



LISTENING POST

Newsletter of the International Listening Association

Vol. 86, Winter 2004

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

Join Us for ILA's 25th Anniversary Celebration! "Listen to Bridge the Gulf"

APRIL 14 - 18, 2004

The Silver Anniversary Convention in Fort Myers, Florida is in the final planning stages! We have many plans to commemorate the founding and growth of ILA as we celebrate our first quarter century. This convention gives us an opportunity to reflect on the past,

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 both new and long-time 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. We have special programs planned continuing some of the dialogues we 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 insights to us. We have a student poster session planned and have decided to expand the definition of "poster" to encourage more active student participation. In addition to the traditional research-

oriented poster submission, we are inviting students to create some kind of "teaching-learning" tool that could be useful in teaching some concept related to listening instruction. For example, a small group of students in Ray's Web-based listening class developed a power point presentation describing the communication model and the listening process. Another group created a board game, while yet a third group devised a "scavenger hunt" on the web involving listening concepts. In short, it should be easy to encourage students to participate by inviting them to extend their Spring Break and attend the ILA Convention. April airfares are affordable! Some of the most economical fares can be found with Jet Blue, Air Trans, USAir, and Southwest. United has had excellent fares for limited times. If you have internet access, check out these specific airlines, and be sure to check Travelocity, Expedia, Orbitz, and, of course, Priceline.com. There are some good bargains if you click fast! Fort Myers is a beautiful location with very clean white sand beaches. The Holiday Inn Select is delightful and is located within walking distance of an upscale shopping area (Bell Tower). Check out the virtual tour of the hotel at their website: www.hisfortmyers.com Ask any of the executive board members

and each will regale you with stories about friendly 'natives' at the airport, driving the shuttle, at restaurants, in the hotel, out shopping. There are warm and friendly people, everywhere. For those who are interested in exploring southwest Florida either before or after the convention, there are many options: golf, deep-sea fishing, historic homes (Edison, Ford, Burroughs), excursions 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 area, check out these websites: (Fort Myers city information: <http://www.cityftmyers.com>, and <http://www.fortmyers.org>, As another perk this year, we are going to provide 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 on the ILA website.

Ray and I and the rest of the Board invite you to join us in April for a wonderful journey from the past to the future when we host "Listen to Bridge the Gulf" in sunny Florida.

Melissa L. Beall, President
Ray McKelvy, First Vice-President

ILA
(60)
Listening

President's Perspective



Melissa L. Beall

Musings from Melissa

It's been an interesting fall. I've had many emails and phone calls from ILA members and from others who want to learn more about ILA and listening. It's always good to visit with members and to promote listening. In September, a reporter from Little Rock, Arkansas interviewed me. He heard about ILA and was amazed that there was such an organization! He believes that most of us are not good listeners and thinks it's great that ILA exists. So do I! The conversation and the ensuing article made me ever more aware of how much we need to spread the word about listening and ILA. In April we will celebrate our 25th anniversary. What changes can/should ILA make to be a vibrant organization in the next quarter century?

Membership should not just be the job of the 2nd Vice President and a committee! If we believe in the value of listening and in the value of ILA in promoting listening, we all need to promote the organization. When I visited with ILA members about committee memberships, I constantly asked, "What can we do to promote listening?" Members with a business interest, for example, feel that ILA does not reach out to the business world very well. I think we try! And, I can tell you that business submissions for

the 2003 ILA convention were greater than any of the other interest areas. The submitters were also the people who had to decline presentations and travel because of the economy. And, of course, economic factors will always play a role; in whatever convention site we might have, for business people and academicians, as well.

What have we done to promote listening? We have a very fine journal with excellent articles about listening research. We have an excellent publication, *The Listening Professional*, aimed at the business interest groups. We have a presence at NCA, SCA Puerto Rico, and the regional associations, with ILA sponsored programs. We have membership brochures in Spanish and German. There are many more listening panels, papers, and programs within the communication discipline than ever before. Communication professionals in business and academia recognize ILA. But, our membership numbers remain stable. While that's not a big negative, we do need new ideas, new research, and new outreach projects. And, we need to make sure that we meet the needs of current members! We need more research. We need to move forward. We seem to be complacent about who what and we are as an organization. If we want to change that, we must act!

So, here's my challenge: What else do we do to promote Listening? How do reach potential members? How do we address "business" needs? What can the organization do to encourage listening research? How can we promote growth? How do we generate new ideas? What can we do to energize our members and the organization, itself?

These questions are real, not rhetorical! I am concerned about where we go and how we advance. If you agree that ILA needs to chart a new course, please send me (or

other Board members) your ideas, questions, issues, and concerns! As we enter our next quarter century, help us meet your needs.

Here on the plains, the wind is blowing, it's snowing, and, I'm ready for that trip to Florida right now. I look forward to April and to visiting with many of you at our special 25th anniversary convention. Don't forget to send me your ideas! (And, don't forget to send me some workshop proposals for our joint venture with the Pacific and Asian Communication Association and the World Communication Association in August, 2004.)

Melissa.Beall@uni.edu

Listening Post Deadlines

**The deadline for all
Listening Post
materials (including articles
photographs) to appear
in the next issue is
March 10, 2004**

**Send materials to
Rick Bommelje**
listeningpost@listen.org
8530 Amber Oak Dr.
Orlando, FL 32817
407.646.2625

Advertising

**the Listening Post
has been discontinued due to
a U.S. Postal Service policy in
which nonprofit organizations
are not permitted to advertise
in newsletters."**

Make Today

Count!

- Rick

Rick Bommelje, Editor

LISTENING LEGEND— Carole Grau

Our series on 'Listening Legends' continues with an ILA Lifetime Member, former Board Member and elected officer, who is an insightful listener extraordinaire. Her peak performing listening skills helped to pave the way for the birth of the ILA during the initial formation meeting in 1979. College communications professor, corporate consultant, speaker, executive coach and pioneering mediator, we are privileged to recognize and honor,

~ Carole Grau



Carole Grau

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

From 1964 to 1979, I had been teaching in the Speech Department at Brooklyn College, part of the City University of New York. My interests were in Rhetoric and Public Address. Most of the literature, teaching and course work in that area was speaker centered. To me, speakers without effective listeners were meaningless so I tried to introduce a course on Listening to the department. Unfortunately my own Speech Department colleagues were disinterested. A professor in our Education Department, Sam Duker, had published an extensive listening bibliography, 2 books of listening readings and a book on listening instruction in elementary education. Even with the research and publications of Ralph Nichols and Sam Duker I could not get the department to seriously support a course offering on the subject of Listening. During the winter of 1979, I saw a flyer announcing the 1st meeting of the ILA, to be held in Atlanta, February of 1980. My decision to attend connected me with a unique group of people who would enrich the next 25 years of my professional

and personal life. It was difficult to tell which came first...their skillful listening behaviors or their interest in the subject of listening. The Atlanta meeting afforded me my first opportunity to make a contribution to the organization. We were bogged down drafting the by-laws, our final task before celebrating with some urgently needed refreshment. Welcomed by all and encouraged to express myself...I did. To my amazement, my brief exchange with Riva Poor coalesced the group, became a part of ILA history and the ILA was born.

2. What do you consider your most significant accomplishment in the field of listening? My daughter and colleague refers to me as a "listening stone" dropped into people's life pool. Over time, the ripple effect alters values, beliefs and understanding about listening, and often their lives. As a practitioner, whether teaching in a classroom or conducting a training seminar, my accomplishments can be measured by my impact upon the knowledge, attitudes and skill development of the people with whom I have worked. From 1979 to 1991 I developed and taught a full semester listening class at a New York City High School. The students were fascinated by the subject of communication, grateful for the insights they formed and highly motivated to develop and expand their listening skills. A racially based killing in the school district provided an opportunity to begin a peer mediation center at the school. My listening curriculum became the foundation for the peer mediation program. The program was launched and immediately caught the interest and support of the student body. The center became a prototype for other high schools in New York. Bill

Moyers, came to the center, videotaped interviews with our mediators and, on his broadcast, expressed his admiration for the work that was being done. In Jacksonville Florida, two of our mediators presented at an ILA conference. Many of them went to colleges where they pursued interests in communication studies and conflict resolution.

I have brought listening and conflict resolution programs to many corporate, governmental and educational institutions...even to The United Nations. Our listening program is offered at Cornell University's School of Industrial Labor Relations Extension Development Program. Some of the principles and practices from our listening program have been incorporated into graduate training in conflict resolution at the International Center for Cooperation and Conflict Resolution, at Teachers College, Columbia University. Helping others discover the power of listening and the special gift it represents has been my greatest accomplishment. The ILA and the giants in the field of listening enable practitioners like myself to do our work. It has been my good fortune to have had them as mentors, colleagues and friends.

3. How will the listening field need to change to meet the needs of future generations? The writings and speeches of Ralph Nichols introduced me to the field of listening. He helped me recognize how respected and appreciated people felt about themselves when listened to and understood. People who feel good about themselves function better in their private and professional worlds...in society at large.

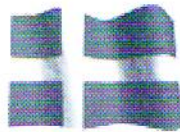
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LISTENING LEGEND (Continued)

Over the years I've had countless experiences watching that magic operate. This fundamental need is unlikely to change for future generations. If anything, given the anxieties and pace of our current world, business and home environments, future generations will have an even deeper rooted need to be listened to and understood.

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

"The field of listening" and "The International Listening Association" are by and large synonymous. Of course I realize important work in listening is being accomplished elsewhere as well. The challenge is to synthesize these unidentified efforts, to build upon them so that they are not overlooked by those of us for whom the subject of listening is primary. That role can be filled by the International Listening Association. Partnerships need to be forged across disciplines, professions and borders in order to generate a body of knowledge, attitudes and skills respected and accepted by all. We can be grateful for the foundations set by Ralph Nichols and his colleagues, as well as the contributions of the International Listening Association and its membership across the past 25 years. Currently though, our voice is too soft and cannot be heard much less listened to. Without merging all of the existing research, theories and findings on the subject of listening we remain small, possibly unknown, to the world we wish to impact. Everyone is entitled to the gift of listening. Everyone is capable of giving that gift to others. If we ever truly expect to "Touch the World" our own growth, diversification and visibility is essential. It will allow us to share the amazing insights we possess with a world very much in need of them.



LETTER TO EDITOR Kudos to Klara

Approximately ten years ago, we met Klara Pihlajamaki at her first ILA convention. From the outset, Klara was obsessed with the question, "Where is the I in ILA?" Over the ensuing years, Klara never wavered from her determination to persuade ILA to hold a conference outside the United States. Janet Cherry and Kazuo Akasaka (Tatchan) paved the way by organizing a summer conference in Aomori, Japan, in 2000. Meanwhile, Klara had the foresight to serve on the Board as Member at Large for Global Outreach. During her tenure, she worked with the other members of the Board to ensure that in 2003 ILA would hold its first conference outside the United States in Stockholm, Sweden. She was primarily responsible for determining the feasibility of having the conference in Sweden. Her persistence and commitment serves as an example to other members who have visions of an expanded ILA.

This commendation is offered with appreciation that many other members of ILA also contributed to the success of the Stockholm Conference.

Joe and Jean Harris
Harris Associates

FROM THE LISTENING TRAINING TABLE ~ Peter deLisser, Executive Coach

Are You Part of The 5% Who Know the Fundamentals of Listening

I start a Responsible Listening workshop by asking, "who is the best golfer in the room?" (Obviously, whoever is the best golfer spends a lot of time on the golf course, not working). After a lot of laughter and finger pointing the best golfer surfaces.

I bring him / her up to the front of the room. Then I ask the individual to describe to the group, in detail, the *fundamentals* of the golf swing. The individual immediately assumes the correct stance and without hesitation goes through the specific fundamentals starting with placement of the feet, how to hold the club and finishes with a demonstration of the swing.

When it is evident to everybody in the room how knowledgeable this individual is, I thank him and say, "I'd like to switch the conversation. It's evident you understand the fundamentals of a golf swing. I want you now to demonstrate to the audience something you do 45% of everyday! Please demonstrate, with the same detail, the 5 fundamentals you do when listening?"

Two reactions occur. First, a look of dismay/disbelief spreads across his face. Second, the audience goes quiet. 95% of them know they could not demonstrate the fundamentals.

How would you have answered the question if you had been in the workshop? Why not briefly list 5 fundamentals of listening, which you have learned, practiced and use when you are listening 45% of each day or contact me.

I'll send you a PowerPoint describing 5 fundamentals of 100% Responsible Listening.

**One of 36 Coaching Stories found in
Be Your Own Executive Coach,
Master High Impact Communication Skills
Peter deLisser (peter@delisser.com)**

CALL FOR AWARDS

Nanette Johnson-Curiskis, Chair, and the ILA Awards committee (Diana Davis, Carole Grau, Richard Halley, and Andree Swanson) seek nominations for the following listening awards:

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

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

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

Research Awards

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

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

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

Nominations are submitted to the committee who select the best representative for the year in each category. Not all awards are given every year. Awards are presented at the annual convention.

Nominations should include the name of the person or organization and a rationale for why they deserve to be honored. Please consult the directory to learn past winners, and send nominations for the following awards

Please send nominations to
Dr. Nanette Johnson-Curiskis
Awards Committee Chair
943 Park Drive
Belle Plaine, MN 56011
Email: johnsn3@mnsu.edu



Business Committee Report by Rochelle Devereau

Companies increasingly list active listening as a requirement for new hires and existing personnel. Moving into the 2003-2004 ILA year, we want to capitalize on that recognition, develop strategies for building on corporate awareness of listening, and integrate the corporate, in-house trainers with independent trainers.

A quick review of the *Listening Professional* highlights several areas in which listening impacts business. These include employee-morale, interviewing, disciplinary reviews, team development, sales and customer service. Workplace diversity further increases the need for better listening as cultural and language differences create problems within companies and between companies and customers.

We can only accomplish a viable business committee if ILA members with a business orientation participate. We need to know what you need in order to attempt to meet those needs. We need to know who you are, what you do and what does and does not work for you. You need to send material to the *Listening Professional's* editor. You need to consider presenting at the ILA conferences. And you need to let me know how active you want to be in making the Business Committee relevant and useful.

~ Rochelle Devereaux, Business Committee Chair

Send an e-mail to rochelle@PowerCommunicator.com; call me at 503 581-4100 or fax comments, etc. to 503 581-8705.

Thanks for your support and time.

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



ILA NOMINATIONS 2004

Maria F. Roca, First Vice President Elect, has served ILA in a number of capacities over the last several years.



She held the office of Second Vice President from 2000-2002, Chaired the Research Committee in 2000-2001 (this included organizing a Research M i n i - Conference), and has served on the

Membership Committee, Research Committee, and on the Conference Program Committee for a number of years. She is currently the Chair of the Local Arrangements Committee for the April 2004 ILA conference in Ft. Myers, Florida

Maria says that ILA is one of the few professional organizations she is committed to at this point in her career. The focus on listening reflects her own research interests. More importantly, the membership of the organization excites her because of the members' deep dedication not only to listening but also to each other. She believes that ILA is more than a professional organization, it is a unique community.

As First VP, Maria hopes to continue the efforts of past and current officers to grow the organization, to reach out to the younger professionals (both in and outside academia), and to explore critical areas of expansion such as the health and religious communities. Maria also hopes to help ILA continue its efforts to garner recognition and notoriety in the communities it already serves.

Maria Roca is an Associate Professor at Florida Gulf Coast University where she also functions as the Program Leader for the Communication major. She has a deep commitment to service to her community, her university, and to the communication profession. She was the recipient of the 2002 Faculty Service Excellence Award at FGCU. She has also been acknowledged for excellence in teaching. She received the 2002-2003 McTamaghan Award for Teaching Excellence

James B. "Jim" Weaver, III , Second Vice President—Membership, is a professor of communication and psychology in the Department of Communication at Virginia Polytechnic Institute and State University in Blacksburg, VA. He has an extensive background as both a media professional and as a teacher and research. Following 10 years in broadcasting, Jim began his academic career at the University of Kentucky where he taught for 4 years. He taught Auburn University for 9 years before joining the faculty at Virginia Tech in 1998. At Auburn Jim served as Director of the Behavioral Research Laboratory. At Virginia Tech he served first as Department Head and then as founding Executive Director of the Laboratory for the Study of Human Thought and Action. Jim's research has focused on the social psychological aspects of both interpersonal and mediated communication. He's done considerable work in listening. His accomplishments include development of the Listening Styles Profile with Barker and Watson, extensive study of the WBLT and KCLT listening skills tests with Villalume, and several studies examining individual and cultural differences in listening style preferences. Jim's research endeavors have twice been recognized by the International Listening Association via the Ralph G. Nichols Award (1992, 1995).

Nan Johnson Curiski, Secretary, is a founding and life time member of the ILA (Member #75) She participated in the first convention in Atlanta where she was part of organizing and filming of the first ILA convention video with Harvey Weiss. She has served as a Board Member at Large and has been active on committees including serving as chairperson of the archives committee, the nominating committee, and the awards committee. She has been a presenter at several conventions. In 1983, she served as the local arrangement's chair for the St. Paul, Minnesota Conference and will again chair local arrangements in 2005 in Minneapolis. Nan earned her Ph. D. in education with a specialization



in teaching and learning from Capella University in April, 2003. She holds a B.S. in Speech and Theater Arts, an MS in Speech and Theatre, and an MA degree in Counseling Psychology. She is currently an assistant professor teaching listening and communication courses at Minnesota State University, Mankato. Nan has taught in Minnesota public schools at the middle school and high school levels as well as at a private college and a technical college.

Laura A. Janusik, M.A., Vice President - Special Events, is expected to receive her Ph.D. from the



University of Maryland in May of 2004. She has served as ILAs secretary since 2001, and in her terms as secretary, she has developed a system to take minutes on the Internet ILA Board discussions so that Internet minutes are incorporated into live meeting minutes. This system not only captures important information for institutional memory, but it also allows decisions made through mediated communication to become a part of the formal record. Laura also has been an active member on the ILAs Research Committee, and she is currently conducting intercultural research with three ILA members in Finland. Laura has been a member of ILA since 1999.

Laura's scholarly interests including Listening Cognition, Listening Pedagogy, Curriculum Development, and Interpersonal Communication. Laura has taught at the university level for seven years and at the secondary level for six years. In between, she worked in private industry for eight years, primarily in Human Resources.

Laura has won awards for her research (Nichols Research Award in

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ILA NOMINATIONS

2001; University of Maryland Research Award, 2001, 2002; and Nichols Awards in 1999, 2000). She has also been given various teaching awards between 1998 and 2002. Her ultimate fantasy is to be a college professor at a beach-shore town, where she can teach during the semesters and research on the beach during the summer!

Laura's primary goals for ILA are twofold. First, she would like to further develop and define the three tracks of Research, Teaching, and Business to encourage more member participation and award top contributors. Second, she would like to increase the number of members who conduct and publish listening-focused research.

NOMINATING COMMITTEE

Lori Joubert is a Regional Coordinator for Washington Mutual Bank where she assists a First Vice President and Region Manager with managing and leading 23 bank branches in Seattle, Washington. She has over 15 years experience in retail management and draws new insights from this experience to help organizational members transform communication in the workplace.

Lori holds a masters degree in Speech Communication from the University of Washington. Her master's project was on the idea of emancipation and listening where she introduces a reconceptualization of listening from a critical perspective that offers a new workshop training design for employees at Washington Mutual. Her most recent training design is titled Optimum Listening: The Key to Fostering a High Performance Culture. Her work has broad implications for anyone in the work world that has an interest in improving their own communication skills through improved listening behaviors.

In her free time, Lori serves as a volunteer leader for a monthly women's empowerment group and

she is a Regional Leader for CAN! (Committed Active Neighbors) at Washington Mutual. She has organized volunteers for the benefit of Habitat for Humanity, Junior Achievement, NW Aids Walk, American Heart Walk and Zoo Tunes outdoor park concert series in Seattle. In 2002, she received the first place award for new corporate teams fundraising efforts in the American Heart Walk in Seattle.

Rick Bommelje is a lifetime member of the International Listening Association. He became a member of ILA in 1987 out of the desire to improve his listening effectiveness.

Rick is a member of the faculty at Rollins College in Florida and serves as an Associate Professor in the Department of Organizational Communication at. He has served Rollin College for the past 29 years and has held a variety of administrative positions in the continuing education field. In his endeavor to continually grow his listening proficiency, Rick created the *Listening* course for the College in 1989 and subsequently has delivered it each term, serving several thousand students. He has specialized in the areas of listening and leadership and teaches courses at both the undergraduate and graduate levels. Rick is also the President of a professional development and education firm, *The Leadership and Listening Institute*, that specializes in the development of people's leadership, listening and self leadership skills.

ADDITIONAL MEMBERS NOMINATED TO THE NOMINATING COMMITTEE

- **Dick Hunsaker**
- **Hiroko Suzuki**



Welcome New ILA Members

Mohammed Alnughalmish,
Kuwait
Mohtn@gih-ku.com

Sharon A. Bond-Moore
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sab2@ualberta.ca

Susan Burgoyne
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Jill Miller
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Lise Moisan
Montreal, Quebec Canada

John Tackett
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drjtack@earthlink.net

Charleen Welch
Verona, PA
cwelch6615@aol.com

Cheryl Wipert-Lyons
Mooresburg, TN

LISTENING Success



Dr. Michael B. Gilbert has published a new book, *Communicating Effectively: Tools for Educational Leaders* published by Scarecrow Education

I. Warton Ong delivered a listening seminar "Don't just hear, listen well" for a large interest group convention at the Singapore Institute of Management, 12th annual convention on October 18, 2003 at the Republic of Singapore.

Barbara Nixon facilitated "Listening to Diversity: A Leadership Challenge" for Leadership Green Bay (WI) and Leadership Sheboygan (through their respective Chambers of Commerce) in December. In November, she also spent an evening with Christ Care trainees at First United Church of Christ in Green Bay, guiding new small-group leaders through "The Art of Christian Listening."

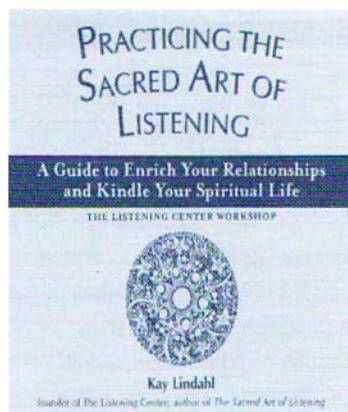
Dr. Tommy Neuman presented two different hour long community presentations on Listening at Rappahannock Community College. They were delivered to students, faculty, staff, and interested community persons on the power of listening in our busy world in fun filled Warsaw Virginia. He followed up that same presentation with a second hour long presentation on how to become better listeners in our homes, in our jobs, and all of our relationships.

Kent Adelman, Ph.D. in the subject of Swedish at Malmo University in Sweden and the first one to write a dissertation about listening in that subject, has signed a contract with the major book-seller of academic literature in Scandinavia about making the first textbook in Swedish on listening in an educational perspective. Kent also presented

"The art of listening" at the forum of school in Stockholm. The forum of school is a national gathering for three days and the biggest event for school people in Scandinavia.

Rochelle Devereaux delivered several listening-related presentations. "The Create a Safety Culture" was a general public program and included participants representing food processors and wood products manufacturers. "The Listening Leaders" was a public program for representatives of wood products manufacturing, health insurance and export firms leaders. Rochelle also presented a session on "Four Ways to Boost the Bottom Line" to the Stayton Area Chamber of Commerce

Glenn M. Haynes Jr., M.S. Ed. (SIUC), La Habra Heights, CA has presented his paper *The Availability of Listening Research, Learning Activities, Learning materials and Learning Methods to Teach the Improvement of Critical Listening Skills* to the National Conference of Delta Pi Epsilon National Honorary Society for Business Educators in Indianapolis



Kay Lindahl's new book, *Practicing the Sacred Art of Listening: A Guide to Enrich Your Relationships and Kindle Your Spiritual Life*, was reviewed by Publisher's Weekly.

This is a companion volume to Lindahl's first book, *The Sacred Art of Listening*, which provided 40 short, distinct entry points into the realm of real listening. Here, she organizes her thinking around broader themes such as "contemplative," "reflective," and "heart" listening, three modes that she says can help us to listen deeply to the divine, ourselves and one another. Lindahl hopes that people can slowly strengthen their listening "muscles" and pull themselves back from the

brink of non-communication. She explores the implications of listening to friends, family, co-workers and ourselves. Calling thoughtful attention to the myriad ways we share conversation, she delineates among the formats and intentions of debates, dialogues, negotiations and chitchat. The spiritual value of being present while listening shines within her clear, guileless strategies. Each chapter offers concrete techniques to practice listening, and the "Daily Practices" section is filled with ways to restore loving kindness to language. She also has clear directions for "Interfaith Café" etiquette, where lively conversation can spark lasting change among people of different faiths, viewpoints or life experiences. Similar to her first book, this is by turns both obvious and profound; on the whole, however, it has deep merit for all who want to reclaim the essential art of spiritual listening

ILA REPRESENTED AT NCA

There were several listening ILA sponsored listening programs/panels at the recent National Communication Association (NCA) convention in Miami.

Isa Engleberg (NCA vice president AND ILA member) scheduled a series of mini plenary sessions to bring together some cutting edge scholars in various communication areas to discuss what we know/don't know about the area. One of those mini plenary sessions was "Listening: Omnipresent but Overlooked". The session, chaired by Mark Knapp of University of Texas, featured: **Sheila Bentley**, Bentley Consulting, "Listening Practice"; **Judi Brownell**, Cornell University, "Listening Skills"; **Laura Janusik**, University of Maryland, "Listening Pedagogy"; **Andrew Wolvin**, University of Maryland, "Listening Theory"; **Michael Purdy**, Governors State University, "Qualitative Research in Listening"; and **Jim Weaver III**, Virginia Tech University, "Quantitative Research in Listening"



ED's Report by Jim Pratt, Executive Director

Plans are well underway for our 25th Anniversary convention in Fort Myers. Once all the programs have been determined, we will prepare a preliminary convention program to mail to all our members along with other convention information. But if you'd like to get started with making your convention plans now, please read the information below:

HOTEL RESERVATIONS

Please make your hotel reservations directly with the Holiday Inn Select, 13051 Bell Tower Drive, Fort Myers, FL 33907:

BY PHONE: 239/482-2900.

BY FAX: 239/482-4668

Our special room rates are \$89 per night for standard guest rooms, \$99 per night for rooms on the executive floor, or \$109 per night for suites at the Homewood Suites next door. Please make your reservations by March 14th and mention the International Listening Association convention.

AIRLINE RESERVATIONS

I made my plane reservations yesterday and was pleased to discover that Northwest now has non-stop service from Minneapolis to Fort Myers. The Southwest Florida International Airport (airport code RSW) is about a 15-minute drive from the hotel, and free hotel shuttle service is available both to and from the airport. When I checked www.cheapseats.com, I found that the least expensive fare from Minneapolis to Fort Myers was \$388. There are less expensive fares to other Florida airports: \$337 to Miami, \$314 to Tampa, or \$263 to Orlando. But those cities would require a drive of two hours or so to reach Fort Myers. Consider those trade-offs as you make your travel plans.

CONVENTION REGISTRATION

All convention participants and those presenting programs must register. Advance registration at lowest rates is available until March 14th. After that date, you may register in person at the convention at higher rates. Registration materials will be sent to all members and you may also register through our website at www.listen.org. We are pleased to be able to offer the same advance registration fees that were used two years ago in Scottsdale: Regular members, \$195; Life members, \$145; Student members, \$145; Sustaining members, \$20; Organizational members, \$20 per person. We will waive the student registration fee for any student member who agrees to work two hours per day (Thursday, Friday, and Saturday) at the registration and boutique. Optional tours in Fort Myers will also be included in the registration material. Because we include many meals in the convention package, our registration fees depend largely upon the hotel's banquet charges, which this year are very reasonable. Combined with the excellent hotel room rates, which are \$30 per night less they were in Scottsdale, this convention promises to be a very affordable one.

25TH ANNIVERSARY ILA LOGO PINS

In recognition of ILA's 25th Anniversary in 2004, we have designed a special pin, featuring the ILA logo in white outlined in blue, on a silver background. We will send a pin to everyone who makes a donation of \$25 or more to the ILA scholarship fund, and ILA's 501(c)(3) tax status makes most such donations tax deductible. You may make your donation at any time by sending a check (or charge instructions for Visa or Mastercard) for \$25 or more to the executive director; you may also make donations through the website (follow the instructions to Join ILA using a credit card). We hope to be able to increase our scholarship fund for student members with your support for this effort.

