



LISTENING POST

Newsletter of the International Listening Association

Vol. 87, Spring-Summer 2004

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

Special
"Listening Legends"
Interview

Dr. Larry Barker
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2004 ILA AWARD WINNERS

25th Anniversary
1980-2004

Fort Myers, Florida
April 15-17, 2004

HOSPICE CARE GIVERS ILA Listener of the Year

Hospice Care Givers share the gift of listening with people whose words are limited by their remaining time, thus increasing the importance of giving them their voice and recognizing the value of their words and experience by providing a willing ear without judgment. Mary Ellen Poe accepted the award for Hospice Care Givers. For dedicating their time and caring to listening to people at a very difficult time for the individual and their families and to listening to words that are often-times sad, angry, passionate, and final, these Care Givers are worthy of the Listener of the Year Award.

Richard Anstruther Business Award

Richard Anstruther is an active member of the ILA, who founded High Gain, a business whose sole focus is "implementing strategies for organizations and developing Listening skills for the people who carry them out." For over 20 years Richard has used training and materials that are based on sound principles of learning theory and adult learning. He has clients nationwide. Richard has consistently shared his expertise at ILA conventions as well. The ILA is fortunate to have Richard as an ILA member and as this year's Business Award winner.



Margaret Fitch-Hauser, Ph.D. ILA Hall of Fame

Margaret has been the editor of the *International Journal of Listening* and initiated the *Listening Earpiece*.

She has also contributed significantly in the areas of teaching, research, training, and consulting. Through her vast knowledge of the field of listening, she has become an experienced consultant, trainer and coach. In the past, she has won the ILA Research Award. Margaret is a frequent presenter at the ILA Conventions, and carries the message of the importance of listening to a variety of arenas. Margaret is member of Auburn University's Public relations program. We are honored Margaret continues to share her expertise with the ILA

Warren Gore Special Recognition Award

Warren Gore has faithfully served the ILA for 25 years beginning with attending the first convention in Atlanta, GA. He is a warm, caring listener who can be counted on to provide his honest and solid advice. As a founding member of ILA, he has always offered his support to the organization and to individual members. Warren has made a difference in the lives of many and practices the principles of effective listening. Through his dedicated membership and service, the ILA is proud to award Warren Gore the Special Recognition Award.

Wayne Bond, Ph.D.

Outstanding Teacher of Listening

Dr Wayne Bond has been a driving force for listening education on the Montclair State University campus. He not only serves as a full professor but also serves as a chairperson for the Department of Communication Studies. Wayne serves as the Teacher's Conference Coordinator for the Speech & Theater Association of NJ, has co-authored books, and has made numerous presentations at ILA and other International, National, and Regional conferences. Wayne received the NJ Governor's Award for Outstanding College Teacher in the Arts as well as The NJ Governor's Award for Outstanding Service in the Arts. In May 2003, he received his third Governor's Award for Outstanding Contributions to Speech and Theatre Education. He received the Montclair State Alumni Outstanding Faculty Award, and was awarded a Twenty Year Recognition Award for Listening Training of Hospice Volunteers. Wayne not only teaches effective listening but he adheres to the art.



ILA AWARD WINNERS

(Left to right) Stephanie Materese, Wayne Bond, Margaret Fitch-Hauser, Mary Ellen Poe, Harvey Weiss
Not pictured: Richard Anstruther, Warren Gore

President's Perspective



Ray McKelvy
ILA President 2004
Receiving the gavel from
Past President Melissa Beal &
ILA's Founder and First
President Manny Steil

Since the 25th convention ended, I've had some time to reflect on how it went. I am more convinced than ever that the success of our conventions is due to the many people who contribute their energy to putting together each of the sessions. I'd like to thank each of you who participated. I'd especially like to thank Maria Roca and her local arrangements committee for handling the myriad of issues that only someone "on the scene" can deal with. Jim Pratt deserves a big thanks as well for orchestrating the administrative details and handling all of them with apparent ease. Finally, Melissa Beal gave me lots of helpful advice in planning and organizing the whole shebang. I know I could not have put together the convention without the assistance of these folks and others.

The convention in Fort Myers was the 25th convention, but only marks the beginning of the 25th year of the ILA. That means this entire year is a time to celebrate and reflect on just who we are and where we are going. The excellent slide show Harvey Weiss and Nanette Johnson-Curiskis put together certainly in-

spired me to take a look at our past, our people, and our purpose. It is my intention here to give a review of what I think the State of the ILA is and to offer a focus for the future. I am excited about the many possibilities for both the short range and long range for the ILA.

First, I am inspired by the quality of people who are members of the organization. The energy, enthusiasm, dedication, and openness are unique among professional organizations. These assets need to be harnessed to work collectively to further the aims of the ILA.

Secondly, I am encouraged by the strength of the Research Committee and the large number of programs they had at this year's convention. Deborah Schwartz and Laura Janusik deserve credit for their efforts over the last couple of years to reach out to the academic community to bring high quality research oriented programs to the convention. I think the efforts both have made can be models for what can be accomplished for all of our committees. I would like to see the other committees as energetic and as involved as the Research Committee has been in reaching out to the community at large and promoting the ILA.

As a spin off benefit from this increase of research efforts by our members, the Executive Board is considering increasing the number

of issues of the International Journal of Listening. David Beard, the editor of the IJL, will lead the efforts in that direction.

Thirdly, I am especially excited about the Public Relations for the next year. I recently attended a class at the University of Maryland where the students in the Senior Seminar in Public Relations presented their proposals to Dr. Bey-Ling Sha. Their assignment had been to develop a complete PR plan for the International Listening Association. Laura Janusik had been instrumental in setting up this process. I now have six plans authored by the 32 students in this class with many excellent ideas for how the ILA can move forward expanding our public relations efforts. Their suggestions included reaching out to college students, parents, faculty, schools of education, elementary schools, business school students and faculty, and local business groups. Andy Wolvin, Laura Janusik, and Stephanie Materese all observed these presentations as well and I think I can say they were as impressed as I was with the quality of work these students put forth on our behalf. It's now up to the Executive Board to discuss these plans further and move forward in this vital area for the future of the ILA. There will be some exciting activities happening for Cyndi Grobmeier and the PR committee soon!

Fourthly, the association with the World Communication Association will continue to be part of our Global Outreach efforts. This summer the ILA will join with the WCA and the Pacific Area Communication Association (PACA) for a week's worth of

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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 September 15, 2004 .

Advertising

"The Advertising section for 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."

Send materials to
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listeningpost@listen.org
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Orlando, FL 32817
407.646.2625

*Make Today
Count!*

- Mike

LISTENING LEGEND—Dr. Larry L. Barker

We continue our series on recognizing 'Listening Legends' with a special interview with Dr. Larry L. Barker. A Lifetime Member, Past-President, and Listening Hall of Fame recipient, Dr. Barker is an innovative teacher, researcher and leader. He has written numerous books, including the first Listening textbook. Additionally, he and Dr. Kitty Watson developed the internationally acclaimed Watson-Barker Listening Test



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

It goes back to my graduate school days at Ohio University. I was enrolled in a course that dealt with programmed instruction. It was an educational development course and my assignment was to create a learning based program. I picked listening as the topic and used as my basis for the information at that point Ralph Nichol's work primarily from the book *Are you Listening?* My first book was published in 1967 with my major professor Gordon Wiseman and it was titled *Speech – Interpersonal Communication*. This was the first book published as "interpersonal" as part of the title. It moved the field a little bit. In that book one of the chapters was an edited version of my programmed instruction on listening. So it went from a graduate assignment to my major publication in listening and that's what got me established in the listening field. There was something that just attracted me to the field of listening, conceptually as well as academically. I had a contract offered for a book on listening which was called *Listening Behavior* that was published by Prentice Hall in 1971 which was one of the first textbooks in the field. I then turned my interest into research and measurement.

I was very interested in the Brown Carlson listening tests, which at that point were the standards from the time I went to graduate school - and still are to some extent today. My first venture into measurement was with Kitty Watson. We developed the *Watson-Barker Listening Test* and it went through several different generations and ended up in the current video version. My research continued, not only into measurement of comprehension and memory type skills, but also into the preferences. Our instrument, the Listener Preference Profile, which was published about ten years ago was the second generation of thought about measuring communication behaviors and listening.

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

Helping coach some graduate students to get involved in the field. I ended up teaching at graduate institutions and if you look back through articles from the listening journals, a good proportion of my students actual did contribute to the literature. So I'm happy about that and you may or may not be aware, but Andy Wolvin was a graduate student of mine.

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

I see it moving much more from the comprehension, operational definition into the more relational aspects of listening. I think much of the literature in the last ten years has certainly indicated that listening as a field is moving more into understanding how important listening is from a relational point of view to demonstrate excellent listening behaviors as well as to remember things, which is formerly what we were concerned about.

I've been in a position to observe the field for over forty years and I am

aware of the field as it developed just before I came into it. It does seem to be that there are cycles and momentum and that listening is one of those areas that becomes hot. I have measured it almost every ten years. If you look back over the years, certain events create interest and demand for listening. It is one of those things we can take for granted. It is well documented that it is easy once somebody has gotten excited about listening to let it slip into their subconscious or their background and then something will trigger a need for it and it will come back again — it's a cyclic thing. So I think it will be a mountain and valley approach where you go up the hill and down the hill a couple of times. I hope each time it goes up the hill it goes further and when it comes down, less. But my feeling is that because it is so easy to take for granted it is very hard to keep the momentum going in a straight line. Today, I would say we are probably between highs. I don't know that we are at the low but I don't see anything in the academic or the business area that is creating a big splash such as what happened when Manny Steil was beginning to get into the field and did all of his initial work. I would say it is probably mid-cycle right now.

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

I'm almost afraid to guess. It seems to me that in the past years what we've had is a trouble with finding a corpus that stays intact. There have been a select few who have dedicated themselves to ILA. But the number of people who were at the first ten conventions and the last ten – I would be interested in seeing what the overlap would be in terms of percentages that stay with it over time. So I guess it has always been a concern and I know this has been Manny's con-

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President's Perspective (Continued)

programs and interaction in Palm Desert, CA (August 1 – 8). Additionally, a suggestion has been made for a second international convention to be hosted in Frankfurt, Germany, in 2007.

All of these efforts represent the solid work of many members of ILA. There is no reason we can't continue these efforts, expand them, and undertake new projects for other areas of interest such as our business sector and elementary/secondary interest group. To be effective in all of this requires more than the efforts of a few. It takes the committed energy of many members. The point I want to make is that each of you can contribute by actively participating with one of our interest areas. If you haven't volunteered to help one of the committees, ask yourself: "why not?" When a large number of people each contribute a little bit of time and energy, the result is the same as if a few people contribute a lot.

One final plea for those of you who attended the convention, if you didn't complete a convention evaluation, please take the time to fill out the one you received in Fort Myers and mail it in the prepaid envelope to Jim Pratt. You can also fill out the evaluation found on the website. The Executive Board needs your input so we can be more responsive to your desires both at the convention and throughout the year.

IN MEMORIAM JUNE WILSON

ILA member June Wilson died of congestive heart failure on January 2. June was instrumental in connecting listening with physicians' training. She applied insights from repeated and prolonged hospitalizations in developing and presenting several papers under the general banner, "Listening to Heal". Workshops in the ILA and repeat variations of her papers followed.

Farewell Musings from Melissa Beall



Dear ILA Members:

First, let me say thank you for allowing me the privilege of serving as your president. It is a humbling experience to take a turn at encouraging listening in all areas of our lives, in all areas of the world! Thanks, too, to a wonderful group of volunteers who served on the Executive Board. Thanks, too, to my best friend, Hugh Beall, and my Mom for putting up with less time and attention because I was sometimes thinking about other things.

Colleagues often tell me they are very happy to hand over the gavel and step away from their officer responsibilities. I did not find that to be the case. Instead, the time flew by, and I still have work to do! One of my goals was to make sure that we communicated with the members. We've tried. Another goal was to streamline the organization, and we're on our way with that goal as well, especially with the ventures begun the last few years, especially with the formalization of officer and committee duties and responsibilities and the new Ad Hoc committee to "Stop Reinventing the Wheel." As an organization, we have much work to do to promote listening, internationally, as well as within North America. We can and should reach more people and serve more members. And, we can do it, with a bit more effort! As listeners, we know that stories, especially compelling stories, make listening easier and more enjoyable. When a speaker tells a

story, we listen better and remember longer. I'll bet that Sam Walch, our 2004 keynote speaker, will be remembered for his humorous stories here just as Keynote Speaker Alan Brunacini will be remembered for his stories of "humanizing the Phoenix fire department" at our Scottsdale convention. We also learn about hopes, dreams, failures, and triumphs when we listen to stories from other cultures. Too often, however, we don't spend enough time listening to those stories and heeding what they underlying principles and values are and how they might be similar to our own stories.

One of my personal listening concerns is that we know too little about listening in various contexts. So, I offer a challenge to ILAer's: We need a great deal more theory and research in order to promote listening on an international, intercultural basis. Now I know that the student section at the banquet wondered where I had been hiding when I said we don't know enough about listening, but I believe we need to contextualize listening in order to totally understand it. What does it mean to be an effective intercultural listener? What do we really know about intercultural listening? What do we know about effective listening in a variety of contexts? We know the characteristics of effective listeners in the United States. But, what about in Africa, Asia, Australia, Europe, and South America? And, is it different for those in Japan as compared to those in Korea, or Thailand? Is effective listening in Peru similar to or different from effective listening in Ecuador or Venezuela? I believe there are major differences between and among countries and cultures, but we don't have enough research to help

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Farewell Musings

- Continued

us determine clear answers to those questions. What are the consequences of technology and our ever-increasing use of technology on the listening process, and on effective listening?

Listeners need to do more research. The ILA needs to do even more to encourage research about listening in various contexts. We need to showcase research about listening in a variety of contexts. Dr. Nichols' early research in listening helped lay the foundation for what we now know about listening. And, many current writers and researchers have added to that information, but we still need to learn more and convey that knowledge to the world. A number of our members have written or are writing listening books and articles. But, we sometimes "preach to the choir." We need to share our listening research in the *International Journal of Listening*, but we must also find other venues. We need to get more articles in newspapers and magazines. We need to find out how to contribute listening pieces in journals and popular publications in other countries as well as in our own. We need to have ILA sessions at NCA, WCA, ICA, and as many other places as we can find conventions and people with whom to share our messages. We need to speak to community groups and encourage them to share information about listening and the people working in the field. We need to create and build theories to help explain listening. Our theoretical base seems limited. We need to encourage theory building if we hope to strengthen our listening base.

In short, we have a great deal of work to do if we're going to make much impact on people around the world. We should reach the point where people do not question the value of listening research, application, and practice. We should reach a point where people come to ILA many times each day requesting information and assistance. And when that happens, we must continue to promote listening research and practice so that the world knows how important listening is to our global health and welfare. Only then can we hope to all live happily in a positive world.

I wish for all, the joys of listening.

~ Melissa Beall

LISTENING POST EDITOR

If you are interested in serving the ILA as editor of the *Listening Post*, please contact Ray McKelvy, President by September 1, 2004. The position will become available in Spring 2005 and the Board will begin considering candidates during the September 2004 meeting.

Ray McKelvy
9300 Parkhill Terrace
Bethesda, MD 20814
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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. David Beard,
Editor

International Journal of Listening
Univ. of Wisconsin River Falls
River Falls, WI 54022
david.beard@uwrf.edu

ILA SPECIAL PROJECT

As an ILA Boutique "special project", Lisa Orick is collecting your favorite recipes and stories for an ILA cookbook "*Bringing Listening Back To The Table*."

This project is the brainchild of Cindy Grobmeier, Stephanie Materese, Genie McAvoy, Kae Van Engen and Lisa Orick. The idea is to have a warm story accompanying the recipe you submit. Do you have a favorite dish that reminds you of a past time? A holiday dinner that wasn't complete without grandma's and your perogi you labored over together for hours in the kitchen while hearing stories of the "old country." Or that great pan fried trout you and your father used to make over the camp fire during fishing trips? We'd like to hear your story and the recipe. Please be sure to email the information to

Lisa Orick
lisaO@tvi.edu

ILA Nominations

The nominating committee is off to a fast start this year. The following positions will be available in Spring 2005:

- 1st VP elect
- Member at Large—International
- 4 nominating committee members

Please submit your nominations to.

Dr. Richard D. Halley
Professor
Dept. of Communication
1605 University Circle
Weber State University
Ogden, UT 84408-1605

801-626-7072:
rhalley@weber.edu

ILA CONVENTION PAPER RESOURCE CENTER OPEN FOR BUSINESS

by Kathy Thompson



How many times have you been asked, "Where can I find listening information on . . . ?" To that frequently asked question, ILA members can usually recommend the ILA Website, ILA Journals, the Listening Post, texts by ILA members, the ILA Bibliography, and our Listen-2 chat

line.

They're all excellent sources of listening formation. But when your answer is, "Ah, a wonderful paper on that topic was presented recently at an ILA Convention in . . . in . . . ?" the search has often just begun.

The **ILA Convention Paper Resource Center (CPRC)** continues to make ILA convention papers, beginning with the 1998 ILA Convention in Kansas City, Mo, available to members and non-members through a simple, accessible ordering system.

Here's how the CPRC works:

- All 2004 ILA Convention presenters will be invited to submit their papers for inclusion in the CPRC. An information packet has been mailed to each presenter explaining the process for submission.
- Presenters will be asked to complete a set of forms including an information sheet and a signed reproduction release form indicating that ILA-CPRC may reproduce the document(s). Note: Reproduction of the papers by persons other than ILA requires further permission from the copyright holder. Authors retain copyright even after a paper becomes part of the ILA-CPRC database.
- All types of papers will be accepted, including--but not limited to-- research papers, status reports on any aspect of listening, listening teaching/training techniques, and formal discussion summaries. Papers will be indexed and briefly annotated, according to CPRC indexing guidelines. The CPRC Index will then be published via our ILA Web site and in hard copy to interested consumers.
- Convention papers--on computer disk or in hard copy-- will then be made available through Kathy Thompson at Alverno College for a nominal fee.

For more information about submitting to or purchasing papers from the ILA Convention Paper Resource Center, please contact:

Kathy Thompson
Alverno College, PCM Dept.
P.O. Box 343922,
Milwaukee, Wisconsin 53234-3922,

e-mail: Kathy.Thompson@Alverno.edu

Welcome New ILA Members

Please refer to directory for email addresses and telephone numbers

Yoshio Asano Gunma, Japan	John & Katyusha Koldajeva-Fogg Crozet, VA
Emmanuel S. Ayee Sioux Center, IA	Dianne Lipscomb Newman Lake, WA
David Beard St. Paul, MN	Pai Liu Hamilton, Ont, Canada
Shana Bowen Bellevue, WA	Patricia Milford Monessen, PA
Jon Braddy Ft Myers, FL	Sarah O'Colman Kensington, MD
H. Digby Clarke Victoria, BC	Barbara C. Palmer Tallahassee, FL
Linda Diamond Westfield, NJ	John Paul Dallas, TX
Gloria Duncans-Kidd Detroit, MI	Qian Reinchuck Hopkins, MN
Stephanie Evans Gainesville, FL	Floyd Sanders Elk Grove, CA
Dave Fanno Hammond, IN	Kathleen A. Shanel-Hogan Sacramento, CA
Larissa Faulkner Hamilton, Ont, Canada	Toni Siegrist Rocklin, CA
Mary Ann Giacomucci Upper Darby, PA	Amie Elizabeth Shomette Monrovia, MD
Jennifer N. Gill Silver Spring, MD	Lorraine Sorley Oak Lawn, IL
Suzanne B. Hawkinson Davenport, IA	Marguerite F. Thurston San Bernadino, CA
Karen M. Hillyer Washington, NJ	Jennifer M. Townsley Chandler, AZ
Cecilia Jonson Wales, UK	Ed Windhausen Springfield, VA
Megan Kinney Gainesville, FL	



A Book Review by Debra A. Schwartz

LISTEN UP!

The Silence that Sells

by Lou Garcia and Norm Merritt
iUniverse, Inc. Press: Lincoln, NE
ISBN: 0-595-27453-6 (paperback)
\$10.95 U.S.

Lou Garcia and Norm Merritt have delivered a slim, quick and easy read covering all the bases in listening improvement. They offer a model of listening within the framework of communication, case examples demonstrating types of listening behaviors to correct, and plain language.

This 63-page book is accessible rather than technical. Aimed at salespeople, the authors are motivational speakers for a large insurance agency. They do not delve into scholarly research although it is apparent that they are acquainted with the literature on both listening and leadership.

As a primer on obstacles to effective listening and guides to effective listening, the book fares well. Some books about listening talk a lot about listening and help the seeker identify areas in which to improve, but fall flat when it comes to explaining what to do to change the behavior. This one does not. In that respect, it is a good and useful handbook.

Garcia and Merritt make clear what results from not practicing effective listening behavior in a sales relationship. Further, they specifically discuss brain function and listening in terms of what causes certain fear responses and therefore physical and emotional escalation, both factors influencing our ability to listen. In general, the book covers comprehensive, critical, and therapeutic listening techniques.

The writing team base their listening model on the saying, *People don't care what you know until they know that you care* (p. 27). They contend that listening begins inside and goes to the outside, and identify hearing, holding, and helping as three parts of the same process that build upon one another, steps that follow one after the next in all conversations. *Hearing*, they write, is done internally – it is not seen by the speaker.

When it comes to remembering, the authors advocate a four-step process to improve retention: (1) center your attention – focus on the other person; (2) clear your mind – "...you cannot allow yourself to be...self-absorbed and close-minded"; (3) check your actions and reactions – internally monitor yourself; and (4) create an environment that limits interruptions. I found this articulation of this idea easy to put into practice. In that respect, this book seems a fine addition to the literature.



Listening: A New Lens by Stephanie A. Materese Student Executive Board Member

Many students do not understand the importance, value and applicability of listening. Another confounding factor lies in the public perception that only a few people study listening. Currently, there is no persuasive media alerting the population of students to the benefits in pursuing and practicing effective listening. If students are made to realize their potential to contribute and experience listening research first hand, they may begin to realize the omnipotent nature of listening.

In hopes of increasing ILA membership, to convey the importance of listening to students, two reader-friendly informational messages (one about ILA as an organization; the other about the convention) were sent to all contacts worldwide. These contacts included teachers, professors, and department chairs in education, business, communication, and English as a Second Language programs, as well as many listening and communication consulting programs. Some of these contacts publicly identified with studying listening on their websites, although most were found through extensive research and web searches. In addition, students nationwide were exposed to a thirty-second elevator pitch about ILA, developed expressly for them. This message alerted students about their ability to fill a niche in the academic and professional world.

In the winter, an attractive color flyer detailing ILA and the convention details was distributed to students at the University of Maryland, University of Maryland University College, George Washington University, George Mason University, and over sixty universities and twenty businesses internationally. Students responded enthusiastically to the personalized information regarding travel costs and scholarship information; those who could not attend the convention, still expressed interest in becoming involved.

The student turnout at the Annual Convention in Fort Myers in April was very impressive. In a successful Meet and Greet program hosted by the Board, new students were welcomed into ILA and introduced to many legendary faces in the ILA convention this year. The ILA extends its gratitude to Maria Roca, for inspiring many of her students at Florida Gulf Coast University to attend, manage, and participate in the convention. We could not have succeeded without them.

In another attempt to utilize the creativity of students, the ILA Executive Board also sought out and endorsed students in Public Relations Program at the University of Maryland to create six public relations campaigns for ILA. The impressive proposals are currently under review by the Board.

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ILA's 25th Anniversary Celebration

Thank you, Harvey Weiss (assisted by Nan Johnson-Curiskis and Darrell Niemiec) for your tremendous tribute to the ILA through the extraordinary 25 year retrospective PowerPoint presentation
PowerPoint presentation
 Enjoy the selected slides.

International Listening Association 1980-2004 25th Anniversary



Over the Many Years An ILA potpourri

- Our Birth in 1979
- THEN:
- *All Over The Country & The World Too !!*
- *Many Topics. Many Friends.*
- *Doesn't Look Like there will ever be an End.*



You Will Always Be In Our Hearts.....



To Nick and the "Colonel"



We Dedicate The Next 25 Years
To
The Two That Gave Us The First 25!

OTHER NOTABLES

Executive Directors

Bob Miller-Telstar
 Manny Steil
 Richard Quianthy
 Charles Roberts
 Mary Wise
 Kathy Thompson
 Diana Schnapp
 James Pratt

Journal Editors

- Voncile Smith
- Robert Bostrom
- William Arnold
- Charles Roberts
- Steven Rhodes
- Margaret Fitch-Hauser



ILA CONVENTION SITES 1980-1996

Most of all, she
listened

a tribute to the life
 of our friend
 Carmen Gerro Outley-Hickerson



Gains & Losses

Marriages-

Richard Quianthy & Deborah Helfrein
 Tom Hickerson & Carolyn Coakley
 Richard Halley & Carol Christy

In Memoriam

Judith Cole
 Marguerite Lyle
 Carolyn Coakley-Hickerson
 Belle Ruth Wilkin
 Dr. James I. Brown & Ruth Brown



OTHER NOTABLES

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 Mary Wise
 Kathy Thompson
 Diana Schnapp
 James Pratt

Journal Editors

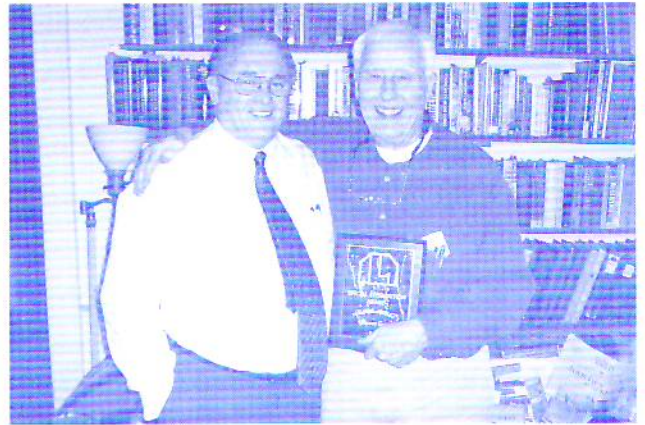
- Voncile Smith
- Robert Bostrom
- William Arnold
- Charles Roberts
- Steven Rhodes
- Margaret Fitch-Hauser



ILA's 25th Anniversary Celebration



1979 Attendees



Manny Steil & Warren Gore



1980 Attendees



Kimberly Batty-Herbert
Barbara Nixon



Melissa Beall
Harvey Weiss



Stephanie Materese
Melissa Beall

LISTENING



I. Warton Ong facilitated a one day "Effective Listening" workshop for twenty participants at the Singapore Institute of Management on February 13, 2004 at the Republic of Singapore.

Diana Corley Schnapp has been selected for listing in the 2004-5 edition of *Who's Who of American Educators*. Diana retired in May after 35 years of teaching Speech Communication, including Listening courses, in secondary school, community college, private colleges, and universities in Illinois, Iowa, Maryland, Missouri, and Kansas.

Mary Bozik, University of Northern Iowa, presented an all-day workshop on listening, "We Hear But Do We Listen?" for the Management Training Consortium at the university on Feb. 4. Business professionals from Northeast Iowa came to explore the "unique role listening plays in communication success in the workplace."

Barbara B. Nixon was recently presented with the "Instructor of the Year" award by Concordia University Wisconsin's Green Bay & Appleton Adult Learning Centers. Barbara has been an adjunct professor in CUW's Management and Communication accelerated degree program for nine years.

Dr. Nanette Johnson-Curiskis has been awarded a \$6,300.00 grant to convert her regular effective listening course to an online course at Minnesota State University, Mankato. This course is required for students who want to be licensed as Communication Arts and Literature teachers in the state of Minnesota. Putting this course online will increase the course availability for practicing teachers who need licensure in additional areas.

Jeannine Tate presented "School Leaders and the Value of Listening" on Apr 17, 2004, at the National Assoc. of Elementary School Principals in San Francisco

Dr. Kenneth Paulin had an inspirational article published entitled "Life Balance" in the *Harmony Bridge* magazine, Vol. II, Issue 12, Spring 2004

Mohammed Alnughaimish has published his first book called "*Listen to Be Loved*". This book was written in Arabic and published in the State of Kuwait in April 2004. The book is being distributed across the Arab world. Asharq Alawsat, the leading Arabic newspaper, has described the book as "a remarkable book". The well-known Arabic columnist, Dr. Ahmad Al-Rubee, a Harvard graduate, said "The book touched a vital issue and is greatly helping us how to be better listeners".

Mohammed was Live on Kuwait Radio in January 2004. The interview, which last for 85 minutes, was the first live interview in Kuwait Radio that focused on listening.

Rochelle Devereaux presented a session on "Communication Styles" to the Salem (OR) Chamber of Commerce on April 20, 2004.

Barbara Breaden and the faculty of the Listening and Critical Thinking program at Lane Community College have been striving to update their program materials over the past ten years. As a consequence, they have revised Ralph Nichols' *Effective Listening* audio training program so that it now consists of a mix of 45 audio and video exercises, with a pretest and post test.

Jeff Sweeney, Chairperson, Communication Studies at Marylhurst University reports that the Department created and offers listening courses in a variety of instructional formats: intensive weekend, weekly evening, "web-enhanced" and fully online. Marylhurst University established *Effective Listening* as a Liberal Arts "Life and Learning" core requirement for all undergraduates

Richard D. Halley has recently published two articles: "What have we discovered about the process of listening" in *The Consumer Handbook on Hearing Loss & Hearing Aids: A Bridge to Healing* Second Edition ed by Richard Carmen, Au.D., 2004. and "The Process of Listening" in *The Hearing Review*, Vol 11 No.3, March 2004.

Listening: A New Lens (Continued)

Given the ease and frequency with which we communicate through virtual networks like the Internet, this Spring, ILA decided to entertain the idea of a student online community, where students can engage in scholarly discussions, share ideas and advise, find assistance from colleagues, interact with experts, and begin to shape the future of the field of listening. Research has shown that students learn well in clusters, thus ILA desires to create this cluster for undergraduate students, graduate students, young educators, and businesspeople. The power of this group is too large to overlook. The name of this community has yet to be voted on by the Executive Board.

ILA intends the structure of this community to provide students with opportunities to chair various aspects of the online consortium and to exercise leadership skills while collaborating with colleagues on research. In addition to being able to access the valuable network of communication professionals associated with ILA, students will also benefit from abilities to post and access abstracts of papers, ideas for workshops, teaching and learning strategies, questions, and upcoming events and trips. They will be able to communicate via a listserv and online discussion. Another proposed feature is "Talk to an Expert," a monthly program that will give students an opportunity to participate in an online discussion with listening experts from all business sectors.

Students at all academic institutions can use the community as a vehicle for learning and sharing about listening. In addition, as the community grows in importance and its contributions, ILA would then have data that could act as support for the importance of listening. The website to host the networking for the student academic community is expected to be completed by July 2004, and will be linked to the ILA homepage. A press release will be developed to announce the official unveiling of the community.

On behalf of ILA, I would like to extend a welcome to all students and young professionals to participate in this worthwhile opportunity. We hope to gather the community for a face-to-face meeting at the National Communication Association Convention in Chicago in November 2004.



DR. LARRY BARKER, LISTENING LEGEND (Continued from Page 3)

cern in broadening the base beyond just the academic area. We need to go into other areas – medical, business - to name just a couple and try to get some interest and support from those areas. But unfortunately the academic group has been the ones who pretty much have carried the ball throughout the years and they don't have the resources or the background and the expertise necessarily to do that task. So it is a very formidable challenge. I don't have a solution for it. If I did I would have implemented it when I was president. I will say that of all of the associations I have belonged to professionally throughout the years, the one that I felt I have personally gained the most from being a member of is the ILA. I hope that in the future there are other folks who will be able to keep it going and keep the fire burning as it has in the past.



ED's Report by Jim Pratt, Executive Director

Our 25th Anniversary convention in Fort Myers is now a successful memory. Convention registration was 115, up from the 85 registered in 2003 for the Stockholm convention, and also up from the 110 persons who registered in 2002 in Scottsdale. As we continue to explore the new realities of the hospitality industry and domestic and international travel in a post-9/11 world, it is good to see that our convention attendance remains strong. Our 25th anniversary celebration was truly a special event, with photographic memories preserved through the efforts of Harvey Weiss and Nan Johnson-Curiskis. For those of you who would like a copy of the 25-year photo collection shown at the Saturday luncheon, I have a

few left; you can order the CD from me at a cost of \$10. (Also available from me is Nan's collection of photos from the Stockholm convention, at the same cost--\$10--and in the same format.) You can order a 25th anniversary ILA pin from me, too, in exchange for a \$25 (or more!) contribution to the ILA's convention scholarship fund.

SALEM (OREGON) IN 2006: April 19-23

The Board has approved the proposal from the Salem Conference Center and Phoenix Grand Hotel for our 2006 convention. This beautiful new facility is under construction in the center of downtown Salem (population 125,000) close to restaurants, the state capitol building, and a downtown shopping mall, and is scheduled to open next January; the ILA is the first organization to sign a contract for our convention. The Phoenix Grand is an all-suite hotel, and they will provide complimentary door-to-door transportation from the Portland airport, about an hour's drive away. The convention dates are April 19-23, 2006, and Rochelle Devereaux will be our local host.

MINNEAPOLIS (MINNESOTA) IN 2005: April 13-17

April was a cool and sunny month in the Minneapolis area this year, with no major snowstorms. But whatever the weather, the location of the Minneapolis Marriott City Center Hotel is ideal: 7th Street and Nicollet Mall is the heart of downtown and the center of the extensive Skyway system that connects the entire business, shopping, and entertainment district at the second-floor level. The new light rail train system is scheduled to begin operating next month, and it will connect the Mall of America with the Target Center (home of the Timberwolves) via the airport and the Metrodome (home of the Vikings, Twins, and Gophers). In downtown Minneapolis, the light rail line is on 5th Street, two blocks (via skyway) from the Marriott. On the north side of the hotel is Hennepin Avenue, the theatre district, with the State, the Orpheum, and the Pantages, as well as several other smaller theatres. The world-famous Guthrie Theatre, and adjoining Walker Art Center, is on the edge of downtown, a short cab ride from the hotel. In the news last week was the announcement that Minneapolis is the 4th largest center for jazz in the U.S. (after New York, Chicago, and Los Angeles); most of the jazz clubs (headed by the well-established Dakota) are on Nicollet Mall, within a block or two of the Marriott. Serious shoppers may want to make the trip to the Mall of America, but it's really not necessary, since Marshall-Field's (and the world headquarters of its owner, the Target Corporation, along with a new Target store) is across 7th Street from the Marriott, and the upscale Gaviidae Common, home of Neiman-Marcus and other fashionable and expensive shops, is across Nicollet Mall. Local host Nan Johnson-Curiskis will have more extensive lists of activities to keep you amused, enlightened, and well-fed when you are not attending convention programs. It's easy to fly to Minneapolis, the headquarters for Northwest Airlines. Because of Northwest's alliances with Delta, Continental, and KLM, there are non-stop flights to most major cities in the U.S., plus Tokyo, Amsterdam, and London.

SPANISH-LANGUAGE BROCHURES NOW AVAILABLE

We have recently printed a supply of Spanish-language ILA brochures for LA EDUCACION, LA SALUD, and LOS NEGOCIOS. They are available on request, as are the German-language brochures. You may also request the English-language brochures and the ILA posters. All are provided to members without charge.

Thanks for Listening! ~ Jim

Secretary's Report – by Laura A. Janusik

Wednesday's

Pre-Convention Board Meeting—April 14, 2004

The Executive Board was busy this past year that included our first international conference in Haninge, Sweden. Due to the July 2003 conference date, board members only had 9 months to complete 12 months of work. The international conference and Melissa's hard work resulted in over 10,000 e-mail messages to Melissa alone, and she responded to each one.

Appointed positions changed. We sadly say goodbye to Margaret Fitch-Hauser, the editor of the *International Journal of Listening*, who produced quality journals under her leadership. We welcome David Beard, the new editor. David already has ideas of how to improve the populations reached by the journal, and there is no doubt that he will be successful. Barbara Nixon stepped out of the Web Editor's position after almost seven years of outstanding service, and she is in the process of transitioning the duties to the new Web Editor, Jan Flynn. Jan has begun to redesign the web page and has volunteered to set up and administer a free list serve for the Board Members, which will replace the current TOPICA account.

The Board voted to accept the 2003 Board minutes and the annual Internet minutes, submitted by Secretary Laura Janusik. Included in these was the motion to allocate \$500 to University of Maryland students in a formal Public Relations class. The class selected ILA as its client and has produced six public relations campaigns to target various publics. The students' work included a telephone survey to assess the importance of listening in the public's mind as well as exhaustive literature reviews. Laura Janusik, Stephanie Materese, and Andrew Wolvin will work with Cyndi Grobmeier to execute many of the no-cost to low-cost ideas that the students suggested. Andrew Wolvin, along with Stephanie Materese, has agreed to supervise two interns for the fall semester who will be dedicated to this project.

Lisa Orick, former Member at Large for Special Projects, is collecting syllabi from members who teach courses on listening. They will be available to mem-

bers at no-cost. If you are interested in receiving the syllabi by e-mail, you can contact Lisa directly at LisaO@tvi.edu.

Stephanie Materese, Student Board Member, has been hard at work developing ideas to gain a larger student member population. She personally has contacted numerous individuals and many are interested in learning more about listening. Stephanie's goal for the year is to build a solid on-line community of student scholars and practitioners who will be leaders of the association in the future. Watch for website changes that Stephanie will implement for these new members.

The Institute for the Study of Intrapersonal Processes (ISIP) has asked ILA to take over the administration and funding of the Nichols and Brown awards. The Board has agreed to do so. However, the Board agreed to modify the awards as well as add awards for the two other major tracks of Education and Business. Watch for future membership blasts for the new awards and their criteria.

Friday's General Membership Business Meeting—April 16, 2004

Officers provided individual reports as to their accomplishments and challenges over the last 9 months. The general members voted to accept the formal minutes of last year's general business meeting.

A large part of the business meeting was devoted to by-law changes proposed by the co-chairs of the by-laws committee, Barbara Nixon and Laura Janusik. All proposed changes were accepted unanimously by the general membership. Many of the changes were introduced to make the by-laws in-line with current practice or to clarify which vice president was responsible for which responsibility. Changes of particular interest include the following:

- The adoption of the new Emeritus status for general members. This will allow those who retire and have been ILA members for at least five years to retain their membership status at a 50% discount.

In addition, members may now save time and money by joining or renewing their memberships for two years at a time at a discounted rate.

- The former Web Advisory Committee will now be known as the Publications Committee. The Publications Committee shall be composed of the Web Editor, *Listening Post* Editor, *The Listening Professional* Editor, the *International Journal of Listening* Editor, Member at Large, Public Relations, 1st Vice President, and two additional members. This representation of individuals of various mediums will ensure that our messages are consistent, complete, and targeted to all audiences, not just the American audience

- Membership on committees will be at the President's discretion. In the past, some committees had many members but were not productive. The President, in conjunction with the advice from each committee chair, will determine the number of members that best makes sense to meet the year's goals. Numbers on each committee may vary from year to year depending on each committee's goals.

- The term "Webmaster" was formally changed to "Web Editor." The position is responsible for organizing and presenting the content of the web page, but is not responsible for writing all of the material, as the former title implied.

The *Listening Professional* Editor is now an official Board position, and because the editor is appointed by the President, it will be a non-voting position. Position responsibilities were detailed and are similar to those of the other editors.

Results of the elections for new officers resulted in the following: Maria Roca as the 1st Vice President Elect; James Weaver for 2nd Vice President, Nan Johnson-Curiskis for Secretary, and Laura Janusik for the Member at Large for Special Projects. The new nominating committee consists of Richard Bommelje, Richard Hunsaker, Lori Joubert, Dick Halley, and Hiroko Suzuki.

MENTOR PROGRAM EXPERTISE RANGES FROM SPIRITUAL LISTENING TO NEUROPHYSIOLOGICAL PROCESSING

Members raised their glasses high to toast ILA's new Mentor Program, which held its first nightcap gathering of mentors and "mentees" at Shoeless Joe's sports bar at the Holiday Inn Select, the site of ILA's 25th Annual Convention April 14-18, 2004.

The rowdy bunch ranged in age and interest, with university professors dominating over business professionals, indicating a need to attract more members in the business sector to the program. If you are interested in being mentored, or mentoring someone, please contact Debbie Schwartz, mentor program coordinator, at debinmld@aol.com.

Several people caught the mentor-mentee fever (it was powerful strong) after our nightcap, and enthusiastically at the banquet Saturday night mentioned they had formed mentor-mentee relationships during the convention. Those who did, would you please drop me an e-mail? I'd like to make sure my list of mentors and mentees is current. Please help ILA grow and let me know.

As a nascent program, we are small but mighty at this point. Our expertise includes an impressive list: spiritual listening, listening in the classroom, listening and personality types, qualitative research methods useful for conducting listening research, teaching methods and listening, application of listening research to business, therapeutic listening, listening's influence on healing, inter-cultural listening, listening in emotional/verbal abuse relationships, listening and language acquisition, listening and neurophysiological processing, and auditory comprehension as viewed by speech pathology.

Nine ILA members in attendance made decisions about the shape the Mentor Program would take. As a group we pondered 10 pertinent questions and set priorities. The first priority is that a person must be a member of ILA to take advantage of the program. Second, mentors and mentees could come together on their own, or contact me and I would co-ordinate a relationship. Either way, we agreed to keep track of who was mentoring whom in what for future reference.

By consensus we agreed to connect people based on a common interest relating to listening, rather than by location. To that end, we agreed to establish a list of mentors identified by their expertise in listening, and to make that list available to the membership as well as those seeking to be mentored.

We ask that everyone keep in mind this program could attract new members, essential to ILA's future, and encourage everyone to make referrals as well as take advantage of the program themselves.

As a group we came to understand that even though some of us have an expertise in one area, we'd like to develop in other areas, too. Consequently, we began to realize that age and experience were not barriers to becoming a mentee.

Establishing a mentor program has been a long-time dream of many ILA members. Many of them never make it to conventions, but they are there in the wings willing to be of service.

Several have volunteered to participate in this new ILA effort.

Between February and April I cold called several members while gathering panelists for convention programs. At that time I mentioned the budding mentor program and found mentor volunteers Maureen McGarvey Dinges, Carine Feyten, Don Stacks, and Susan Smith, all higher education professors with research method applications that are qualitative and experimental.

In Ft. Meyers, volunteers registering interest in the program included already established mentor-prodigy relationships. Those at the first meeting were Louisa Eckert, Anna Ignatjeva, Ray Young, Alice Ridge, Nadine Marsnik, Alyce McKelvy, Barbara Nixon, Nan Johnson-Curiskis, Maria Roca, and Ray McKelvy. At the National Communication Association in November, Jim Weaver offered his services as a mentor, and Sheila Bentley expressed interest in becoming a mentee.

Several questions remain unanswered regarding expectations mentees may have for mentors. For instance, is it the responsibility of the mentor to provide research assignments for mentees? Should ILA mentors be guides for communication studies in general, or limit themselves to their expertise in listening? How much time is a reasonable amount to spend with a mentee or mentor? Should guidelines for establishing a mentor relationship be created to assure a high quality program?

There is much work to do, much to discover. Please share your thoughts and concerns with me at debinmld@aol.com.

International Listening Association

FINANCIAL STATEMENT FOR 2003

Income:	Budgeted		Actual	
	#		#	
Membership, Regular renew @ \$75	160	\$12000.00	164	\$12300.00
Membership, Regular new @ \$75	50	\$3750.00	39	\$2925.00
Membership, Life paid @ \$1000	2	\$2000.00	3	\$3000.00
Membership, Life paying @ \$250	5	\$1250.00	6	\$1500.00
Membership, Sustaining @ \$235	4	\$940.00	2	\$470.00
Membership, Organizational @ \$425	5	\$2125.00	1	\$475.00
Membership, Student renew @ \$35	20	\$700.00	15	\$525.00
Membership, Student new @ \$35	20	\$700.00	15	\$875.00
Dues subtotal	266	\$23465.00	255	\$22020.00
Bibliography		\$100.00		\$52.00
Boutique, net		\$100.00		-\$1246.51
				(\$12.00 - \$1258.51 = -\$1246.51)
Convention: Book display, net		\$100.00		\$75.10
				(\$164.80 - \$89.70 = \$75.10)
Convention: Donations		\$1100.00		\$200.00
Convention: Registration @ \$95	100	\$9500.00	85	\$9714.00
CPBC, net		\$100.00		\$80.00
				(\$80.00 - \$0 = \$80.00)
JL subscriptions & purchases @ \$40 or \$36	50	\$2000.00	53.8	\$2152.00
Interest		\$3600.00		\$693.26
LP advertising		\$500.00		\$0.00
Miscellaneous				\$46.00
Royalties		\$300.00		\$207.23
Tribute Fund				\$0.00
Total income		\$40865.00		\$35813.08

SAVINGS ACCOUNTS

General savings	\$7637.63
Carolyn Coakley Hickerson Scholarship	\$1630.00
CDs	\$46000.00
Total	\$55267.63

ACCOUNTS RECEIVABLE

ACCOUNTS RECEIVABLE	\$0.00
ACCOUNTS PAYABLE	\$0.00

SUMMARY OF ASSETS, December 31st, 2003

Checkbook	\$38.14
CDs	\$46000.00
General savings	\$7637.63
Carolyn Coakley Hickerson Scholarship	\$1630.00
Total	\$55305.77
Accounts Receivable	\$0.00
Total	\$55305.77

Income total, 2003	\$35813.08
Expenses total, 2003	\$37545.55
Difference	-\$1732.47


Comments:

- Line 16: Membership numbers are up, although not as high as projected.
We have 69 life members, 62 of whom are not reflected in dues payment.
- Line 18: The boutique did not operate in Sweden. Expenses are for Ft. Myers.
- Line 20: There were fewer book displays than usual because the convention was non-U.S.
- Line 23: Convention registration was close to projection, and convention total was positive.
Participants paid "dayconference fees" directly for meals & meeting rooms.
- Line 26: Institutional/library holdings of the JL remain low, although increasing.
- Line 27: Significantly lower interest rates have reduced this item.
CDs are now being reinvested for longer term at higher rate.
- Line 28: Our tax-exempt status does not allow us to accept most advertising.
- Line 30: Our recently-signed agreement with Ebsco guarantees \$2500 annual royalties.
- Line 31: Tribute fund donations are distinguished from convention scholarship donations.

Expenses:

	Budgeted	Actual
America Online	\$275.00	\$286.80
Awards/Plaques	\$400.00	\$489.87
Bank charges & credit card fees	\$900.00	\$737.76
Committees	\$500.00	\$39.95
Convention expenses: Gifts (President, Host)		\$190.39
Convention expenses: Board Meeting, Sept		\$1466.48
Convention expenses: Meals: AV @ \$30	100	\$3000.00
Convention expenses: Postage		\$769.14
Convention expenses: Printing	\$1500.00	\$675.04
Convention expenses: Speakers, rooms, supplies	\$1000.00	\$189.87
Convention expenses: Student grants	\$1000.00	\$740.00
Convention expenses: Tours		\$7014.00
Convention expenses: Travel		\$2424.88
Directory printing & mailing	\$1000.00	\$918.25
Listening Prof (earthquake) printing & mailing	\$1800.00	\$1725.45
Equipment	\$200.00	\$860.53
Insurance	\$500.00	\$589.00
JL printing & mailing	\$2000.00	\$603.00
Listening Post printing & mailing	\$1500.00	\$1705.25
Postage	\$900.00	\$1606.48
Printing & Photocopying: General	\$700.00	\$0.00
Printing: Brochures	\$1000.00	\$1173.09
Staff: Executive Director	\$12500.00	\$17499.92
Staff: Intern		\$0.00
Supplies	\$1000.00	\$1673.75
Tax preparation	\$800.00	\$885.00
Website		\$330.46
Telephone	\$1500.00	\$1379.67
Travel: Fort Myers, Minneapolis & Oregon site visits	\$2000.00	\$1271.65
Total expenses	\$35875.00	\$37545.55
Transfer to life member savings	\$3250.00	\$4500.00
Unbudgeted reserve	\$1740.00	
Total: Expenses plus Transfer plus Reserve	\$40865.00	\$42045.55
Income less expenses, transfer, & reserve	\$4990.00	-\$6232.47

Respectfully submitted,


James W. Pratt, Executive Director

PROPOSED BUDGET FOR 2004 (Fiscal year is January 1 - December 31)

Approved 9/17/03

Income:

Membership, Regular renew, 160 @ \$75	\$12000.00
Membership, Regular new, 50 @ \$75	\$3750.00
Membership, Life paid, 2 @ \$1000	\$2000.00
Membership, Life paying, 5 @ \$250	\$1250.00
Membership, Sustaining, 4 @ \$235	\$940.00
Membership, Organizational, 5 @ \$425	\$2125.00
Membership, Student renew, 20 @ \$35	\$700.00
Membership, Student new, 20 @ \$35	\$700.00

Dues subtotal

Bibliography	\$100.00
Boutique, net	\$100.00
CPRC	\$100.00
IJL subscriptions & purchases, 50 @ \$40	\$2000.00
Interest	\$1000.00
LP advertising	\$500.00
Royalties	\$2500.00
Convention: Book display, net	\$100.00
Convention: Donations	\$1100.00
Convention: Registration, 150 @ \$195	\$29250.00

Total income \$60215.00

Expenses:

America Online	\$300.00
Awards/Plaques	\$400.00
Bank charges & credit card fees	\$900.00
Committees	\$500.00
Convention expenses: Meals & AV, 150 @ \$125	\$18750.00
Convention expenses: Postage	\$400.00
Convention expenses: Printing	\$1000.00
Convention expenses: Speakers & rooms	\$1000.00
Convention expenses: Student grants	\$500.00
Directory	\$1000.00
Equipment	\$200.00
IJL printing & mailing	\$2000.00
Insurance	\$600.00
Listening Post printing & mailing	\$2400.00
Listening Professional printing & mailing	\$1000.00
Postage	\$900.00
Printing & photocopying	\$200.00
Printing: Brochures	\$1000.00
Staff: Executive Director	\$12500.00
Supplies	\$1000.00
Tax preparation	\$900.00
Telephone	\$1500.00
Travel	\$2000.00
Website	\$500.00

Total expenses:	\$51450.00
Transfer to Life member savings	\$3250.00
Unbudgeted reserve	\$5515.00
Total, Expenses plus Transfer plus Reserve	\$60215.00