



LISTENING POST

Newsletter of the International Listening Association

Vol. 85, Fall 2003

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

2003 ILA AWARD WINNERS



President Jimmy Carter
ILA Listener of the Year

This year's recipient served as the U.S. President from January 20, 1977 to January 20, 1981. Because of his unselfish efforts as a negotiator for peace and humanity, his years of service in roles where listening is a key component, and his example to the world, as well as to us, his fellow countrymen, the ILA Awards committee presented President Jimmy Carter for Listener of the Year.

Business Award **SusanEllen Bacon**

SusanEllen has consistently provided leadership and practical information about listening in business throughout her career. As an ILA member, she served on the Executive Board and rose to the office of President. She has been active in the Business Interest Group not only as presenter and participant, but also as a chair of the Business Conference. In addition to bringing information and training in listening to the private sector as a consultant, she has worked in the educational professions as well first at secondary and elementary levels then at the college level.



Judi Brownell, Ph.D.
ILA Hall of Fame

Professor of the Hotel Management School of Cornell University, Judi, a former ILA President, is an energetic and warm combination of leader, educator, researcher, and role model. She has contributed publications, presentations, service to ILA, and consultation as a listening scholar. Her text "Listening Attitudes, Skills, and Practices" is in its second edition.

Outstanding Teacher of Listening **Kathy Thompson, Ph.D.**

From the time of her introduction to the International Listening Association, Kathy Thompson has been a loyal, hard working member, officer, Business Interest Group member, Midwest Conference Chair, Executive Director, and Executive Board Member. As an Associate Professor of Professional Communication at Alverno College in Milwaukee, Kathy has not only designed units in listening for her own numerous classes, but she has faithfully through the years built a respect and even enthusiasm for teaching listening skills across the curriculum.



Margaret Fitch-Hauser, Ph.D.
Research Award

A long time member of ILA, Margaret has been active in the Research Committee, has served as President and Executive Board member. She launched the first Listening magazine for the organization and is currently the editor of the International Journal of Listening, a position demanding expertise in research. She consistently adds to our knowledge of the listening process by doing her own research and by presenting those findings at ILA Annual meetings.

Ethel Glenn, Ph.D. **Research Award**

A veteran member of ILA, Ethel has not only contributed her own research to the organization, but has yearly spent many hours assisting ISIP with the determination of their research awards: The Ralph Nichols Award and the James I. Brown Award. A long time member of the research committee, a former President of the Association, and a frequent presenter, Dr. Glenn has influenced numerous undergraduate and graduate students to add to the knowledge of the listening process. As a former professor of communication at the University of North Carolina, her role in advising students has been as important as her individual contributions in the research area.

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President's Perspective



Melissa L. Beall
ILA President 2003
Receiving the gavel from
Past President
Kimberly Batty-Herbert

Musings from Melissa

We've had about six weeks to unwind from our historic convention in Sweden. Number 24 was an annual international conference in an international location. We collaborated with the World Communication Association, and we made contact with people from all over the world who knew little about ILA. Our colleagues in the World Communication Association were pleased with the collaboration. ILA Executive Board members seemed pleased with our first truly international convention. While we did not present a perfect convention, we offered opportunities to many people. I corresponded with people from all over the world, some of whom submitted papers and had papers accepted. World events, however, play a greater role than ever before on who travels where. We had delegations from Uganda, Nigeria, and Liberia who were unable to leave their countries. We also had people from the U.S. who were afraid to travel, given world events. Some delegations were not granted visas. A delegation from Liberia was unable to leave the country, given the strife there. I learned a great deal about the protocol of dealing with international embassies regarding the granting of

visas. Barbara Monfils, Secretary General of WCA, said, she, too, learned a great deal more about international travel than at any time in the past. WCA meets on a biennial basis, always in an international location. The 2001 WCA convention was pre-9-11, in Spain. Barbara indicates the number of letters she wrote to embassies verifying convention presentation quadrupled from previous years.

The good news is that we have members from 40 different countries outside the U.S., and we would have had presenters from 15 different countries were it not for visa or financial problems. And, some of our WCA colleagues requested that we have more collaboration, or perhaps workshops or get-acquainted sessions at future conventions so they could learn more about listening in business and academia. Stay tuned for details as we work on possibilities! Let me address some concerns that some of you shared with me or other members of the Executive Board. Several of you indicated some disappointment that we didn't have more international presenters. We tried! Because we went to Sweden, I would hope that we would gain more international members and presenters for future conventions. One thing we must keep in mind, however, is that we in the U.S. are lucky to be able to get bargain airfares. Our European,

Asian, and Australian colleagues do not have that same kind of luxury. We cannot expect to get international members if we are perceived as a "U.S. organization." If we wish to gain and retain international members, we must make an effort to go to them. This can be done by meeting in international settings, and by encouraging more international "chapters" of ILA. We also need to avoid ethnocentrism. There are many similarities and many differences in customs, traditions, and expectations. U.S. conventions are very different from conventions in other parts of the world. Our expectations vary, as well. Sweden was unusually warm this summer, and, as you discovered, we missed cool rooms. There are a few hotels that are air-conditioned. The costs seem exorbitant, however! We felt that your money would be better spent on a hotel that was more reasonable in cost. Hugh, Mom, and I stayed at a hotel nearer the airport where the rates were more than double the Park Inn. There was no air conditioning. When we checked prices in Stockholm, air conditioned facilities were quoted at \$300 US per night, for a single.

We do need your feedback as we consider all future conventions and the possibility of international sites. What are your wishes? What would you like us to consider? Where do we go from here? Feel free to contact me (or any of your Executive Board members). I can be reached at Melissa.Beall@uni.edu, or you can write to me at 1607 West 4th Street, Cedar Falls, Iowa 50613. .

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Rick Bommelje, Editor **Listening Post** **Deadlines**

The deadline for all Listening Post materials (including articles and photographs) to appear in the next issue is December 15 2003.

Advertising

"The Advertising section for the Listening Post has been discontinued due to a U.S. Postal Service policy in which nonprofit organizations

Send materials to
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Make Today
Count!

- Mike

LISTENING LEGEND—Dr. Andrew D. Wolvin

In our ongoing recognition of 'Listening Legends' we are privileged to recognize and honor, Dr. Andrew D. Wolvin. A Past-President and Lifetime Member of the ILA, Dr. Wolvin is a professor in the Department of Communication at the University of Maryland. A prolific scholar and teacher, he has written numerous books and articles that have significantly advanced the field of listening.



What originally motivated you to become involved in the field of listening?

I was first introduced to the concept of teaching students about listening when I was a Speech Education student of Maxine Trauernicht at the University of Nebraska-Lincoln. When I first came to the University of Maryland many years ago, a course in listening was already on the books. I thought it would be an interesting course to teach, so I took it over from my predecessor. A few years later, Carolyn Coakley, a speech teacher in a nearby high school, came to study with me. It didn't take us long to realize that listening and listening education were fascinating, overlooked areas for research.

What do you consider your most significant accomplishment in the field of listening.

I would like to think that Carolyn and I have played a role in moving us forward as listening teacher/scholars. Our textbook, *Listening*, is currently in its fifth edition and is considered by many to be the leading text in the field of listening. When we began our work, much of our focus at that time, understandably, was on listening education. We were concerned about how best to teach students to be better listeners. I'm persuaded that a

discipline is mature, however, when the research of that discipline centers more on understanding the construct(s) beyond delivering education about it. I hope my research agenda reflects, and will continue to reflect, that shift to some of the basics of listening behavior.

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

As Dr. Nichols noted in your last piece, our world is in turmoil. As listening teacher/scholars, we understand how central listening is to peace and understanding. Yet I continue to be amazed (and discouraged) at how little impact we seem to have had on world affairs. I don't see a lot of evidence that officials are willing to or even know how to listen across cultures.

I also believe it's important that we take center stage in the communication discipline. I'm encouraged that one of our own, Isa Engleberg, is vice president/president of the National Communication Association. One of her special plenary "state of the art of scholarship in the field" sessions at the NCA convention is about listening. We need a stronger presence in communication journals beyond our own excellent *International Listening Journal*. And we need to be at least a chapter in all those Introduction to Communication Theory books that continue to perpetuate the communicator source and message perspective of the communication discipline. Interestingly, Carolyn and I did a piece, "Listening 1990," in the April 1990 *Listening Post* in which we offered our observations about how far the field of listening had come in the 1980s and how far we need to go in the 1990s. The agenda we envisioned for the 1990s seems as relevant to the 2000s as it did a decade ago: recognize that we are an oral society which depends upon skillful

listening; strengthen our research base; convince the academic world of the importance of direct instruction in listening; and establish listeners as active, responsible communication partners. In broadening our research base, we need to go to cognitive psychology to extend our listening models beyond information processing into listening cognition. Further, McCroskey and Beatty make a strong case for a communibiology perspective that should be brought to bear in our listening research--not just the physiological dimensions of listening but also the genetic predispositions that shape our listening cognitions and behaviors.

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

The potential for ILA was energizing to many of us from the beginning in Atlanta in 1979. When I was ILA president in 1984, I gave a luncheon speech where I talked about how we need to develop more of an international reach. The convention in Stockholm and some of our special conferences in other international cities are a good start. And I share Manny Steil's dream that, much as we love our opportunities for lots of personal interaction at conferences, ILA could be a major association with a significant membership roster. The state of the world today demonstrates, now more than ever, that we must become a world of listeners. And who better to provide that listening leadership than ILA. That ILA leadership, however, requires that we continue to be recognized as the central, professional "home" for listening researchers and educators, and that we also become the central gathering place for listening practitioners. People who listen have a great deal to tell us as we expand our scholarship and teaching. And our scholarship and teaching have a lot to offer to listening communicators throughout the world.

We will likely conduct a survey to get specific input, but feel free to contact us with your suggestions and concerns.

In April 2004, we will meet in Fort Myers, Florida. Ray McKelvy, Maria Roca, Amy Oxendine, and Tara McLaughlin already have wonderful ideas for celebrating our 25th anniversary. Your Executive Board will meet at the Holiday Inn Select in Ft. Myers this September. We'll be sure to provide information for you in the *Listening Post*, other mailings, and, of course in email blasts to the membership. We'll keep you posted on plans for that convention as well as for future collaborative efforts.

I look forward to seeing all of you in Ft. Myers as we celebrate 25 years as an organization. Will you be one of the 250 members who attend?

The 2002-2003 ILA Board met for its final time in Haninge, Sweden, on July 16th, and the new Board met on Sunday, July 20th. Wednesday's Board focused on transitioning responsibilities to the new members and convention readiness. Additional business included the creation and dissemination of New Member Documents. These are given to all new ILA members, and they provide a general history of the ILA. Additionally, the Listening Bibliography, which provides a wealth of listening resources, will be available shortly at the website. Today's technology makes research on listening much easier to locate, so the bibliography is complete through 1996, with some additional resources through 2000. Additionally, the new Student Board Member, Stephanie Materese from the University of Maryland, was officially appointed by the President. Finally, the Internet Board meeting minutes unanimously were accepted as the formal record.

Sunday's Board passed the motion that the Carolyn Coakley Hickerson Scholarship be administered by the ILA Awards Committee. The Board also began planning ideas for Listening Awareness Month as well as ideas for recruiting future ILA members from various professional organizations and associations. Ideas included government, military, ASTD, NIH/NCI, SHRM, spiritual groups, hostels, AARP, and various religious/legal/environmental/health and medical organizations. If you have a specific idea of another organization, please forward your idea to any Board member.

The motion to limit committee membership to those individuals appointed by the President was approved. It was agreed that Kimberly Batty-Herbert, as the Past President, would take on the special project of further defining the ILA committees' roles and respon-

sibilities. Finally, the Board set the goal of 250 members attending the 2004 convention in Fort Meyers. To meet this goal, we invite all ILA members to encourage colleagues to submit papers and panel proposals and join us in Fort Meyers.

MEMBERSHIP BREAKFAST BUSINESS MEETING

Friday's General Assembly began with officers' reports as well as the membership voting to accept the Breakfast Meeting Minutes from the 2002 convention.

Highlights of the meeting included kudos for Jim Pratt for making the administration of the first international convention so smooth. Additionally, kudos were given to editors Rick Bommelje and Cynthia Grobmeier for elevating the professionalism of the Listing Post and Listening Professional.

Melissa Beall, President, reported that she received over 5,000 e-mail inquiries about this conference, and 150 papers were submitted for review. Ray McKelvy, First Vice President Elect, added that the call for papers for the 2004 convention was out, and further information was on ILA's website. Additionally, Ray encouraged members to contact him if they were interested in joining the program planning committee.

Second Vice President, Michael Purdy, reported that he had developed the resource directory and history of the ILA organization for new members. His next project would be to develop a short history of listening. The Secretary, Laura Janusik, reported that e-mail communication among Board members has increased dramatically, from 1,200 in 2002 to 4,700 in 2003. Also, she was successful in getting Clear Channel Radio in Washington DC, who represents at least 7 different radio stations, to broadcast ILA's Public Service

IN MEMORIUM

Joseph John McGee Jr., ILA member and widely respected businessman and community leader, died on September 3, 2003. Of all the valuable skills and lessons Joe learned, he would tell you, was the art of listening. A strong advocate of programs that teach listening skills, Joe and his wife Anne established an endowed chair at Rockhurst University for the specific purpose of applied research and instruction in the development of person-to-person communication with an emphasis on listening. It is the only such Listening Chair in the world to date. Joe and Anne were recently awarded the ILA Special Recognition Award. (see page 8)



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Secretary's Report - Continued

Announcements at least once on each station.

Member at Large for Global Affairs, Margaret Imhof, described her relationship with the German Listening Association during the last year, as well as her intent to continue to work with them.

Amy Oxendine, Student Board Member, reported on plans for the 2004 convention in Fort Meyers.

Immediate Past President, Dick Halley, stated that one of his primary roles was to provide continuity to the Board by addressing issues with which new members might not be familiar. He also was charged with the PSA project, which was successfully completed, and the association benefited by having the PSAs given air time at different radio stations across the country. As the liaison to the Council of Past President, Dick revealed that the Council nominated Sheila Bentley as chair, but the Council had nothing to report.

According to Barbara Nixon, Webmaster, ever since the 2002 convention, the ILA website has had about 500,000 hits from people in almost 100 countries. Additionally, listening quotations were sent on a weekly basis at a rate of about 300 different themed quotations in the last year. Subscriptions almost tripled, from less than 800 last April to nearly 2400 in July 2003.

As the Listening Post Editor, Rick Bommeleje shared that his philosophy was that the LP was a mirror reflecting who we are, and what we're doing, and it needs to be turned out and shown to the world. He challenged all members to contribute articles, ideas for articles, or information for future LP editions.

Jim Pratt, Executive Director, noted that the financial statement was printed in the last LP, and unlike California and the federal government, the association is under budget in all areas. The internet has made communicating with members easier, but the 10% of the membership who do not have e-mail access still have all hard copies of announcements sent to their homes. Additionally, all ILA publications are now available with EBSCO host, a contract just signed within the last few months. The royalties are a

minimum of \$2,500 per year, which is a dramatic increase from previous royalties. The benefit of EBSCO is that it is an on-line service, which will make ILA's publication available to many more people. However, EBSCO host is still a subscription service, so individual should check with their libraries to make certain that they are receiving the journal in either hard copy or through EBSCO host. If they are not, individuals should encourage their librarians to subscribe to the journal

Elections resulted in the following: Barbara Nixon as the 1st Vice President Elect; Cynthia Grobmeier as Member at Large for Public Relations; and , and Margarete Imhof as the Member at Large for Global Outreach. The new nominating committee consists of Charles Roberts, Margaret Fitch-Hauser, Judie Brownell, Kazuo(Tatchen)Akasaka and Pam Cooper .

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



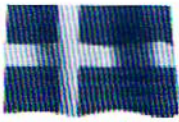
2 SPECIAL ILA PROJECTS

1. Second Annual ILA Contest! Help advertise Listening Awareness month in March 2004 by providing information on ILA to your local radio, TV, and News stations and win a special 25th anniversary ILA polo shirt! Go to the ILA webpage for PSA ideas and instructions. Email Dr. Lisa M. Orick, with confirmation that your PSA was used and have your name included in the Polo shirt drawing!

2. I need your help! One of my activities assigned to me as Member at large: Special Projects is to gather data on listening courses offered in colleges and universities and to collect sample syllabi. PLEASE contact me if your or your school offers a listening course with the answers to the following questions:

- How many listening courses a year does your institution offer?
- What is the number of students PER YEAR total enrolled in the listening course(s)?
- Please attach a syllabus

Email or regular mail your responses to:
Dr. Lisa M. Orick lisao@tvi.edu
4128 Inca Street NE Albuquerque, NM 87111
Fax (505) 275-7798



New Member Voices, Sweden July 2003

Edited by Michael Purdy

ILA's first annual conference outside of the U.S. was a rich and rewarding experience. Following are comments from some of the new members who attended the conference. Their interests and motivations were varied, as were their careers—from trainer to therapist to student—each found something of great value in the presentations, panels, social activities and tours. The reflections are presented with a little editing to fit the space, but otherwise are the words of members new to this conference.

#1 Dear Friends of ILA/WCA,

I enjoyed meeting all the members of ILA/WCA at this year's conference in Stockholm. However, there were specific folks that truly made a difference in my personal experience in Stockholm. Thank you for reaching out with warm welcomes during the beginning of the conference. I felt immediately right at home and was able to relax.

Many of you showed a genuine interest in my current listening project on Emancipatory Listening. This was very validating and encouraging. I returned home with a sense of renewal from your support. Many of you were open to my questions and went out of your way to listen to me struggle with how to ask about things that puzzle me related to my work and other research in the field.

I also enjoyed the hours of social time both during the conference and during the free time we had for sightseeing. It was great time to loosely hang out with people on the boat tour on the Baltic Sea. I had the opportunity to get to know the personal and professional things that interest you. Thank you for sharing.

I have many, many fond memories of the conference and my first visit to any part of Europe. In a nutshell, I had the time of my life! My world here at home in Seattle looks even bigger and a brighter than when I left. I have much ahead to look forward too and some of the thanks go to all of you. With warm appreciation,

Lori Joubert—Seattle, USA

#2 Reflections on the ILA Conference.

This was the first conference as well as first contact with ILA members for us. We were pleased to have been invited to speak, and that a group of serious people came and listened carefully to us. We were welcomed even as we approached the

issues of listening from a different perspective than most others at the conference. Overall, we found the community open, willing to listen, to share thinking, and to relate as human beings. We met a significant number of kind, thoughtful, and interesting people. We enter the field from a very different place; it appears, than most folks at the conference and hope that we can find more people who want to probe deeply into questions of listening. Listening is such an important and neglected topic and we are pleased to have found this group that has been wrestling with it for 24 years. We met a significant number of kind, thoughtful, and interesting people. The most satisfying times for us were in those sessions in which participants grappled with meaty questions. Some suggestions we would like to see in the next conference: longer time slots for presentations to allow for more discussion, specific sessions to ponder the deeper questions of listening, such as what the few philosophers who have thought about listening have to say about it, and the emerging neurobiological work that can shed light on listening. It would be great to tape the sessions so it wouldn't be so difficult to choose which ones to attend. We look forward to next year in Ft Myers.

Shirah and Chauncey Bell

#3 Students from Communication 296 and 322, University of St. Thomas

The student's responses included descriptions of the conference and panels, and also responses about how the conference would help them in a job/position/educational goal. The University of Saint Thomas group who attended the convention as part of a credit class included Debra Petersen, professor and 11 students. I have chosen three to represent the group.

1. Stasia Baker

About the conference: I attended the conference as part of an Intercultural Communication class I took before my senior year at the University of St. Thomas. It was a unique experience because very few students have the opportunity to take part in an academic conference in an international location such as Sweden. It was a phenomenal opportunity that I enjoyed greatly.

The session I enjoyed the most was a two-part seminar that focused on lis-

tening in multicultural situations. The panel consisted of speakers from several different countries including the Us, Australia, and Japan. Each presenter brought a different viewpoint about their countries listening styles. It was in a word, fascinating.

One opportunity from the conference: networking. I have networked in the past with various professionals but never on such an international level. This conference gave me the opportunity to converse with professionals from all over the globe.

2. Amber Schwartz

Describing the conference: There are members (both students and educators) attending from 25 different countries trying to learn more about listening and its complexities in different situations. Many attending are experts focusing on listening in communication whose jobs range from business professions to marriage and family therapy. Reaction to the program: The sessions ranged from panelists discussing how they use listening within their professions to group activities focusing on improving specific listening skills. There were educators introducing their dissertations and marriage and family therapists discussing the issues you should listen for in an intimate relationship. There were many panels with business professionals, lawyers and pastors discussing how they use listening skills to their advantage in their profession. Although the sessions ranged over many different topics, the main theme that ran across the board was how to become a better and more aware listener.

3. Allison Harrington

My participation in this conference will make me a better business professional because I have accumulated skills to help prepare me to listen, which I can apply before meeting with co-workers and clients, etc.

My participation in this conference will make me a better student because I acknowledge that listening is an active involved activity and I shouldn't plan to just "sit back and listen" in class. The conference could complement future interests if I decide to continue my studies in the communication field.

ILA Going International and Cultural by Kent Adelman

The ILA convention in Sweden is over and so, one of my dreams came true. When I visited the convention in Virginia Beach (2000) I was surprised when I got a tag saying "International member". My response was: "Are we not all international members?" The same year ILA had a summer conference in Japan (Aomori, 2000), and this summer, finally, the first convention ever outside USA was held in Stockholm (Haninge, 2003), Sweden. This was the 24th annual convention, so let us make a promise: We will not wait another 25 years until ILA go international next time.

As usual, the first vice president and the local committee had done a wonderful job, and the program was a nice smorgasbord for everybody. I think the Beauty on Water Boat Tour made it clear to everybody why Stockholm is called "The Venice of Scandinavia". This time I got a tag saying "Host" and suddenly I became *the* Swede or, like somebody put it: "Where are all the Swedes?" The devise for the convention was "Touch the world: Listen". To my mind that is some very beautiful words. I suggest we give those words a meaning every time we go to a different place or meet different people. In that way we can take our cultural differences seriously and not only talk about listening, but also listen to the culture in a broad sense.



The Wisdom of Listening A Book Review by Michael Gilbert



Brady, Mark (editor)
Wisdom Publications;
(October 2003)

Mark Brady has edited a fascinating book of writings that deal with listening from different philosophical, therapeutic and religious perspectives. Some of the writers suggest listening as a means of self discovery. Others see listening as a way of understanding people through their eyes or through their world. What I found unique about this book was atypical to many listening writings. This is not a *how to* book. It does not provide listings of techniques as to how to listen. Rather, it invites the reader to consider various contexts in which one listens.

I found some of the writing to be mystical, and it did not resonate with me initially. When I allowed myself to let the writing flow over me, I began to appreciate what the authors had to offer.

The writings are divided into three sections: The Promise of Listening, The Practice of Listening, and the Power of Listening. Many of the writings come from Eastern philosophy, particularly Zen Buddhism. I found Kathleen Riordan Speeth's discussion of *empathy* very engaging. She offered that when a therapist can *be* the client, only then can s/he understand the problem presented fully. She uses Martin Buber's concept of *thou*, which encourages one to move away from a personal perspective to something broader and more encompassing.

Fran Peavey suggested that the only way one can know the world is to listen to people from other cultures in their geographic contexts. She cited her journeys as the source of understanding, even though she admits to her attempts as being limited.

Nancy Mangano Rowe alluded to listening to and through our bodies. The "gut feelings" we have provide a "meta-awareness" of the world around us.

Rules of listening were the focus of

Michael Nichols' article. His (and other) guidance was the other-directed nature of listening. Whether in a therapeutic or interpersonal situation, it is important to examine what we are doing and why we are doing it.

Brady, a senior faculty mentor at the Institute of Transpersonal Psychology in Palo Alto, California, also gives us his perspective by sharing what he has learned from listening. He starts with a quote from J. Isham: "Listening is an attitude of the heart, a genuine desire to be with another that both attracts and heals." He emphasizes that listening takes practice, ending with his own definition of listening: *The ART of HEARing with the EARS of the HEART*. This is provocative reading

Dr. Michael Gilbert is professor of communication at Western Michigan University and a ILA Past-President.

The Feel of Silence A Book Review by Ruth Spillberg



Tucker, Bonnie Poitras.
The Feel of Silence.
Temple University Press,
1995.

Bonnie Poitras Tucker is one of those remarkable people who needed to apply a few ordinary things she learned early in life in an extraordinary way to get her through the rest of her life.. When she was just two years old, the young Bonnie experienced what was later diagnosed as "profound hearing loss." Because she could already talk, and was able to teach herself to lip read, she could carry on conversations with hearing people without disclosing her disability. As long as she could see their faces and read their lips, she was home free. Despite these talents, she yearned for a normal life.

Through sheer motivation and a lot of hard work, the author of this imaginative autobiography completed public school

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LISTENING



Kent Adelman, from Teacher education at Malmo University in Sweden, was invited to the Department of Odontology in August, where he presented an introduction to the field of listening, focusing on listening in the professions. This was the first time dental surgery students in Malmo had explored listening in their profession from a relational perspective, and the response from the students was very positive.

On September 4, Bronia Holmes distributed ILA brochures at her presentation on listening to twenty English teachers from Mexico who are participating in a four week Professional Development Seminar at the English Programs for Internationals, University of South Carolina.

Kimberly Batty-Herbert had an article titled "Listening: Everyone's Responsibility" included in the May 2, 2003, issue of Innovation Abstracts, Vol. XXXV, No. 15. The publication is produced by the National Institute for Staff and Organizational Development (NISOD) at The University of Texas at Austin.

Tommy Neuman delivered a listening seminar for a large agricultural business, the Westmoreland Berry Farm, in Virginia. He also guided two hour long listening 'teasers' for his colleagues on both of the campus' at Rappahannock Community College.

Barbara Nixon taught a course entitled "The Wisdom of Listening" for the Institute of Transpersonal Psychology Spiritual Paths and Traditions, Mount Madonna, Watsonville, CA on July 23-27, 2003

Graham Bodie and William Villaume have been accepted for publication in the December edition of the *International Journal of Listening*. The title of the article is "Aspects of Receiving Information: The Relationship between Listening Preferences, Communication Apprehension, Receiver Apprehension, and Communicator

Style". Graham currently works as a research analyst for Godwin Group Advertising Agency, Inc. William Villaume is currently an Associate Professor in the Department of Communication and Journalism at Auburn University.

Dr. Katja Bergmann had an article in *Erziehung und Wissenschaft* 7/8-2003, a German magazine for teachers and multipliers working in the area of education. "Lauschangriff, Ohrwurm oder Hörvampire..." is about the foundation of listening and the project of listening clubs.

Dr. Nanette Johnson-Curiskis had an article published in this year's edition of the *Communication and Theatre Association of Minnesota Journal* (CTAM) "Discriminative Listening: The Root of the Listening Process."

Kay Lindahl's new book, *Practicing the Sacred Art of Listening: A Guide to Enrich Your Relationships and Kindle Your Spiritual Life*, was released in September, published by SkyLight Paths Publishing in Woodstock, VT. Also, her first book *The Sacred Art of Listening*, has now been published in Germany by Luchow under the title *Mit dem Herzen horen* and also been published in the UK by Wild Goose Press.

Laura Janusik developed a 15-hour listening course for The Institute for Chinese Affairs at the University of Maryland, College Park. Sponsored the Advanced Public and Business Leadership Research and Development Program for Henan Province Executives, the Henan delegates, mostly Chinese government employees, were in the United States for 6 months to learn about American ways of business and culture

Dr. Michael Purdy attended the Fourth International Philosophy Conference on Globalization and Communication, August 11-14, 2003, at Rafael Landivar University in Guatemala City. He presented the paper: "Listening and Western Communication." He also spoke August 14th at the Guatemala UNICEF meeting on Journalism on the topic: "Communication/listening for journalists creating an informed society."



ILA AWARD WINNERS

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Special Recognition Award Joseph and Anne McGee

In 1986 Joseph and Anne McGee began an endowment fund to establish a Chair in Interpersonal Communication and Listening at Rockhurst University, Kansas City, MO. It is the only Listening Chair in the world to date. McGee noted, "If we could all listen better at all levels, there would be fewer problems at home, at the office, in the nation, and in the world." The endowment of the chair will support a faculty position in the Department of Communication and Fine Arts and will continue to support special projects to enrich the curriculum and provide scholarships in interpersonal communication and listening.

Special Recognition Award Kimberly Batty-Herbert

Kimberly has exemplified the spirit and dedication of a proactive and dedicated member of ILA over an extended period of time. Her competent, enthusiastic, and outstanding service to ILA since 1988 has been exemplary. Currently in her 7th year as an ILA Board Member, she has been elected to serve as Member-at-Large, Special Projects, Second Vice-President, and followed through the ascending order to President. As a committee member, she has graciously chaired the ILA Nominating Committee, ILA Awards Committee, and Convention Programming Committee.

Dissertation Award Nanette Curiskis, Ph.D.

For her dissertation, "Listening Pedagogy for Communication Arts and Literature: Teacher Licensure in Minnesota" presented at Capella University, Minneapolis, Minnesota, November 9, 2002.

Welcome New ILA Members
Please refer to ILA Directory for email
addresses & phone numbers



ED's Report by Jim Pratt,
Executive Director

The Stockholm convention was the beginning of a fine family vacation in Scandinavia. With my son Andrew at the wheel of our rented SAAB

station wagon, we drove to Oslo (recently declared the world's most expensive city), where my wife Ila June joined us. We crossed the magnificent Oresund bridge and tunnel, "the greatest engineering feat of the 20th century, between Sweden and Denmark, and ended our trip at Copenhagen, where we marveled at the thousands of bicycles on the streets and visited Tivoli every evening. My most prized souvenir is a CD of American golden oldies by the Danish Olsen Brothers, winners of the Eurovision Song Contest in 2000 and Denmark's first such award in 37 years; you may remember that this CD was played frequently as background music in the Park Inn dining room, and I'm sure I'll think of that whenever I hear "Daydream Believer". Here are my observations on the trip: Swedes are the most patient drivers in the world. As Andrew learned to drive our standard transmission Saab, killing the engine twice in the same intersection while the light changed from red to green to red, no one roared around us or honked a horn. "Road Rage" has yet to hit Scandinavia. Stockholm's Royal Palace boasts the best "changing of the guard," with several musical numbers by the mounted band during the hour-long ceremony. Oslo's and Copenhagen's were over in minutes, with no music. Public mass transit works very well, when most people don't own cars and when gas costs \$75 a tank. The Swedes have perfected the art of recycling. The spotless streets of Stockholm are a far cry from messy Copenhagen on a Sunday morning. The Vikings did discover America! Stockholm is now a pleasant memory.

Most who were at the convention will agree that it was successful, and that the collaboration with the World Communication Association worked very well. Our final official registration count was 84, lower than our recent attendance at conventions in the U.S. (125 to 150 is typical) but still large enough to be viable and consistent with our projections. And the final financial report shows a healthy positive balance of convention income compared to expenses. Our first convention outside the U.S. will be studied carefully by the board as plans are made for future conventions.

As for the immediate future, arrangements are in place for our 2004 convention in Fort Myers, Florida, on April 14-18. Local hosts Maria Roca, Amy Oxendine, and Tara McLaughlin tried to transport Florida sand to Sweden to entice us to come to Fort Myers, but they had to find alternatives when Swedish customs stopped them at the airport. Nan Johnson-Curiskis will be local host for our 2005 convention at the Minneapolis Marriott City Center on April 17-19. Members will enjoy the panoramic views from our meeting rooms at the Marriott, as well as convenient shopping, dining, and entertainment in the heart of Minnesota's largest city. The board will select the 2006 site at their fall meeting in Fort Myers. See the next issue of the Listening Post for details! And a final note: the 2004 convention will mark the Silver Anniversary of the ILA. Vice President Ray McKelvy is making special plans to commemorate this important organizational milestone.

Thanks for listening! - Jim

Adonica Schultz Aune North Dakota	Nate Lehman Chambersburg, PA
Stasia Baker Battle Creek, MI	Lois Lugg Weymouth, MA
Chauncey Bell Alameda, CA	Thomas Lux Orland Park, IL
Randy Bennett Collegeville, PA	Pat Maxwell Las Vegas, NV
Dr. Katja Bergmann Frankfurt/Main Germany	Kyle McKeever Roseville, MN
Mark Brady Stanford, CA	Tara McLaughlin Naples, FL
Barbara Breaden Eugene, OR	Lauren Mitchell Minneapolis, MN
Robert Brooks Bloomfield Hills, MI	Monique Myers Swampscott, MA
Sarah M Buche Waukegan, IL	Alicia Myhre Saint Paul, MN
Jennifer Charpentier Saint Paul, MN	Ruth M. Page Virginia Beach, VA
Eric Cooper Lakeville, MN	Tim Pearson Anchorage, AK
Chris Crites Anderson, IN	Matthew Peterson Golden Valley, MN
Martha A. Gabriel New York, NY	Amber Schwartz Farmington, MN
Marion Gluck-Levi Muchen, Germany	Carrol Suzuki Toronto, Ont Canada
Valerie Graser Prior Lake, MN	Arielle Taylor LaPorte, MN
Allison Harrington Saint Paul, MN	Robert K. Walkup New York, NY
Rick Hoel Hilton Head Island, SC	Christopher Westlund Maple Grove, MN
Kent Jones Rosemead, CA	Jennifer Wu Spring Grove, IL



ILA Silver Anniversary Convention, 1979 – 2004: Fort Myers, Florida

By Ray McKelvy, First Vice President

Let me begin by saying, "WOW!" The convention in Sweden was every bit as good as I had expected. Melissa has set a high standard for me to aspire to this year. I can only hope the ILA 2004 convention will be as exciting and rewarding as this year's was. Plans are coming together well for the ILA's Silver Anniversary in Fort Myers, Florida. This year we are celebrating the first quarter century of our organization and we have many plans to commemorate the founding and growth of ILA. It is (just like in marriage) a time to reflect on the past, celebrate the present, and look forward to the future. The theme for the convention is "Listen to Bridge the Gulf," an appropriate metaphor to explore how we have gotten to where we are and how we will proceed into the future. The convention opens on Wednesday evening with a social gathering to welcome new attendees and share hugs with old friends. (Hugging is also an acceptable way to greet new members.) Convention programs will begin on Thursday morning and continue through Saturday afternoon. Several special activities are planned. Thursday evening Florida Gulf Coast University will host a reception for all members on their campus which is only a few minutes' drive away from the convention hotel. Other social and cultural activities are planned while on campus. On Friday evening Maria Roca and the local arrangements committee have put together several 'packages' of activities including: shopping, dining on the beach, shopping, a minor league baseball game, shopping, a nature walk, shopping, and wine-tasting. To accommodate the Friday night activities, the last session in the afternoon will provide a smooth transition into whichever activity you select. Saturday night is the closing banquet where we will pay tribute to the pioneers of the organization and to those who have contributed so much energy and knowledge over our 25 year history. It will be a banquet and ceremony to remember.

We have special programs planned continuing some of the dialogues Melissa began in Sweden, by listening to select groups of professionals from outside our ranks. Those individuals are sure to bring their special listening experiences and insight to us. We have a student poster session planned and have decided to expand the definition of "poster" to encourage more active student participation. into the Everglades, or Disneyworld. Maria Roca can provide more details, if you have some ideas about what you would be interested in. For information about the Lee County area, check out these websites: (Fort Myers city information: <http://www.cityofmyers.com/>, and <http://www.fortmyers.org/>, Southwest Florida Airport: <http://www.swfia.com/home.html>, Lee County: <http://www.leeislandcoast.com/>

As another perk for our members this year we are going to make available a child care service for those wishing to bring children. The plan is to offer a fun-filled, instructional program for a small fee. We will have more details about signing up for this service in the next Listening Post. The two separate weekends I have spent in Fort Myers have been filled with lots of good memories. The dining is excellent, the beaches are very inviting, the people are very friendly, and even the shopping was better than I had expected.

I would like to challenge each of you not only to attend the ILA convention in Fort Myers to help us celebrate our 25th anniversary, but to bring along at least one other person. The early growth of ILA virtually doubled each time we met and we can make that happen again. Find a colleague, student, professional acquaintance, or someone from your community interested in our mission to study listening, to teach listening, and to improve our listening skills in our social, professional, and family lives. Invite them to come along to enjoy the friendship and scholarship that is a big part of the ILA. See you in Fort Myers!

The Feel of Silence: A Book Review - Continued from page 7

and college. She even became a member of a sorority and lived in the sorority house for a long time without her sorority sisters knowing of her disability. The story of how this information was leaked is a fascinating read on why the ADA Act is needed to protect people who are disabled. This book about her journey as a student, wife, mother, single parent, lawyer and, finally, professor of law has surprises and uplifting reflections packed into each chapter. What's it like to go through life without being able to whisper or whistle or hear the sound of popcorn popping in the microwave? Should you drive a car if you can't hear a horn? Would you rather be deaf or be blind, and why? Is country living or city life easier for people with hearing challenges? Poitras-Tucker skillfully weaves her perceptions about these considerations and others into the text. She also gives honest reasons why people with significant hearing loss would choose to either participate in an entirely deaf community or mainstream themselves into traditional society as she did.

The Feel of Silence has remarkable meaning for people who struggle to be just like everyone else despite invisible disabilities they live with each day. In the epilogue, Poitras-Tucker concludes by saying that she hopes the book will lead readers down a path of greater empathy. The book is a testament to the human spirit. It is also a reminder to those of us who think nothing of the everyday ability to hear to think again.

Ruth Spillberg is a senior lecturer at Curry College in Milton, MA, where she teaches courses in Listening for both the traditional and the Continuing Education programs. She has been a member of ILA since 1987.



**CALL FOR PAPERS, PANELS, & PROGRAMS
INTERNATIONAL LISTENING ASSOCIATION
APRIL 14 – 18, 2004
HOLIDAY INN SELECT
FORT MYERS, FLORIDA
THEME: "LISTEN TO BRIDGE THE GULF"**

Please use this proposal format for your submissions

Last Name _____ First Name _____

Affiliation _____

Preferred Mailing Address _____

Phone _____ Fax _____ Email _____

Circle Proposal Type: Paper Panel Program/Workshop Poster Session

Title _____

Brief Description: (clearly explaining the content of your proposal, suitable for program listing, if accepted) (limit to **50 words**)

Presenters' Names, Phone #, Fax #, Email, and addresses. If possible, indicate panel chair.

Identify track: Business Education Research Health General

Proposed Time Frame: ½ hour 1 hour, 15 minutes 2 hours other

AV NEEDS: Flip chart, Overhead VCR Computer/Projector

Identify Any Special Room or Set up requirements

Mail Hard copy and disk to:
Ray McKelvy, 9300 Parkhill Terrace, Bethesda, MD 20814
Or, Email to rmckelvy@starpower.net
Or, use the on-line form at <http://www.listen.org>