6-page article.

Rochelle Devereaux presented a full day workshop entitled "Is Anybody Listening" at the Spirit Mountain Casino in Grande Ronde Oregon. The workshop was open to the public and attendees ranged from business owners and staff to independent contractors and employees at various organization levels in both for and not for profit organizations.

In September 2002, a Montreal-based television station produced a 4:50 minutes interview with **Sophie Garceau** where she explains the Listening Fitness Training Program and the Tomatis Method. This interview was made in French so it could be accessible to French-speaking ILA members.

Kathy Thompson presented a workshop for Clement Manor Nursing Home in Milwaukee titled, "Servicing each other as Customers: Deepening our Listening Skills." Kathy also piloted a new Integrated Listening Model (ILM) in communication courses across the curriculum at Alverno College

As part of Clovis Community College's Enrichment Seminar Series, **Kimberly Batty-Herbert** led two workshops, *What is Your Body Saying: Nonverbal Messages and Conflict Resolution*. Both seminars included a heavy emphasis on listening behavior.

Jeannine Tate, led a session entitled "School Leaders and the Strategic Importance of Listening to Teachers" at the Virginia Association of Elementary School Principals fall conference in Williamsburg, VA on November 8, 2002.

Laura Janusik presented a colloquium at the University of Maryland on Nov. 15th entitled "Reconceptualizing Listening through Working Memory."

Glenn M. Haynes Jr. reports that he is an ILA member and a graduate student (SIUC) studying adult education and my research concerns the development of listening curriculum for labor union leaders and management. Graduation will be May 2003.

Jennifer Grau, President of Taliaferro Grau Associates, provides Listening Workshops for Cornell University's School of Industrial and Labor Relations, Management Development Program.

Dr. Billy Thompson and the staff of Sound Listening & Learning Center® continue to provide Tomatis Method Outreaches across the nation. As President of Sound Listening Corporation, Dr. Thompson provides the exclusive authorized Tomatis® Training for U.S. professionals.

Dr. Kent Adelmann, ILA member from Sweden, defended his dissertation "Listening to Voices: An extended notion of listening in an educational perspective" on Thursday December 19th and passed. This is the first dissertation in Swedish and in the subject of Swedish about listening in an educational perspective.

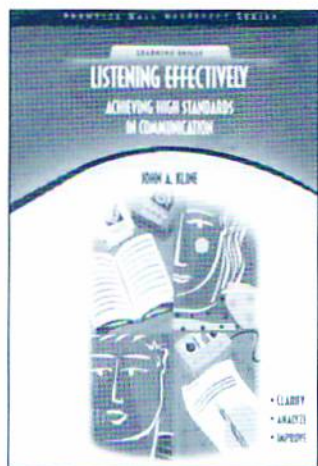
Maribeth Webster published an article entitled "Building a Community of Compassionate Listeners" in the *On Track* bi-monthly newsletter of the Lesbian Community project in Portland, Oregon



EFFECTIVE LISTENING: Achieving High Standards in Communication

A Book Review by Dr. Vincenne A. Waxwood

Welcome New ILA Members



Listening Effectively: Achieving High Standards in Communication. By John A. Kline. Published by Prentice Hall, Upper Saddle River, N.J. 07458, 2003 (Pearson Education, Inc.) pp. xii + 78.

John A. Kline brings three decades of study, research, and teaching experience to the writing of this practical guide to good listening. His goal is to assist one who wants to improve listening but has not a basic understanding of listening theory and does not know where to begin. Kline guides the reader to the needed information and shows the way to use it. In Chapter One Kline highlights the need to listen well as a possible life or death issue, and provides exercises to allow the participant-reader to recognize how well he or she listens. Chapters Two and Three summarize "fallacies about listening" and "bad listening habits". These two chapters help the reader to understand why listening does not always provide the rewards that it could. Chapter Four begins the helping portion of the book with an explanation of "the listening process". Chapter Five reviews the five types of listening; and Chapter Six concludes Listening Effectively with eighteen instructions for listening improvements that will help one replace fallacies with a new reality and bad habits with good habits.

The author inserts anecdotes, heavily-printed insight and exercises throughout the chapters, the exercises and anecdotes text to reinforce his messages and stimu-

serve to guide the reader to recognize weaknesses in listening. In the second half exercises serve to reveal how a recommended behavior can make a difference in one's listening, and thus, in the outcome of one's communication. Insights stimulate thinking about the ideas of the chapters.

Instructors and trainers who select this book may want to prepare a list of references for interested learners who yearn to know more about particular variables, behaviors, or theories of listening. Listening Effectively is especially useful for students in a one week seminar on listening or in a class with a unit focused on developmental listening. It can also support trainees in listening workshops and interested communicators, who are without benefit of a trainer.

Kline's writing serves as an example of how the academic community can share its research and experience with those in other parts of our society. Perhaps others of us may want to consider contributions in this direction. The consequence could be a more satisfying life for the reader.

Prepared by: Vincenne A. Waxwood, Ph.D. Dr. Waxwood is on leave in Seattle, WA from the University of Maryland, European Division, where she provides courses in technical management, speech communication, and government. She conducts workshops in listening, relationship communication, cross-cultural communication, and human relations skills for teachers.

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WANTED: ILA WEBMASTER

Interested leaders please contact

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kimberly.batty@clovis.edu
O: 505.359.0446



The programs for the Sweden convention are taking shape and once all of them have been determined, we will prepare a preliminary agenda to mail to all our members along with other convention information. But if you'd like to get started with making your convention plans now, please read the information

HOTEL RESERVATIONS

Please make your hotel reservations directly with the Hotel Winn Haninge:

BY PHONE:

From the U.S., dial 011-46-8-745-7500.

From other countries, substitute your international access code for 011. Early morning calls from the U.S. will be answered in Sweden in mid-afternoon.

BY FAX:

From the U.S., dial 011-46-8-745-7509.

BY E-MAIL:

info@winnhaninge.softwarehotels.se

Conference attendees should reserve a room (which includes breakfast) and a "Day conference" package with includes a charge for meeting room use, morning and afternoon breaks, lunch, and dinner (optional). Family members and visitors need not reserve a "Day conference" package if they wish to have meals on their own and will not attend conference programs. Rates include all taxes; they are quoted in Swedish Kroner (SEK) and are subject to change. As of January 1, 2003, US\$1 = SEK 8.7, but check foreign exchange rates in your newspaper or call your bank.

SINGLEROOM (including breakfast) per night, SEK 595

DOUBLEROOM (including breakfast) per person per night, SEK 385

DAYCONFERENCE (including dinner) per person, SEK 660

DAYCONFERENCE (w/o dinner) per person, SEK 345

AIRLINE RESERVATIONS

We have two blocks of seats reserved on Icelandair, one from Minneapolis @ \$940.00 and the other from Baltimore @ \$910.00. Flights are via Iceland to Arlanda International Airport in Stockholm. Please make your reservations directly with Icelandair, and reference @œ2003 International Listening Association Conference. The Icelandair travel desk can assist you with connecting flights and Iceland stopovers.

BY E-MAIL:

Lina@LinaTravel.com

From MSP, depart July 14 at 7:20 PM, return July 28 at 2:10 PM.

From BWI, depart July 15 at 8:45 PM, return July 29 at 2:10 PM.

You may be able to find lower fares than these Icelandair group fares. Please check directly with a travel agent, the airlines themselves, or on-line services. The airport code for Stockholm's Arlanda International Airport is "ARN".

Rockhurst University

Department of Communication & Fine Arts

McGee Chair Position

POSITION AVAILABLE: Rockhurst University's Department of Communication & Fine Arts invites applications for an endowed tenure track position at the rank of Assistant or Associate Professor of Communication, Interpersonal Communication and Listening. This position will begin in August 2003.

QUALIFICATIONS: Required - Ph.D. in Communication with a demonstrated record of university teaching and research. Individuals must be able to work in an interdisciplinary and collaborative department.

RESPONSIBILITIES: Responsibilities include teaching and research in listening, interpersonal communication and small group communication; the outreach component of this position includes university-wide promotion to improve interpersonal and listening skills.

APPLICATION PROCEDURE: Review of applications will begin immediately and continue until the position is filled. Submit a letter of application, curriculum vitae, summary of teaching evaluation reports, names and phone numbers of three references and other supporting materials by February 28th to:

Dr. Michael McDonald, Chair

Department of Communication & Fine Arts

Rockhurst University

1100 Rockhurst Road

Kansas City, Missouri 64110

Rockhurst University is located in the cultural and artistic center of the racially and ethnically diverse Kansas City metropolitan area, and we enroll approximately 2300 students. For more information about Rockhurst, please visit our website at www.rockhurst.edu.

Rockhurst is an Equal Opportunity Employer that values diversity.

All convention participants and those presenting programs must register. **Advance registration is available until Wednesday, June 25th, 2003.** After that date, you may register in person at the convention at higher rates. You may register by returning the form below with your payment in U.S. funds:

BY MAIL: ILA, PO Box 744, River Falls, WI 54022, USA

If you are paying by Visa or MasterCard, you may register

BY PHONE: Toll-free U.S., 1-800-ILA-4505; or 1-715-425-3377

BY FAX: Toll-free U.S., 1-888-314-9533, or 1-715-425-9533

BY E-MAIL: IListening@aol.com

REGISTRATION FORM, ILA CONVENTION, JULY 17-21, 2003

Name _____

Address (if different from your mailing label):

E-mail address _____

Please check appropriate category: Regular member, \$140 _____
Life member, \$105 _____
Student member, \$80 _____
Sustaining and Organizational member, \$55 _____
Non-member, \$215 _____
Non-member Student, \$115 _____

_____ Payment enclosed in U.S. funds (check or money order).

_____ Please charge my Visa or MasterCard:

Card number _____ Expiration _____

Signature _____

All registrations will be confirmed to the e-mail address supplied above.

ILA CONTEST!

Win an official ILA denim shirt by promoting the ILA in your area!

March is National Listening Month and all ILA members around the world are being challenged to submit a Public Service Announcement (PSA) to your local radio stations to air during the month of March. PSA's are available from the Public Relations committee. For details, contact:

Dr. Lisa M. Orick
4128 Inca St. NE
Albuquerque, NM 87111
lisao@tvi.edu

You can make a big difference by taking a small step.....
Raise the awareness of listening in your area.

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