

# LISTENING POST

Newsletter of the International Listening Association

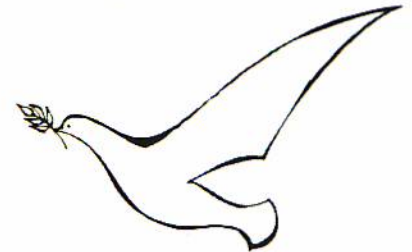
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## *IS* LISTENING THE LANGUAGE OF PEACE?

by Maria F. Loffredo Roca, Ph.D.  
First Vice President

LISTENING: THE LANGUAGE OF PEACE  
Salem, Oregon April 19-23, 2006



Not a day has gone by since deciding on this year's conference theme, "Listening: The Language of Peace" that I have not pondered the question implicit in this title. Is listening the language of peace?

In April we will come together as a community to share our ideas about listening in general and about the role of listening in creating peace from the private realm to the global arena. We will learn about current research, explore innovations in pedagogy, and consider important questions about listening. The range of approaches to examine the topic of listening in this year's conference program is exciting. Listening will be explored from the perspectives of the arts to the business world, from healthcare to education, from the intrapersonal and personal to the public and political. Quite literally, there is something for everyone.

Following Wednesday's business pre-conference, the full ILA convention will begin Wednesday evening with a meet and greet. This is a chance for newcomers and old friends to interact before the actual conference begins on Thursday morning.

You will want to get up early Thursday morning to enjoy a hearty breakfast in the hotel dining room before participating in the Opening Ceremonies. Featured in this first program will be Trina Willard and Trilium, an a cappella singing group coming in especially for this event from Seattle, Washington. I first heard Trilium when they performed with Terry Tempest Williams who was speaking about the "Open Space of Democracy." The blend of the beauty of their voices and the power of their message inspired me to invite them to join us in Salem. If you want a sneak preview of what you will hear you can listen to a few of Trilium's songs at [www.cdbaby.com/cd/trinawillard](http://www.cdbaby.com/cd/trinawillard). The title of this opening program is the conference theme, "Listening: The Language of Peace."

*Continued, pg. 02*



## President's Perspective

by Barbara B. Nixon, President

Does anyone read the *Rose is Rose* comic strip? One time, Rose's son admonished her for being visibly distracted while he was talking. Rose went about her business, assuring him she was paying attention even though she was not looking at him. He grabbed Rose by the cheeks and turned her head to make eye contact; then said, "No, Mom, I want 'whole-face' listening."

Many of you may know I've returned to school after being out for nearly two decades to pursue a Ph.D. from Capella University in training and performance improvement. Add this to my four children, husband, full-time position as a organization development consultant... I know I spend much less time "whole-face" listening than I ought to.

Though I've been interested in and researching listening for more than two decades, this month I learned of the

concept of Level III listening in my Coaching for High Performance course. Whitworth, Kimsey-House, and Sandahl, in *Co-Active Coaching*, say that in Level III (or global) listening, it is "as though you and the client were at the center of the universe receiving information from everywhere at once." I asked my peers from Capella how they feel when they are a part of Level III (or "whole-face") listening. They responded that they feel:

- \* Happy
- \* Appreciated
- \* Excited
- \* Lucky
- \* Complete
- \* Validated
- \* Gratified
- \* Full of life

Even though I am the president of the ILA, I definitely have some challenges in listening. I can easily become distracted in a conversation and find that I must work hard to focus on the other person at times. Perhaps my ADHD has something to do with this, but it's just as likely that it is because I attempt to multi-task. This is never helpful in building or maintaining a relationship!

Take time to listen.

*There is power in listening.*

## Is Listening the Language of Peace?

Cont'd from Pg. 1

The opening ceremonies will be followed by three days full of high-quality programs. Many of the greatest researchers, teachers, and innovators in listening will be presenting. Our featured luncheon keynote speaker on Thursday is Dr. John Fitch, former Faculty Fellow in the Executive Office of the President's Council on Environmental Quality during the Carter Administration. Dr. Fitch continues to be an international leader in environmental and sustainability education and will address the topic, "Listening: An Essential Step to Peace and A Sustainable Future."

Several spotlight programs will be offered this year including a special tribute to Dr. Ralph G. Nichols, one of the giants in the field of listening. Other features include "The Teaching of the NCA Standards for Listening" presented by Melissa Beall and Pam Cooper, and "Listening: The Big Picture" including Andrew Wolvin, Melissa Beall, Laura Janusik, and Kathy Thompson.

In between the programs, attendees can enjoy a wine tasting, a riverboat cruise, yoga classes, and, perhaps most important, the incredible company of other ILA members. ILA members really are GREAT listeners and attendees come away from conferences reporting feeling nourished by their interactions both professionally and personally.

So I come back to the initial question, "Is listening the language of peace?" I am in no position to offer a definitive answer. But if you join us in Salem, Oregon from April 19th to the 23rd you can participate in exploring this and many other important questions and issues related to listening.

*See you in Salem!*

## Optional Tours in Salem

by Rochelle Devereaux

Don't miss the **wine tasting at the Convention Center Thursday evening and Friday night join us on the Willamette Queen Stern Wheeler** for dinner and a cruise on the Willamette River.



WINERY

Photo courtesy of Salem Convention & visitor's bureau

Beyond the tours available to ILA members and guests who attend the full conference, friends and family members can enjoy additional tours throughout the conference, including:

- Mini-tour of Salem, including capital building and mall
- Half- and full-day tours in Salem and the surrounding areas, including a day trip to the Oregon Coast
- Spring color and bulb growers ready to show off their products with field tours
- Shopping and parks within walking distance of the Salem Convention Center or a short drive away.
- Trip to the coast & aquarium & historic Newport (downtown waterfront with shops)
- Winery tour

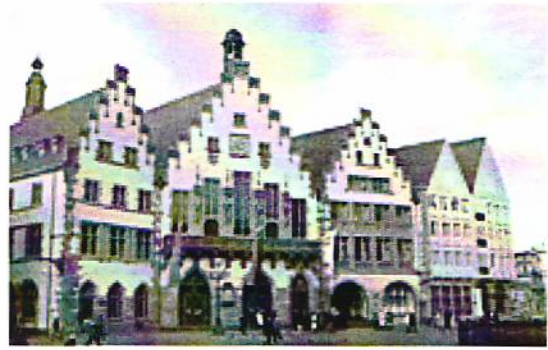
Volunteers from the Visitor's and Convention Bureaus will be on-site to help you plan activities and to provide directions. For more complete information and registration forms for optional tours, visit [listen.org](http://listen.org). *Questions or special requests?* Write to: [rochelle@businessmasters.com](mailto:rochelle@businessmasters.com).

# PLAN EARLY FOR 2007 IN FRANKFURT

by Margarete Imhof

As you may know from previous issues of the Listening Post, ILA is going to hold the 28th annual convention in Frankfurt, Germany in 2007. This is an important date both for ILA and for those in Germany and Europe who are interested in listening. For ILA, it is the second time that we are holding our annual convention outside the United States. This marks a continued effort to actually put into practice the "International" aspect of ILA. It is evidence of ILA's international vision, which is truly important. Looking at the most recent events around the world, it seems that confrontation and tensions are growing everywhere, and, consequently, the need for understanding and listening to each other is increasing at the same rate. We need the awareness of listening in all areas of life, and since there is no other way to initiate change but to open yourself up, we do this by visiting places and trying to learn more about different cultures, collecting first-hand information and a personal impression.

At the same time, the ILA convention in Frankfurt will help to support the growing awareness for listening in Germany. The local arrangements committee has set up an education mini-conference tailored to teachers in the area and around



Historic City Hall Roemer Frankfurt:  
the prospective site of our closing banquet in 2007

Germany to experience listening experts and to learn about listening in hands-on workshops. We are also working on a public panel on listening bringing together experts on listening in such diverse areas as education, health, administration, and management. The German Listening Foundation has agreed to co-sponsor the panel and to advertise the event. So, we are looking forward to welcoming ILA and the listening experts.

Ongoing information will be available through ILA publications, [listen.org](http://listen.org), and emails. For all issues concerning the 2007 convention please e-mail: [listen2007@uni-frankfurt.de](mailto:listen2007@uni-frankfurt.de).

**An information session is scheduled at the Salem convention to help you prepare for Frankfurt 2007. Please bring your questions and concerns.**

## Kuwaiti Author Presents Listening Skills to Arab Audiences

Kuwaiti author and ILA member Mohammed Alnughaimish, was as guest speaker on Zaven, a live television program from Beirut referred to as "the Arab world's Oprah show." He discussed the importance of listening and offered specific listening skills for the live audience, as well as callers. His audience filled out listening questionnaires to assess their listening skills and discover areas where they need to hone those skills.

Alnughaimish is the author of *Listen to Be Loved* and says he wrote the book "in an attempt to transform the virtue of listening into an effective tool used in everyday life." In the book, he explores skills, research, and practical ways to overcome obstacles between speaker and listener, dedicating a chapter to the differences between men and women in their listening skills and habits. Alnughaimish also presents courses in the art of listening and writes a weekly column in the Kuwaiti "Al-Qabas" newspaper focusing on management and self-development.

## 2006 OFFICER NOMINEES

This year's nominations committee (Charles Veenstra, Diana Corley-Schnapp, Irma Ilomaki, Kent Zimmerman, & Michael Purdy, chair) presents the following officer nominees for the '06/'07 year.

### 1st Vice President: LISA ORICK



Lisa Orick is a lifetime member of the ILA, who has presented at many conventions over the years. Lisa is currently a full-time faculty member in the Communication Studies department at Albuquerque Technical Vocational Institute in Albuquerque, New Mexico. She also facilitates faculty development for TVI and conducts WebCt classes in curriculum and assessment for Santa Fe Community College.

She earned her Ph.D. in Organizational Learning and Instructional Technologies, College of Education at the University of New Mexico. Her dissertation title is "Listening Practices of Leaders" Lisa also runs the boutique at ILA conventions.

### Member at Large: GRAHAM D. BODIE



Graham Bodie is a second-year doctoral student at Purdue who has achieved distinction as a researcher in the areas of listening, information processing, and communication pedagogy. His work on these topics has been presented at regional, national, and international conferences and has been published in several journals.

Graham currently serves as President of the Purdue Communication Graduate Student Association and is the Vice Chair of the International Listening Association's Research Committee.

### Secretary: NANETTE CURISKIS



Nanette Curiskis is a founding and lifetime member of the ILA (Member #75). She has served on committees, as a Board Member at Large, Secretary, and as local arrangement's chair for 1983 and 2005 Minneapolis Conventions.

She earned her Ph. D. in education from Capella University. She holds a B.S. in Speech and Theater Arts, an MS in Speech and Theatre, and an MA degree in Counseling Psychology. Currently, she is an associate, tenured professor teaching listening and communication at Minnesota State University, Mankato. Nan has taught in public schools and colleges. She also taught English to secondary school students in Latvia, where she worked, as well, as a newscaster. Nan has been presenting listening and communication seminars for 20 years and has presented at many conventions.

### 2nd Vice President: LAURA JANUSIK



Laura Ann Janusik received her Ph.D. in Communication with an emphasis on Listening from the University of Maryland at College Park in 2004. She is currently an Assistant Professor and the McGee Chair of Communication at Rockhurst University in Kansas City, Missouri. Laura has served on the ILA Board for the last six years in the capacity of student member, secretary, and Member at Large, Special Projects. She is the current Chair of the ILA Research Committee.

### Following are nominees for the '06/'07 Nominating Committee:

**Kimberly Batty-Herbert**, ILA member since 1989, has served in numerous leadership positions within the organization including President, Second VP, Member-at-Large, and Special Projects. She has also participated on various committees and as the Site Chair for the annual convention in Albuquerque. She is Associate Dean of Academic Affairs at Broward Community College in Ft. Lauderdale.

**Melissa Beall, Ph.D** is a past president of ILA as well as the Vice President, North America, of the World Communication Association, and Second Vice-President of the Pacific and Asian Communication Association. Dr. Beall is a professor in the Department of Communication Studies at the University of Northern Iowa, Cedar Falls. She teaches a variety of communication courses and is co-author of *Communication: Making Connections*, a basic communication course text.

**Tuula-Riitta Välikoski, PhD. & M.Sc.Admin.** ILA member since 2002, is a Senior Lecturer (an assistant professor) in the Department of Speech Communication and Voice Research, University of Tampere, Finland. Dr. Välikoski is also doing listening research with a focus on cognitive, constructive and communicational aspects in listening. She is now serving on the ILA research committee, has made presentations at three conferences and been a member of ILA since 2002.

**Dr. Margaret Fitch-Hauser** is an Associate Professor and Coordinator of Public Relations at Auburn University, currently working on research in the areas of Listening and information processing, communication fidelity, and workplace motivation. Dr. Fitch-Hauser also works with community leadership programs, organizational leadership development, and work as an executive coach with management and executive level clients.

## Executive Director's Report

by Jim Pratt, E.D.



By the time you read this report, the 27th Annual Convention of the International Listening Association will be just a few weeks away. We hope you will join us as we become the first international organization to meet at the new Salem Conference Center.

Built with local and recycled materials, and featuring beautiful views from the glass-enclosed lobby, the Salem Conference Center is an ideal venue for a group our size. The Phoenix Grand Hotel is connected to the conference center via a main floor concourse; there we will enjoy oversized rooms, a pool and exercise room, a fine restaurant and bar, a European-style breakfast room, and an elegant lobby.

Located in the center of downtown Salem, on the site of the city's first hotel, the Phoenix Grand is just blocks from the ornate Oregon State Capitol building and the campus of Willamette University to the east, Riverfront Park and the Willamette River to the west, and an enclosed shopping mall to the north. For those who drive, a free underground parking garage serves both facilities. We hope that you have already registered for the convention, but, if you haven't, there's still time. Just visit our website ([www.listen.org](http://www.listen.org)).

For the first time this year, we are using the website exclusively for convention information. You will find the preliminary program there, as well as the program for the Business Conference. A description of the Willamette Queen Dinner Cruise and optional tours of

the area can also be found on the web site. Using the on-line registration procedure allows you to register in minutes and pay registration fees with PayPal, our secure credit card service. You will also be directed to a Phoenix Grand Hotel link to make reservations, to the Enterprise Rent-A-Car website to make discounted car rental reservations, and to the HUT Airport Shuttle website for those who prefer that mode of transportation.

We believe that using the website for convention information and registration is a significant improvement to our convention process. First, it means that the preliminary program was available to you within hours, rather than weeks, of its completion. The cost of printing and mailing the preliminary program and registration material would have been nearly \$1,000, an expense that is now unnecessary. And the convenience of completing registration in minutes, with instant confirmation, is an added advantage.

There was a time, not many years ago, when few of our members had e-mail addresses. Now almost all do. For those who do not, we will be pleased to mail or fax registration materials to you, and to accept your registration and payment via mail, fax, or phone. We want to make it easy for everyone to attend the convention!

Thanks for listening; see you in Salem.

PS: Please take a few moments to look over the list of new members below and note that we continue to extend our membership throughout the world.

### WELCOME NEW MEMBERS!

EDWARD BELBUSTI  
Nashville, TN  
[e913@bellsouth.net](mailto:e913@bellsouth.net)

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[dewittj@uhd.edu](mailto:dewittj@uhd.edu)

SUSANNA FRUEHAUF  
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MIKE SHIREK  
Inver Grove Heights, MN  
[sls.mjs@usfamily.net](mailto:sls.mjs@usfamily.net)

KENNETH M. TRUVER  
Pittsburgh, PA

## Be A Part of the Latest Research

by Laura Janusik, Research Committee Chair

Take part in the Fall 2006 Midwest Regional Forum: **Measuring the Effects of Listening on Learning, Earning, and Healing**, co-sponsored by the ILA and Rockhurst University. 100 people will converge to develop ways to measure listening in Business, Education, Healthcare, Religion/Spirituality, and Research.

The forum is based on the Progress Review Group model developed by the National Cancer Institute (NCI). NCI would bring together the top 100 people in a specific site cancer, say breast cancer. These individuals would include physicians, surgeons, nurses, activists, survivors, biologists, and geneticists. Through a series of small group interactions, the group would develop the top 10 initiatives that need to be met in the next 5 years to reduce the pain and suffering caused by breast cancer.

The listening forum will include 100 people, 20 from each of the context areas: Business, Education, Healthcare, Religion/Spirituality, and Research. Through a series of in-group and cross-group discussions, each context area will develop and commit to carrying out two studies over the next year. In essence, these 100 people all will look in the same direction at the same time and identify common goals for listening research.

**Who can participate?** If you're thinking you would like to attend but worried that you don't have the background to contribute to research, don't worry! The organizers are seeking a combination of participants and strongly believe that each person will bring a different resource to the table. Some will have access to study participants, others will be good at performing literature searches, and others will have the skills to define an excellent research study. There are three common attributes that each participant must have. First, you must believe that listening is important in your industry.

Second, you must have the desire to commit yourselves to the entire two days (October 20- 21, 2006) and work with your context area to make a difference in listening research. Finally, you must agree to assist with the study throughout the next year in the ways that you can.

**Why Participate?** Interest in the listening forum is great, and costs will be minimal due to support from sponsors. Many of us were drawn to listening because we knew effective listening makes a difference. Whether it is in our personal or professional relationships, our lives were enriched through effective listening, and we wanted to share it with others.

Most intuitively understand the importance of listening, but a challenge listening trainers have had in the corporate world is showing the effects of listening (or not listening) on the *bottom line*. That is, how do we measure the effects of effective listening? With training department budgets being slashed, it is imperative to develop a way to measure the effects of listening training.

**Find out more!** Further information will be at [listen.org](http://listen.org) after the Salem conference. To be put on the Listening Forum mailing list, send name, address, phone number, and e-mail address to [Laura.Janusik@Rockhurst.edu](mailto:Laura.Janusik@Rockhurst.edu). Inquiries also can be mailed to Laura Janusik, Department of Communication, Rockhurst University, 1100 Rockhurst Road, Kansas City, MO 64110-2561.

Laura Janusik was recently awarded a Presidential Grant from Rockhurst University to complete her Listening and Nonverbal Communication study.

### PROPOSED BYLAW REVISIONS

On behalf of the Board, Nanette Johnson-Curiskis and First Vice President-Elect, Margarete Imhof (co-chairs of the Bylaws Revision Committee) propose the following bylaw changes to be made at the upcoming convention in Salem.

In the past, the student member of the Executive Board has been appointed by the president for a one-year term as a non-voting member. This practice has worked for ILA so far, but the outstanding performance of those individuals who have held the position has changed the views of the Board on this issue. The student board members, who coordinate the student-related activities of ILA and who reach out to ILA's future, ought to have a stronger voice.

The Board proposes to:

- Extend assignment to two years to ensure continuity
- Make the student a voting member of the board
- Support the momentum of the student board member by making the position an elective office

Please take a moment to think about the proposal for this bylaw change. The Board and Bylaw Revision Committee appreciate your thoughts. Please submit comments to Margarete at [m.imhof@paed.psych.uni-frankfurt.de](mailto:m.imhof@paed.psych.uni-frankfurt.de).

Share your  
resources  
insights  
successes  
queries  
& stories



with the ILA's listening community.

[listeningpost@listen.org](mailto:listeningpost@listen.org)

## INTERNATIONAL JOURNAL OF LISTENING (IJL) SUBMISSIONS

The *IJL* accepts submissions on an ongoing basis. Of special interest are articles and book reviews on the following topics:

- Listening and Second Language Acquisition
- Listening Assessment
- Listening, Audience Behavior and Media Studies
- Listening, Audience Behavior and Political Rhetoric
- Historical Studies of Listening and Audience Behavior
- Intersections between Listening and Reading
- Listening in Professional or Managerial Communication
- Insights of Cognitive Theory, Psychology or Philosophy on Listening
- Listening and Rhetorical Theory
- Listening Research in K-12 Education
- Listening in Health Communication
- Listening and Service Learning
- The Intersections between Musical Listening and Listening to Messages (listening as aesthetic vs. epistemic process)

Please send submissions electronically to:  
David Beard, Editor at [bear0043@umn.edu](mailto:bear0043@umn.edu)

## SPONSOR A STUDENT

### & TAKE PART IN ILA'S FUTURE SUCCESS

by Jennifer Gill, Student Board Member

Students are the future of the ILA. Unfortunately, many cannot afford to join or attend conferences. The ILA's sponsorship program allows members to sponsor students through donations. As a sponsor, you will be introduced to "your student" at the conference. Donations can range from \$15 to \$150.

To contribute with your credit card by phone, please call toll free 1-800-ILA-4505.

If you would prefer to mail your check (payable to "ILA" with the note "Sponsorship Program" on the check) or credit card (Visa or Mastercard) information (number, expiration date, and name as it appears on the card) mail to: ILA, P.O. Box 744, River Falls, WI 54022 USA.

## The ILA Remembers Dr. Ralph G. Nichols

Dr. Ralph G. Nichols, widely known as "The Father of Listening," passed away in November 2005. Dr. Nichols was a pioneer in the listening field who first heard his calling in the 1940's. A founding member of the ILA, he was eager to raise awareness of listening as a skill through research, writing, teaching, mentoring, and-of course-listening.

In the November 9, 2005, issue of the *Listening Leaders* Newsletter, Dr. Manny Steil and Rick Bommelje honored Dr. Nichols and printed his response to being called a "pioneer." Following an excerpt from that response:

"You are kind. When one is engaged in pioneering work, the point that it is pioneering is often missed. We simply get caught up in the obvious challenges of the moment and move forward with excitement."

Dr. Nichols passed peacefully in his sleep. His voice will be missed in the listening community.

To hear more about Dr. Nichols' contributions or share your memories, join Manny Steil for the Salem convention program: "As I Remember Dr. Ralph G. Nichols."

## The International Listening Association

1-800-ILA-4505

[www.listen.org](http://www.listen.org)

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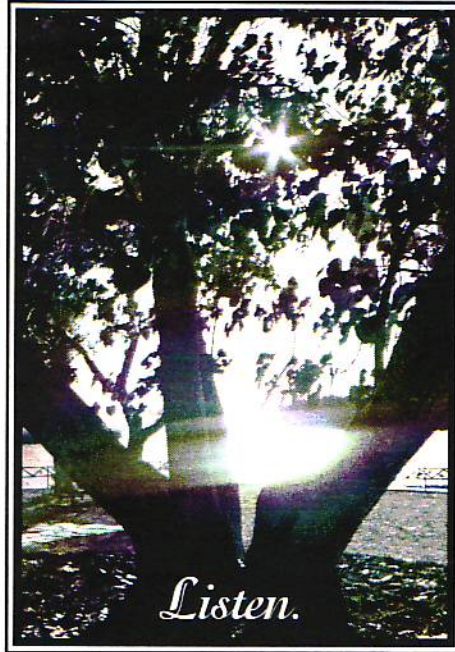
*Open*

*your*

*Mind..*

*Heart...*

*World...*



**International  
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