



LISTENING POST

Newsletter of the International Listening Association

Vol. 84, Spring-Summer 2003

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

SPECIAL INTERVIEW
DR. RALPH NICHOLS
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HELP YOURSELF TO A SMORGASBORD!

Melissa L. Beall, First Vice-President

Hej, ILA members! The Haninge Municipality is cooperating with us in setting up a truly intercultural international experience. Sharon Ratliffe, Barbara Monfils, Ruth Hunter, Hugh and I visited the Haninge for a week of meetings, meals, and intense thinking! We await final confirmations for the use of the HANINGE KULTURHUS and other local sites for receptions and *Connecting Conversations*. While results of the final negotiations are not yet determined we do know that we can look forward to an exciting and historic set of conferences.

The Convention

In response to evaluations of last year's conference, the 24th ILA convention is more streamlined--three full days with an opening ceremony, full-day into the evening programming, meetings, meals, and networking, and a final day for a "Beauty on Water" Boat Tour of Stockholm, a special *Connecting Conversation*, and closing ceremony followed by WCA's opening ceremony and a joint reception with officials from the Haninge Community. The tentative program (with registration information) was sent out by Jim Pratt and also placed on the ILA website on March 1. There will be some adjustments to specific times, but the basics are there. Let me share some of the major "facts" about the conference, including home countries of presenters, numbers of programs for each "track" and information about transportation and the Hotel Winn.

The opening ceremony and cash bar reception is on Wednesday, July 17, from 8 to 11 p.m. As currently configured, there are 40 panels (one hour and 15 minutes each) and 12 workshops.

(two hours each). In addition, eight *Connecting Conversations* with ILA, WCA, and Swedish participants are offered across the eight days of the joint conferences. Current plans place the *Connecting Conversations* in community locations outside but near the Hotel Winn. All are short walks from the Hotel.

Of the 40 panels, several should be of interest to all ILA members. Twelve panels and four workshops are aimed specifically at "business" interests. Seven panels and two workshops may be identified as "research" and 11 panels and two workshops as "education" tracks. There are also four panels and four workshops on health, spirituality, intercultural competence, and other interests.

Eighteen sessions are scheduled from 9 a.m. through 9:30 p.m. on Thursday, July 17. Included are two coffee breaks, lunch, and dinner, and the first of the *Connecting Conversations* (Gender). (See the website for costs of day conference fees that include your breaks and meals—you will pay this directly to the Hotel Winn, but must let us know at registration what and which days.)

Friday's schedule begins with Breakfast and the General Business Meeting from 7:00 to 9:00 a.m. There are nine panels and nine workshops on Friday. Committee meetings are scheduled from 5:45 to 7:00 p.m., followed by dinner from 7:00 - 7:45 p.m., then a short walk to a community location for the *Connecting Conversation* on Health Care from 8:00 to 9:15 p.m. Remember, daylight hours in Sweden in July are 3:30 a.m. - sunrise to 11:30 a.m. - sunset. Even so, it's quite light

out at Midnight. Breakfast is always included in your lodging in Sweden. The breakfast buffet we experienced included six kinds of breakfast foods, 12 kinds of juices, scrambled and boiled eggs, sausage, bacon, six kinds of freshly baked bread, waffles, pastries, six kinds of cheese, yogurt, six kinds of skinka (ham), six varieties of jam and six varieties of marmalade in addition to coffee, tea, hot chocolate, milk and water.

Saturday begins with a *Connecting Conversation* on Spirituality from 8:00 to 9:15 p.m. Other Saturday offerings as currently scheduled include ten panels and three workshops. The Awards Banquet, a traditional Swedish smorgasbord, is scheduled from 7:00 to 8:30 p.m. We hope there will also be traditional Swedish songs, dances, and costume after the banquet.

"Beauty on Water," the boat tour of Stockholm is scheduled from 9 a.m. bus departure from the Hotel Winn to the dock in Stockholm. The tour runs for about two hours and the busses will transport us back to the Hotel Winn about Noon. From 2:00 to 5:00 p.m. we will have a special *Connecting Conversation*, "Intercultural Listening: Collected Reflections, Collated Refractions" with Bill Starosta, Howard University, USA, as the stimulus speaker. Other special events are in the planning (a picnic, cultural tours, etc.) and will be announced on the website and at the conference. Some participants will leave on Sunday. Others will stay for the Tour of early Swedish Capitals, including Gamla Stan and Birka. ILA members may attend WCA sessions at

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President's Perspective



Kimberly Batty-Herbert
ILA President 2002
**Leadership in a Time of
Uncertainty**

What an exciting time to be a member of ILA! While the world around us is laden with uncertainty we find ourselves finalizing plans for our first convention outside of North America. I am excited about the potential this convention has of increasing our global identity through our ever-expanding international presence. Shunning conventional wisdom may very well be the key to advancing the organization. In a time when higher education budgets are steadily decreasing and business leaders continue to question educational expenditures we must closely examine the services we offer our members. Facing ever increasing accountability forces us to assess whether our product is indeed worthy of consideration. Do we offer a product or service sufficiently unique to stand the scrutiny test so many of our members face?

I believe the ILA experience can indeed prove to be an unparalleled organization that allows its members to justify their involvement. Few professional groups can boast the sense of community that ILA provides while maintaining a high degree of educational value. Our sense of camaraderie will pass beyond our normal borders this summer to reach out to new members within our global community. I sincerely believe that expanding our international presence is an essential

avenue to nurturing a successful organization in today's market.

Melissa Beal has demonstrated that the "Little Engine That Could" was not simply a children's tale to be forgotten once we reach adolescence. Her "full steam ahead" attitude will no doubt ensure that this year's convention is our most successful to date. Executive Director **Jim Pratt** has also been an integral part of coordinating our first convention in Europe. It is through their efforts that we have new members from numerous countries across the globe. Furthermore, these two outstanding ILA leaders have risen to the challenge of ensuring that our Swedish gathering will be highly rewarding to all who attend. Each of these individuals needs to be praised for their perseverance and determination. While the bulk of the convention planning has fallen on Melissa and Jim, others have been working to assist them. **Margarete Imhof** has been contacting various European groups to spread the listening and ILA message. **Ray McKelvy** is attempting to coordinate publishers and other vendors. **Daryl VanderKooi** has continually involved the membership in his committee's PR efforts.

Barbara Nixon has also served the organization's global

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Mr. Roger's Neighborhood Look and Listen!



The following is a tribute to Fred Rogers, 1928-2003, who brought the power of love to millions of people. He leaves an extraordinary listening legacy.

*If you will look carefully,
Listen carefully,
You will find a lot of things carefully.
Look ... and listen.
It's good to
Look carefully.
Listen carefully.
That's the way you learn a lot of
things carefully.
Look. Look...and listen.
Some things you see are confusing.
Some things you hear are strange.
But if you ask someone to explain
one or two,
You'll begin to notice a change in
you.
If you will
Look carefully.
Listen carefully.
That's a way to keep on growing
carefully.
Look, look, look, and listen.
Source: Fred Rogers, 1970*

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 **September 20, 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
listeningpost@listen.org
8530 Amber Oak Dr.
Orlando, FL 32817
407.646.2625

*Make Today
Count!
- Mike*

LISTENING LEGEND—Dr. Ralph Nichols

In our ongoing recognition of 'Listening Legends' we are privileged to recognize and honor, Dr. Ralph Nichols, "The Father of the Field of Listening". We extend a special thanks to Dr. Manny Steil, Dr. Ned Nichols, Lucille "Colonel" Nichols, and Warren Gore for their assistance in this insightful interview.



Long before the creation of the International Listening Association, Dr. Ralph Nichols fathered the establishment of the study and development of the "field of listening." In tracking the extensive history of listening research, teaching, and consulting, "Nick's" work at the University of Minnesota, led the way. Without Dr. Ralph Nichols' pioneering work, the field of listening would not have developed to its present state. Moreover, the ILA would not exist. Dr. Nichols is an inductee into the ILA Listening Hall of Fame and an ILA Lifetime Member. At 96, Nick remains committed to advancing the impact of listening and listeners, and the International Listening Association.

Dr. Nichols, what originally motivated you to become involved in the field of listening?

My field of study for more than 40 years focused upon the art of listening. I began my career as a high school speech teacher and debate coach. As my debaters improved their listening skills, I discovered they improved their persuasive skills. As I moved to the University level, I supplemented my work in speech education with an extensive personal schedule of speaking

In the 1940's, we tested the listening skills of the University of Minnesota, St. Paul Campus Freshman class. The lowest 20 percent were enrolled in our Effective Listening classes, and in nearly every class they improved their listening to a point greater than those who were not required to take the class. On all fronts, my work taught me a great deal about listeners, and my interests shifted from the sending to the receiving side of oral communication.

As the "Father of the Field of Listening," what do you consider your most significant accomplishment in the field of listening?

You are kind. When one is engaged in pioneering work, the point that it is pioneering is often missed. We simply get caught up in the obvious challenges of the moment and move forward with excitement. In looking back, it is much clearer that the core of my seminal research, educational programs, professional articles, popular books, and numerous speeches, helped a multitude of individuals and organizations become better listeners. I am pleased we created the "Minnesota Listening Model", wherein Ron Brown, Manny Steil, Warren Gore, and I taught listening to thousands of students for more than forty years. As a result, the elemental question, "Can listening be taught?" was explored, answered, recognized, and accepted. Yes, it can!" In the process, we helped listening take a legitimate seat at the communication table. I am pleased to know I had a meaningful role in extending the lineage of professionals committed to advancing the worldwide study and development of listening. At 96, to know that so many have followed my lead, and are continuing to advance the study and development of listening throughout the world is satisfaction and accomplishment enough.

How will the listening field need to

change to meet the needs of future generations?

The basic compelling needs of mankind have not and will not change. With ongoing conflict around the globe, the pressing need for understanding is greater than ever. It is imperative all members of the international and achieving the basics of acceptance and cooperation. With mankind's need to understand and be understood, everyone in the field of listening must focus on the opportunity to raise the bar of listening research and teaching. We need to enhance listening in every corner and quarter of society. Action is the key. To meet the listening needs of future generations, we must target the listening needs of the present generation. As professionals in the field of listening, we will impact future listeners by impacting the listening of present leaders in every walk of life. If we fail, future listeners will listen like past listeners, and that will not be good enough.

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

As has been said, ILA's potential future is extraordinary. The foundation is solid. Its members are knowledgeable and committed. Our potential is great and our challenge is simple. If the ILA is to fulfill its potential, we must grow to a size and collective activities that allow measured impact. We need to create "partners and contributors" in every segment of society - education, business, government, churches, health care, financial circles, the military, science, international community, the arts, and in the media. Everywhere. Until we find partners, expand the scope, increase financial funding, and increase the number and impact of the present ILA members, we will miss the grand opportunity to grow listening and listeners throughout the world. As our present ILA members recruit additional members, become lifetime members, contribute actively to ILA and excite new "partners and contributors", the ILA will grow and thrive. As we do, listening and listeners will be served.

President's Perspective (Continued)

outreach efforts well in developing and maintaining the website from its inception. Our website is an example of a medium that continues to serve as an effective marketing tool and should also assist in ensuring a successful convention. We have continued to reach potential members on a daily basis who would not have heard of ILA had they been dependant upon more traditional channels. The website has greeted visitors from more than 100 countries and has had more than 750,000 hits since tracking began three years ago. Barb has also increased listening awareness through maintaining the listening quotations e-mail list. Currently the list has more than 2000 subscribers. Obviously, the majority are not current ILA members yet they receive weekly reminders of the importance of listening and awareness of the organization. Barb has recently been confirmed as the Nominating Committee's nominee for 1st Vice President Elect. We must all work to locate a suitable replacement for her as Webmaster. Barb will be hard to replace but she is determined to make the transition a smooth one and will be a dedicated mentor to the next Webmaster.

Holding our first annual convention in Europe has presented a number of challenges for the Executive Board and the Executive Director. Rest assured that all involved have risen to the challenge. Following our Sweden convention the next Board will have to assess the experience. It is hopeful that our 2003 convention will establish a foundation for future annual conventions outside North America. Executive Board member **Margarete Imhof** has already expressed interest in developing a proposal for a future convention in Frankfurt, Germany and we **have been** contacted with an inquiry for conducting a meeting in Australia.

Board members have also focused time and energy on developing a contest whereby the membership was challenged to get their local radio stations to air PSAs promoting Listening Awareness Month as well as the organization. **Dick Halley** produced the spots and **Lisa Orick** conducted the contest. Results will be announced at the Sweden convention.

During her tenure as ILA Secretary, **Laura Janusik** has seen her responsi-

bilities evolve into a far more active and time consuming role than in the past. The Executive Board now conducts a large portion of its business on-line necessitating the Secretary to maintain on-going minutes of the organization's electronic communication. Laura also worked diligently to confirm agreement with several DC area radio stations to air the ILA PSAs.

Second Vice President, **Mike Purdy**, has developed new welcome materials for new members and has finalized a historical outline of the organization. He has also been working with **Richard Anstruther** to develop a creative business conference proposal as requested by members of the business interest group.

We have all witnessed the transformation of the *Listening Post* under Editor **Rick Bommelje's** direction. Not only adding new columns but upgrading the printing thereby improving the publication's appearance has obviously produced a more appealing newsletter. To enable this transformation, Rick has generously donated his consulting services in a trade for the printing services. What an outstanding example of the dedication and service your ILA leaders provide. **Margaret Fitch-Hauser** strived to successfully get the *International Journal of Listening* back on schedule. While her efforts are laudable, we must now look for a replacement that she can begin to train and mentor to keep this publication on schedule. Please consider nominating yourself or another ILA member for either the position of Journal Editor or Webmaster. Both are highly valued members of the Executive Board and serve in roles crucial to fostering the ILA mission.

Several changes to the organizational structure have been proposed over the last year. First, an ad hoc Publication Committee has been established in an attempt to streamline the decision-making process concerning both print and electronic publications. While we have an advisory committee in place for the website, no such group exists for the organization's other publications. It is my intent that this committee be adopted as a standing committee but will take a by-law change to do so. Second, it has been suggested

and is currently under consideration to take the convention evaluation process out of the hands of the Executive Director and assign it to a group that is more removed from the convention planning process. This proposal was developed as a result of suggestions from the membership. Additionally, it has been suggested that membership categories be examined. **Jim Pratt** has suggested that two new categories be established. First, an emeritus membership would be advantageous to our retired members in that it would allow them to maintain their membership at a reduced rate while still providing the organization the benefit of keeping their expertise in place. Also, adding the category of a two-year regular membership would provide members a savings and the convenience of only having to renew every other year. Each of the proposed changes requires a by-law change, and will be discussed over the course of the following year. It has been decided to table all by-law changes for one year so as not to add additional burden to our first European convention. All such proposals will be constructed for membership consideration in 2004.

Overall, I have been blessed this past year by a terrific group of board members as the previous brief accounts attest. Frankly, I have had the time of my life! However, assessing our level of success following this years' convention will take outstanding leadership. I am certain that when I pass the gavel to **Melissa Beall** it will rest comfortably for the next year. Her steadfast strength will secure our future. I will rest easy and you can too. But, don't get too comfortable. I am also certain that Melissa will come calling with suggestions for all to be more involved. Her indelible spirit is like a contagion. I know for I have seen her take an abstract suggestion and despite many nay-sayers, develop it into a vivid, concrete proposal. Each of us can experience this idea come to fruition this summer in Sweden. I am certain that this will not only be our first successful convention outside the traditionally safe boundaries of North America and in conjunction with World Communication Association but also successful in contrast to all of our past conventions. I hope to see you there!

Help Yourself to a Smorgasboard (Continued from Page 1)

by Melissa L. Beall

no additional cost, and ice versa
transportation

Air travel will be into Arlanda International Airport. After collecting baggage, go to the Arlanda Express ticket booth to purchase your fare to Stockholm Centre. (Fares are 50 SEK higher if you purchase on the train.) Hugh and I paid 180 SEK (\$21.18 at the current rate of exchange) for pensioner fare for the two of us to travel on the fast train (20 minutes) from Arlanda to Central Stockholm's train station. Regular fare is 160 SEK per person. After you arrive at Stockholm Center you'll get off the express train, walk into the terminal, and take the stairs or the Hiss (elevator) down one level to purchase your Pendeltag commuter train ticket to Haninge Centrum. This cost is 60 SEK (\$7.06 US) per person or 30 SEK for pensioners. You may choose a round-trip ticket at well. You will proceed down the ramp to the entrance to tracks (spar) 13 and 14. If you require the elevator (Hiss) it will be to the right; take the elevator or stairs up t the track level and look for electronic signs announcing the train, destination, and time of arrival. Board the NYNASHAMN and VASTERHANINGE train to Haninge Centrum, the sixth stop from Stockholm Centre. The newer trains have electronic signage as well as voice announcements. You can also check the outside signs for your location. [There is also a bus from the airport to Stockholm Center; it costs a bit less and is somewhat slower. But, if you want to get a view of countryside and city, the bus is a good way to do so.] The Haninge Centrum stop is directly behind the Hotel Winn. To get there, go back in the direction from which the train came, take the escalator, elevator or stairs up one level to the street. Proceed out of the terminal. You will see signs as you exit the train station, pointing to the right. The building is a coral color. Look up on the side of the building: you will see a "W" overlaid with "Hotel Winn" immediately below "Najaden" - the Hotel is the fourth entrance. It has a green canopy awning. Go inside and almost straight ahead to the reception desk.

Haninge Community

Haninge is a suburb of Southern Stockholm, a community of industrial, technological, and educational centers. It is referred to as the "Detroit" of Sweden because of the numerous automobile dealers and the Northern European headquarters of several auto

companies. Ford, General Motors, Coca Cola, and Telia, a telephone, and high tech company, located just across from the Hotel Winn, all have headquarters in Haninge. Haninge was incorporated in the 1970s and has enjoyed a 400% growth increase in 30 years. The Hotel Winn is a short walk from the Haninge KulturHus [Culture House], Bibliotek (library) and Konsthallen (Art Hall). Another short walk gets one into the Centrum, generally open between 9 a.m. and 7 p.m. Monday through Friday and 9 to 5 on Sunday. Here one may find banks, ATM machines, a bakery, a floral shop, hair salons, book store, grocery store, clothing, leather, jewelry and shoe stores, a tobacco shop, the Pressbyran (newsstand), an Apotek (pharmacy is closed on Sunday and only open 10 to 2 on Saturday), the System Bolaget [state-owned liquor store] and several restaurants. Qings Garden is an excellent Asian restaurant and bar. There's also O'Leary's [a Boston Sports Bar and Grill], Kebab Grill and Pizzeria, Cafe Roma, Taco Bar, Konditori Paus (sandwiches, coffee/tea, great pastries) and a large McDonalds. [There's also a 24/7 McDonalds several blocks away.] The hospital/clinic is the "Sjukhus" just one block from the Centrum. A doctor is on call for Hotel guests.

Other items of interest

The drinking water all over Sweden is clear and pure--no need to buy bottled water unless you want sparkling water. Every place we traveled from airport to the Stockholm Centre train station, the Pendeltag [Commuter Train] from Stockholm to Haninge, and the entire area around the train station, Hotel, KulturHus and Centrum was very safe for walking. The nature trails are lovely, safe, and accessible. The Tyresta National Park is about 3 km from the Hotel but requires a car, a bus ride and a 1/2 mile walk, or a healthy walk from the Centrum. Haninge is famous for golf.



There are three golf courses (one of the club houses is a castle!). The home of Frederica Bremer, famous Swedish sculptress is a short drive from the Hotel.

Swedes learn English for at least six years so are quite proficient. We found people to be helpful, though mostly very quiet. Many words are similar to English. Most restaurants have Swedish and English names and descriptions. At the Hotel meals, most items are labeled. If you want to know, ask the serving staff or check with me. There are some interesting breakfast items. For example "Blarbars soppa" is a blue filmy substance, similar to a U.S. blueberry smoothie without ice. Hjorton sylt is cloudberry jam and apelsin marmalad is orange marmalade. You can almost always order biff (beef), skinka (ham) or kyckling (chicken) at lunch or dinner. Breakfast and lunch are the big meals of the day in Sweden. Dinner is generally meat, potatoes, and vegetables, plus mineral water, coffee, or tea. If you have special dietary or medical restrictions, please let the Hotel Winn know in advance.

When you register via email at the Hotel, be sure to identify ILA and contact Robert Jons-son directly
<rj@winnhaninge.softwarehotels.se>.

Incidentals

Average July temperatures are 25 to 30 degrees Celsius (60 to 70 degrees Fahrenheit is the average). It can be rainy and cool. Be sure to bring a sweater! Also, if you need tissues, bring your own. Most Swedish hotels do not have washcloths (or facecloths), so if you need them, bring your own. Shampoo and shower gel are liquids mounted in a dispenser in the shower and near the lavatory. There is no bar soap, and there are no small bottles of shampoo or conditioner.

To register for convention,
go to
www.listen.org

Have questions?
Please email me
Melissa.Beall@uni.edu
or call me at
319-273-2992 or
319-266-9827.
See you in Haninge

2003 ILA OFFICER NOMINATIONS

The 2002-2003 ILA Nominating Committee (consisting of Chair Carol Christy, Wayne Bond, Lyman K. Steil and Sheila Bentley) present the following nominations for ILA officers

First Vice President Elect

Barbara M. Nixon

Barbara B. Nixon, M.A., is a Life Member of the International Listening Association, and has been deeply involved in ILA committees and leadership roles since she joined in 1993, including Webmaster, Secretary and



Listening Post Editor. One of Barbara's major goals for the organization in the coming years is to increase the media coverage for the association and the importance of listening in all aspects of our lives. She firmly believes that Listening Matters. Barbara is an Organization Development Consultant for Wisconsin Public Service Corporation in Green Bay, WI. Previously, she was a training manager for two Fortune 500 corporations in the Midwest. She is an ordained elder at First United Presbyterian Church of De Pere (WI), where she also serves as leader of the adult education programming. Also, Barbara is an adjunct faculty member for Concordia University Wisconsin, teaching and developing courses in its Management and Communication major. Two ILA awards were conferred on Barbara: the Special Recognition Award (for her work in establishing, maintaining and enhancing the ILA website) in 2001 and the President's Award in 1998. Though

mentioned last here, Barbara's family comes first in her life. Two of her children (Sam, now 5, and Kate, now 3-1/2) have even attended ILA conventions with her when they were infants. Rounding out the Nixon family are sons Kyle (almost 14) and James (12), and husband Kevin, who willingly stays home with the children while Barbara attends ILA functions and volunteers her time for the cause of listening.

Member at Large, Global Outreach

Margarete Imhof, Ph.D.

Margarete Imhof is a trained school psychologist and English teacher. She was a doctoral student and teaching assistant for educational psychology at Bamberg University / Germany where she completed her dissertation on attention regulation, which was also the point of departure for listening research. Since



1995, she has held a position as an academic lecturer at Johann Wolfgang Goethe University in Frankfurt / Main, Germany. She teaches in a teacher training department and she is doing listening research "on the side." This includes mentoring senior theses on listening, seminars on learning and teaching listening, giving workshops as part of in-service teacher education. Just recently, she published the first textbook on listening in German. She has been a member of ILA since 1998 and has presented at several ILA conventions.



Member at Large , Public Relations Cynthia Grobmeier



A relative newcomer to the International Listening Association, Cynthia Grobmeier became very involved last year when she assumed the role of Editor of The Listening Profes-

sional (formerly The Earpiece). After months of hard work, she hopes to have this second edition of the ILA's business publication available in April. Professionally, Cynthia wears several hats. As President of Canvas Communications, Ltd., she oversees the publishing of a bi-monthly Midwestern arts and crafts publication, *CraftFare Magazine*, as well as provides graphic design services to various clients. For eight years, she has also taught communication courses at colleges and universities throughout the Chicago area, most recently at St. Xavier University and Benedictine University. Cynthia earned her M.A. in Communication Studies from Governors State University and her B.A. in Public Relations and Advertising from St. Xavier. She and her husband Frank are raising their daughters, Samantha (3) and Madeleine (20 months) in Frankfort, Illinois, where in her spare time she enjoys vegetable gardening and landscaping design.

2003 ILA OFFICER NOMINATIONS

Nominating Committee

Judi Brownell, Ph.D.

Judi Brownell is a professor of organizational communication at the School of Hotel Administration, Cornell University. Professor



Brownell teaches graduate and undergraduate courses in organizational and managerial communication, organizational behavior, and human resources management.

She participates regularly in the School's executive education program and has designed and conducted training seminars for a wide range of hospitality, educational, high-technology, and other work organizations. Professor Brownell has identified six components of managerial listening behavior and has completed a comprehensive survey exploring the specific communication practices of middle and upper-level hospitality managers. She has studied the implementation of total quality management programs and has designed an assessment for the communication of service values within a hospitality organization. Her current research focuses on listening as it relates to communicating and maintaining service quality standards in the highly international cruise industry. Dr. Brownell is author of several business and communication texts. She serves on the editorial boards of five professional journals. She is a past president of the International Listening Association, and has been inducted into the International Listening Association's Hall of Fame. She was Vice President of the New York State Communication Association and is past president of the Southern Tier Chapter, American Society for Training and Development.

Charles Roberts, Ph.D.

Charles Roberts is Chairperson of the Department of Communication at East Tennessee State University.



He is a life member of ILA and has participated actively at 15 ILA conventions.

One of his papers was awarded the Ralph G. Nichols Award and five of his students have won the James I. Brown Award. Charles has been privileged to serve the ILA as the Chair of the Ralph I. Nichols Research Award Committee, as Chair of the James I. Brown Research Award Committee, as Executive Director of the association, as Editor of the International Journal of Listening, as President of the association, and as a member of various ILA boards and committees. He has edited and/or authored four books, numerous book chapters and juried journal articles, and co-produced three video versions of the Watson-Barker Listening Test. He also has been active in the area of listening assessment and training in the corporate sector and has held a number of regional and national offices in other professional organizations. Recently he consulted with test designers at ETS and with members of AAMC to help redesign the MCAT to include the assessment of listening.

Kazuo (Tatchan) Akasaka Japan

Dr. Kazuo Akasaka is a recognized authority in the communication field in Japan. He is a professor at Sapporo University and has also taught at Aomori University.



Margaret Fitch-Hauser, Ph.D.

Margaret Fitch-Hauser is a proven trainer and consultant driven by a passion for continuous learning and personal development. Her custom tailored programs have focused on all aspects of human communication, particularly in the realms of image management, leadership development, and skill development. Margaret has worked for over 20 years as a trainer, facilitator and consultant with many for profit and not-for-profit organizations. Margaret has also worked with numerous community and organizational leadership programs. These programs are designed to build leadership teams, promote coalition building and increase the awareness of the participants to the importance of looking beyond their own skills and experiences.



As a recognized scholar in listening and the cognitive processes of message interpretation, Margaret has served as an expert witness in several civil litigations and has been interviewed by such publications as Today's Supervisor. In addition, she has published numerous scholarly articles and book chapters. Her clients have included The United States Chamber of Commerce's Institutes for Organization Management, the oldest continuing education program in the United States. In addition, she has worked with the community leadership programs in Jackson and Natchez, MS; Norman, OK; St. Joseph, MO, and Fredericksburg, TX. She has also worked with The IVY Tech system, McLane Company, The National Association of Realtors, The Florida and The Georgia Association of Realtors, and many other organizations.

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LISTENING



I. Warton Ong from the Republic of Singapore conducted a one day listening workshop at the Singapore Institute of Management in January 25th, 2003. The title of the workshop "Carrots or Sticks - Listen Up and be Successful". The one day workshop was attended by 30 participants.

Barbara Nixon was invited to share her experiences in listening with participants in the Sheboygan (WI) Area Chamber of Commerce's Leadership Sheboygan program. She has led several "Listening to Diversity" and "Listening: The Hidden Competency" workshops for leaders and employees at Wisconsin Public Service Corporation in Green Bay, WI. In addition, listening is a major component in her "Communication Matters" and "Managing Priorities" workshops. In April, Barbara Nixon, an organization development consultant for Wisconsin Public Service Corp., was the keynote speaker for the Sheboygan County (WI) Chamber of Commerce's Leadership Sheboygan alumni reunion, speaking on the topic "Listening to Diversity: A Leadership Challenge." Barbara also offered a similar presentation on the role of listening in diversity for the Manitowoc - Two Rivers Area (WI) Chamber of Commerce's Leadership Manitowoc County program.

Rochelle Devereaux led a full day Leadership Communication workshop for Oregon fire district personnel in January sponsored by the Marion County Fire District #1 training office incorporating listening skills and communication styles into the program. In February she delivered a two day workshop 'Making Connections' covering listening, dialogue, and feedback sponsored by the Marion County Fire District #1 training office.

Ruth Spillberg taught a three credit college Listening course as a five day intensive during January, 2003 for the second

year in a row. Police officers and nurses made up half the class, so we were well represented if we ran into any problems!

Mary Bozik, was interviewed Feb. 26 about Listening Awareness month. UNI provides a service to radio stations that offers faculty comments on a variety of topics, and Iowa radio stations dial in and record them as desired. Mary was also part of a panel at the February Convention of the Assoc. of Teacher Educators in which she focused on how teacher educators could be competent listeners.

In March, **Margarete Imhof** taught a workshop on listening to teachers of music. She also published one of the first text books on listening in German: *Zuhören - Psychologische Aspekte der auditiven Informationsverarbeitung*

Greg Enos continues to offer "Sharpening Your Listening Skills" programs in both public and private workshops in New England. He has been elected president of the American Society for Training and Development (Bay Colonies Chapter) in Providence, RI.

Jean A. Harris presented seminars on Listening in the Workplace to two classes at the University of New Mexico - Organizational Communication and Public Speaking.



LISTENING

by Dick Holmes

The listener
keeps digging
deeper and deeper,
turns into the
Negative Capability
Keats speaks of,
the purest form
of absence.
The musicians
and their instruments
transform
into Music.
Talk comes to rest
in the Still,
Small Voice
everything comes
from. Deep within
the Womb,
the word HOME
ripples
in the Silence.

Note: "Negative Capability" refers to a term coined by John Keats, early 19th century British poet. It means the capacity to absorb more and more experience through allowing it to keep coming on, unfiltered and meaningful on its own terms.

Dick Holmes is the husband of ILA member Bronia Holmes.

2 ILA LEADERSHIP POSITIONS AVAILABLE

1. ILA WEBMASTER
2. EDITOR, *International Journal of Listening*,

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ILA Life Member

Former Listener Instructor with
GE Company

ED's Report by Jim Pratt, Executive Director



By the time you read this, the convention in Sweden will be just a few weeks away. As I write this, my convention checklist is on my desk, with all arrangements up to date. All that's left is to pack my bags.

Elsewhere in this issue of the LP you will see the ILA's financial report for 2002, and you will note that we

remain in good fiscal health. The report is usually presented at the convention before being printed, but since the convention is later in the year and the financial report had already been prepared, I am sharing it with you now. It will still be presented in Stockholm for discussion, but this way you will be able to peruse it first. Even as we make the final plans for this convention, though, we continue our planning for other future conventions. Usually, we begin to work on convention arrangements about three years in advance, so here is an update on 2004, 2005, and 2006, for those who like to plan ahead:

In 2004, our convention dates will be April 14-18, and we will meet at the Holiday Inn Select at Belltower Center in Fort Myers, Florida. April dates avoid high season in Fort Myers, and so we were able to arrange attractive hotel rates; we also avoid conflicts with the regional speech communication associations that meet in the spring. The adjoining Homewood Suites provides the option of more spacious accommodations, and concierge floor rooms are also available at the Holiday Inn. Located in an upscale shopping center and with many restaurants within walking distance, the hotel also provides free shuttle service to the nearby Fort Myers airport. And the beach is just minutes away.

In 2005, our convention dates will be April 13-17, and we will meet at the Marriott City Center Hotel in Minneapolis, Minnesota. April dates in Minnesota avoid high school athletic tournaments and most chances of snow, although the Marriott's location, on the skyway system in the heart of the downtown Minneapolis dining, shopping, and entertainment district makes weather irrelevant. These dates also avoid other convention conflicts. Our eighth-floor meeting rooms provide panoramic views of the City of Lakes, and a new light-rail system will link downtown Minneapolis with the airport and Mall of America.

The 2006 convention is still in the preliminary planning stages, and Mary Wise (wisemary@elon.edu) is the chair of the site selection committee. The committee is generally considering sites in the Western part of the U.S., so if you have a suggestion for a site or want to volunteer as a local arrangements chair, please contact Mary. Thanks for listening! - Jim

ILA PUBLICATIONS TO BE AVAILABLE ELECTRONICALLY

ILA has signed an exclusive agreement with Ebsco Publishing to include the International Journal of Listening, the EarPiece, and the Listening Professional in their new full-text electronic database. Ebsco Publishing has recently acquired the CommSearch database from the National Communication Association. The database will be expanded from its original 26 titles to about 150 titles, including all NCA publications; it is envisioned as the "superior database related to the field of communication." This action will significantly expand the availability of ILA publications to researchers worldwide.

CURRENT BOARD MEMBERS CONTINUING THEIR TERMS OR ASCENDING

Kimberly Batty-Herbert
becomes Immediate Past President
Melissa Beall ascends to President
Ray McKelvy ascends to First Vice President
Second Vice-President—Michael Purdy
Secretary—Laura Janusik
Executive Director—James W. Pratt
Editor, Listening Post—Rick Bommelje

CALL FOR ILJ

The International Journal of Listening, a journal published by the International Listening Association, encourages you to submit original research on listening and intrapersonal processes for review and consideration. The journal is published annually. Interested scholars should submit three copies of manuscripts in APA style to:

Dr. Margaret Fitch-Hauser,
Editor

International Journal of Listening
Department of Communication
and

Journalism
Auburn University, AL 36849

International Listening Association

FINANCIAL STATEMENT FOR 2002

Income:		Budgeted		Actual
	#		#	
Membership, Regular renew @ \$75	160	\$17000.00	147	\$11020.00
Membership, Regular new @ \$75	50	\$3750.00	45	\$3375.00
Membership, Life paid @ \$1000	1	\$1000.00	2	\$2000.00
Membership, Life paying @ \$250	5	\$1250.00	5	\$1250.00
Membership, Sustaining @ \$235	4	\$940.00	9	\$2115.00
Membership, Organizational @ \$425	5	\$2125.00	4	\$1700.00
Membership, Student renew @ \$35	20	\$700.00	14	\$490.00
Membership, Student new @ \$35	20	\$700.00	9	\$315.00
Dues subtotal	265	\$22465.00	235	\$22265.00
Bibliography		\$300.00		\$10.00
Boutique, net		\$100.00		-\$750.84
				(\$416.65 - \$1167.49 = -\$750.84)
Convention: Book display, net		\$300.00		\$318.05
				(\$648.95 - \$330.90 = \$318.05)
Convention: Donations		\$1100.00		\$657.00
Convention: Registration @ \$175	150	\$26250.00	112	\$18520.00
CPRC, net		\$300.00		\$214.00
				(\$214.00 - \$0 = \$214.00)
IJL subscriptions & purchases @ \$40 or \$36	50	\$2000.00	7.3	\$292.00
Interest		\$3600.00		\$994.97
LP advertising				\$75.00
Royalties				\$106.74
Tribute Fund				\$450.00
Total income		\$56415.00		\$43151.92

SAVINGS ACCOUNTS

General savings	\$16403.74
CDs	\$40000.00
Total	\$56403.74

ACCOUNTS RECEIVABLE

ACCOUNTS RECEIVABLE	\$0.00
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ACCOUNTS PAYABLE

ACCOUNTS PAYABLE	\$0.00
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SUMMARY OF ASSETS, December 31st, 2002

Checkbook	\$1598.39
CDs	\$40000.00
General savings	\$16403.74
Total	\$58002.13
Accounts Receivable	\$0.00
Total	\$58002.13

Income total, 2002

Income total, 2002	\$43151.92
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Expenses total, 2002

Expenses total, 2002	\$38471.44
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Difference	\$4680.48
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Comments:

- Line 16: Membership numbers are up, although not as high as projected. We have 63 life members, 56 of whom are not reflected in dues payment.
- Line 23: While convention registration was less than projected, convention expenses were comparably less, so bottom line was positive.
- Line 26: Institutional/library holdings of the IJL remain low. My efforts to increase library holdings have been largely unsuccessful.
- Line 27: This interest payment is significantly higher than the interest category shown in the checkbook record, because most of the CD interest compounded and so wasn't shown in current income.
- Line 37: Cost for awards/plaques is significantly lower this year with a new vendor.
- Line 39: No committees requested money. This year, Nominations has requested postage/printing costs, and I'll probably charge the digital camera purchase to Archives.
- Line 48: We had no line item for EarPiece (now LProf), but...
- Line 51: IJL costs were low so the IJL line item will cover both.

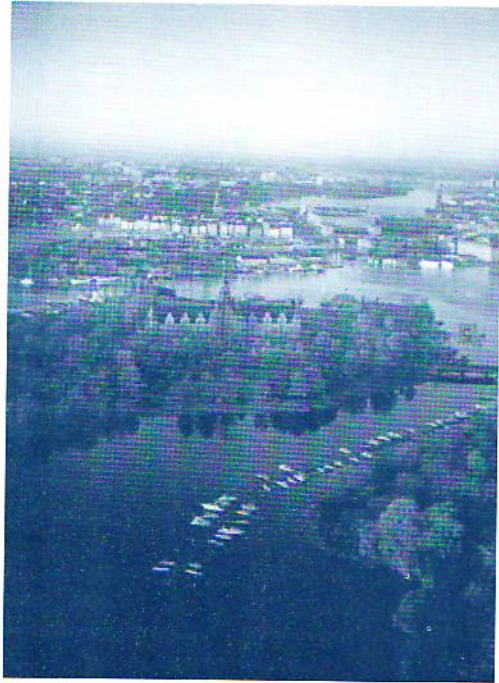
Expenses:

	Budgeted	Actual
America Online	\$263.40	\$286.80
Awards/Plaques		\$406.44
Bank charges & credit card fees	\$975.00	\$845.47
Committees	\$500.00	
Convention expenses: Gifts (President, Host)		\$505.09
Board Meeting, Sept.		\$2079.61
Convention expenses: Meals/AV @ \$125	150 \$18750.00	112 \$11162.11
Convention expenses: Postage	\$400.00	\$347.61
Convention expenses: Printing	\$1500.00	\$240.88
Convention expenses: Speakers & rooms	\$1000.00	\$720.00
Convention expenses: Student grants	\$1000.00	\$380.00
Directory printing & mailing	\$1500.00	\$635.69
EarPiece printing & mailing		\$2202.54
Equipment	\$500.00	\$0.00
Insurance	\$544.00	\$497.00
IJL printing & mailing	\$2500.00	\$114.40
Listening Post printing & mailing	\$1500.00	\$1002.26
Postage	\$1500.00	\$266.91
Printing & Photocopying: General		\$0.00
Printing: Brochures	\$1500.00	\$429.80
Printing: Postcards		\$69.50
Staff: Executive Director	\$12500.00	\$12499.92
Staff: Intern		\$95.00
Supplies	\$2000.00	\$686.79
Tax preparation	\$800.00	\$885.00
Website		\$448.85
Telephone	\$1500.00	\$1080.36
Travel: Fort Myers site visit	\$2000.00	\$583.41
Total expenses:	\$52732.40	\$38471.44
Transfer to Life member savings	\$2450.00	\$3250.00
Unbudgeted reserve	\$1432.60	
Total, Expenses plus Transfer plus Reserve	\$56615.00	\$41721.44
Income less expenses, transfer, & reserve	\$3682.60	\$1430.48

Respectfully submitted,



James W. Pratt, Executive Director



"TOUCH THE WORLD: LISTEN"

July 17–20, 2003

ILA CONVENTION: SWEDEN



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