

LISTENING POST

Newsletter of the International Listening Association

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President's Perspective: Listening & Humility

by Dr. Maria F. Loffredo Roca, President



During my opening remarks at the recent ILA conference in Salem, Oregon, I commented about the relationship between listening and humility.

I described deep listening as an act of humility. In my President's Perspective columns this year, I hope to explore this connection further and I invite you to do so with me.

What is the relationship between listening and humility? In this piece, I begin to examine both terms as fundamental and powerful concepts. I am not offering "definitions" of either of these terms as I feel that doing so limits the discussion. I prefer to consider both from a conceptual perspective.

At the conceptual level, what is listening and what is humility? I would argue that listening is an action, an essential part of effective communication. Humility, at its core, is a virtue that characterizes a human spiritually and manifests in behavior. If you accept these descriptions, listening can be a humble act.

By nature, is all listening an act of humility? Far from it! Listening, in and of itself, is a neutral skill that can be used either as a tool or as a weapon. Someone listening to discern another person's weaknesses so he/she may exert power over the other is using listening as a weapon, not engaging in a

humble act. However, someone who puts aside her or his own needs to listen lovingly to a friend in need is using listening as a tool and is, I believe, engaging in an act of humility.

For listening to be a humble act, an individual has to deal with, and get beyond, his or her pride. I believe that pride is our greatest obstacle to listening with humility. When we listen humbly, we do not assume we have the answers to other people's problems. In fact, when we listen humbly we assume nothing at all. We open our minds and hearts to others and provide them with a safe place to share whatever they need to disclose. The humble listener is not defensive; he or she is an open vessel to others. This is no simple achievement. It represents a great challenge to us.

I welcome your comments and responses. If this is a topic that piques your interest and you would like to communicate directly with me, please feel free and encouraged to e-mail me at mroca@fgcu.edu. I also encourage you to write a short response for publication in the *Listening Post*.

In the next President's Perspective, I will explore the question, "How do we rise to the challenge of becoming humble listeners?" Until then, I would like to leave you with this quote from Madeleine L'Engle, "When I am constantly running there is no time for being. When there is no time for being there is no time for listening."

Executive Director's Report

by Jim Pratt, E.D.



SALEM, OREGON

Those who expected nothing but rain in Salem were disappointed. The flowers and flowering trees were all in bloom, and nearly everyone chose to walk to nearby River Front Park for our Friday evening dinner cruise on the Willamette Queen. The glass-enclosed second-floor lobby of the convention center was the location for all of our social functions, as well as registration and displays. The convention center and hotel staff were eager to welcome us as the first international convention to be held in this beautiful facility. Final convention registration was 107, and the business conference on Lean Management was acclaimed by all who attended, many of whom were from the local business community. Excellent programs, strong student participation, and renewed associations with members we hadn't see for decades made this convention especially memorable.

FRANKFURT, GERMANY, IN 2007: July 18-22

You can fly into Frankfurt non-stop from most major airports in the world. We haven't decided yet whether to take the frequent American Airlines service from Chicago or to fly Icelandair directly from Minneapolis. If you're planning a vacation before or after the convention, you can fly into any airport on the Continent and take the marvelous European trains to Frankfurt: the main railroad station is closer to the hotel than the airport and just as easy to reach by public transportation. But do heed Margarete's advice: DON'T rent a car! From the airport, a 15-minute subway ride will take you to Konrad Adenauer Strasse and the main downtown pedestrian shopping mall, one block from our convention hotel. Operated by the Spanish chain Navarre Hotels, the NH Frankfurt City Hotel is ultra-modern and stylish. An immense breakfast buffet of cold cuts, cheeses, breads, yogurt, soft-boiled eggs, cereal, fruit, coffee or tea, and juices is included in the 99-Euro per night room rate, and for a 3-Euro fee, you can have a slightly more modest sampling of that buffet served in your room! Good food, as always, is a part of the ILA tradition.

PORTLAND, MAINE, IN 2008: March 25-30

Our conventions take us from the West Coast of the United States in 2006 to the East Coast in 2008. One bit of geographical trivia is that Portland Maine is closer to London, England, than to Los Angeles, California, although by only a few miles. Whatever your point of origin, Portland is easy to reach. Frequent non-stop service is scheduled from major airports in the U.S.; Boston Logan International Airport is about 100 miles to the south. Amtrak commuter service runs between Boston and Portland, and those who wish to make the connection can take the new Silver Line subway from the Logan Terminal to the Amtrak Station. I chose to rent a car at Logan and enjoyed a two-hour all-freeway drive to Portland, with the added benefit of a brief rest stop in New Hampshire, a state I had not visited before. Our hotel is the Holiday Inn By The Bay, which, at 285 rooms, is the largest hotel in the State of Maine. The hotel offers stunning views of the harbor to the east and the White Mountains to the west. They also provide free transportation in the hotel van between the airport and Amtrak Station and the hotel, and parking in the underground garage is free for registered guests. Please plan to join us on March 25-30, 2008.

Thanks for listening.

WELCOME NEW MEMBERS!

CALDWELL, BRUCE
Corvallis, OR
tallbruce@comcast.net

COX, CLAYTON W.
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LISTEN AND MAKE THE CONNECTION!

Margarete Imhof, Vice President



As a famous national soccer coach (I understand that it is a cultural thing to refer to a soccer coach, but with the Soccer World Championship underway, everything in Germany seems to be colored in soccer) once said: After the match is before the match. This applies to many things that we do and I personally feel very much that it is true for my thinking about the ILA convention. I have just returned home from a wonderful conference experience in Salem, OR, and I knew all along that I was viewing this year's convention with quite different eyes, because it will be my task and my pleasure to create an environment that sets the scene for next year's event.

The theme is Listen and Make the Connection!, because I felt that we as researchers, practitioners, teachers, and consumers of listening, we can learn a lot if we open our ears and eyes for what others have to say. As it happened, in some of the panels that I attended at the Salem conference, I heard variations on this issue: Very probably much knowledge and expertise, both theoretical and practical, exists about listening in many areas that we are not really well connected with. The ILA members as listening researchers and practitioners have certainly achieved a standard of expertise which has a lot to offer to others, too.

For ILA's first annual convention outside the United States, Melissa Beall chose the theme "Touch the World." Next year's theme is meant to build on this: My vision for the upcoming conference is to start the connecting process, as the perspectives of listening experts should be combined with perspectives from other relevant disciplines such as psychology, sociology, anthropology, audiology, speech pathology, language arts, linguistics, neurophysiology, and certainly others.

As I stated in the introduction, I will work to set the stage and do anything possible to provide the space for a successful convention. The actual success, however, the enrichment, the power, the joy, the information, the friendship, and all the other things – visible and non-visible – which we may take home from a convention, depends very much on how much every member and participant at the convention is willing to put in and to share. So, I am looking forward to this upcoming year and to your program proposals. I have already begun to receive paper submissions.

The call for papers has changed. To see the complete Call for Papers, Panels, and Programs and find your submission form, please visit listen.org or e-mail listen2007@uni-frankfurt.de.

Comments on the Call for Papers

One of the strengths of ILA is the diversity of expertise and interests of the membership. Actually, it was one of the major reasons why I first joined ILA, because I was impressed and attracted by the interdisciplinary nature of the programs and by the variety of approaches in the way the presentations were done.

It is a continued concern that ILA attract new members and broadens its vision. This includes – in part – reaching out to younger members and members from countries outside the US. The Board raised the issue that individuals who are at the beginning of their career or individuals who come from different backgrounds may base their choice to present at a conference or to join a professional organization on the way that standards are described and handled. As a result, we agreed to make the standards that ILA applies for putting together the program more explicit. Therefore, on the call for papers, you will find that there are three refereed categories and one workshop category.

The refereed categories include the paper, the student paper, and a panel program. Submissions in this

Continued on page 15.

THE INTERNATIONAL LISTENER'S TRAVEL ALPHABET

A to Z Frankfurt Travel Notes by Margarete Imhof

A

Accommodation: You may book the hotel accommodation through the Frankfurt Congress and Tourism board. The link is available on the conference website which you can access through ILA's homepage (follow the link: Convention 2007). The congress hotel is the NH Hotel which is located right downtown Frankfurt.

Arriving in Frankfurt: Nothing is easier than arriving in Frankfurt because it is the number one airport in continental Europe. Most international airlines serve Frankfurt airport.

B

Banquet: Look forward to a historic location for our closing banquet.

Beer: Frankfurt is the home of several major breweries, and guided tours are available.

C

Call for papers: Please note the procedure which has been established for processing the proposals submitted for the 2007 convention. In order to attract some submissions from Europe, we have made some adjustments. (See article beginning on Page 3.)

Credit cards: All major credit cards are accepted throughout Germany and Europe. All taxi cabs accept credit cards for payment, which is particularly helpful for the first trip from the airport to the hotel.

D

Date: The date for the 2007 convention is July 19-22, 2007. The **deadline** for paper, panel, and workshop submissions is January 15, 2007.

Driver license: Yes, your driver license is valid in Germany, e.g., if you think about renting a car. No, a driver license may not let you into Germany. You will need a proper passport.

E

Extended stay: If you travel to Germany in the summer, you may want to extend your stay and travel a bit. Frankfurt is a major hub for all kinds of traffic: Railways, Autobahns, Airlines, and even hiking trails.

F

Frankfurt: The city homepage is available in English, too. Please refer to <http://www.frankfurt.de> for more information on what's to do in Frankfurt and the region. Most information is available in English, too. Just click the British flag symbol on the website.

G

Goethe: Johann Wolfgang Goethe (1749-1832) is our number one national author, both poet and playwright. He was born in Frankfurt and the university is named after him.

H

Hairdryers and other electric devices: The NH hotel provides hairdryers for your convenience. If you stay in smaller hotels, you might want to check with the hotel to be sure. It is highly recommended that you bring an electric adaptor (make sure it is for your home country to Germany) if you bring your own electric devices. The adaptors are hard to find here in a regular store.

Hotel reservation service is online. You can access it through the www.listen.org if you follow the link to the Convention 2007 website.

I

ID: Yes, you will need a picture ID to travel to Germany. It needs to be a proper passport.

Insurance: Check with your insurance company to see whether your needs are covered if you travel internationally. This may, for instance, concern health *and* car insurance (I mention this because I had a not-so-nice surprise with a car rental agency in Portland).

J

Jet-lag: Think ahead about the time difference and adjust your travel plans accordingly. It would be too bad if you had to sleep through the days of the conference.

Jacket: Although summers are usually warm and light summer clothes are appropriate, it is a good idea to bring a jacket and a small umbrella. You never know.

K

Key-note speaker: ILA is proud to present a keynote speaker with the support of the Association of the Friends of Frankfurt University. This is something to look forward to.

L

Language: English will be the conference language throughout. Announcements in subways are in English, at least for the inner city areas. On the street, you will find that most people speak some English or, if they don't, will help you find a person who does.

M

Movies: There is a movie theater available which shows movies in the original version, which means, most of the time, in English.

Museums: Frankfurt is the home of a number of interesting museums. We have the German Film Museum, the Stadel Museum of Fine Arts, the Museum of Modern Art, the German Architecture Museum, the Museum of World Cultures, the Jewish Heritage and Art Museum, the Liebig House for Sculpture, and the Senckenberg Museum of Natural History. A comprehensive ticket will be available which allows multiple entries to all museums during your stay.

N

News: Some major international papers, e.g., from Britain, the US, Switzerland, Japan, are available in Frankfurt. Television news coverage is also available in English.

O

Options: For your convenience, the ILA 2007 convention website will contain links which might be helpful in planning your trip, e.g., on regional, national, and European travel options. If there is anything in particular that you would like to see on there, please let me know by sending an email to listen2007@uni-frankfurt.de.

P

Passport: Please make sure that you have a passport issued ahead of time or check on whether your passport is valid through July 2007. Any traveler to Germany from outside the European Union will need a passport.

Public transportation: It is easy to get around in Frankfurt on public transport. It is advisable to avoid driving your own car in the inner city because of the heavy traffic and the tricky one-way street systems.

Prescription drugs: Check on your medical needs before you embark on the trip to Germany. While you will certainly find some drugs and pills, such as aspirin, it might take a little longer to find out what the equivalent of the prescription that you need would be. There are pharmacies around the downtown area, but please also note that there might be different things available with or without prescriptions in Germany than in your home country.

Q

Questions? Please feel free to ask me any questions you might have. Write to: listen2007@uni-frankfurt.de

R

The railway system offers special fares, rates, and complete packages for international travelers. You may want to check out their website at www.bahn.de and follow the link "Internat. Guests" which contains a lot of useful information in English. The Bahn (German Railway Company) offers convenient travel packages ready to book.

Rental cars: You may rent a car in Frankfurt to travel in Germany. Most major car rental companies are represented in Frankfurt.

S

Student accommodation: As you are planning for Frankfurt, you might want to check out accommodations which better suit student budgets. There are a limited number of hotel rooms available at lower rates. They are not five-star, but still nice places to stay and still within walking distance of the convention hotel. The booking information for these hotels is also available through the 2007 convention website.

T

Taxes: As an international traveler, you are exempted from the European VAT. Upon leaving the country you may be eligible for a tax-refund. It is a good idea to inquire about this as you purchase your souvenirs. Also: Any price-tag in a German store shows the final price. There are no taxes added; the price tag says what you have to pay at the cash register.

Travel: Please note that summer is a time for heavy traffic on the Autobahns and other major roads, because it will be summer vacation for most Germans and we get a lot of through-traffic from other countries in Europe traveling south.

Telephone: Telephone access will be available in the hotel. Mobile phones from other countries usually work.

U

University: Frankfurt University is proud to support ILA's 28th annual convention. The Association of the Friends of Frankfurt University will sponsor a keynote speaker.

V

Visa: No visa is required if you travel from the US or from the EU to Germany. For other countries, please inquire at a local travel or visa agency.

W

Weather: The weather in July is mostly very warm (up to the mid-80's Fahrenheit) and dry. If you check the Frankfurt website, you will also find weather information. Please note that we use the Celsius scale which makes 25 degrees a very pleasant summer day. For a Fahrenheit to Celsius Converter (and back) refer to <http://www.farr.wbuf.noaa.gov/tempfc.htm>.

X

Exchange: In most countries in the European Union you can use the Euro for payment. There are ATM machines all around Frankfurt and you can, in most cases, use your home banking card to withdraw money. To be sure, you may want to check with your bank. Exchange rates are usually better if you exchange money in the country, however, fees might be higher, so you cannot really win.

Y

Year: One year seems like a long time to go. It is – and it is not: It may be a good idea to check travel options ahead of time and to plan on practical issues, e.g., like having a passport issued, now.

Z

Time Zone: Frankfurt, Main is in the Central European Time Zone (CET). We switch to summer savings time (CEST) around the same time that the switch is made in the US. Time in Germany is 6 hours ahead of US Eastern Time, 7 hours ahead of Central Time, 8 hours ahead of Mountain Time and 9 hours ahead of Pacific Time.

THE FALL LISTENING FORUM

by Laura Janusik

Want to make a difference in listening?

The Fall Listening Forum—co-sponsored by ILA and Rockhurst University, to be held in Kansas City, MO—is an excellent place to begin! Some may be concerned that the Forum is only for researchers, but I want to quell that rumor.

The Forum is based on an idea from the National Cancer Institute's (NCI) Progress Review Groups. NCI would choose a site cancer, for example, breast cancer. They invited 100 people from various backgrounds with an interest in breast cancer, including physicians, nurses, activists, survivors, biologists, and geneticists. Through a series of small group discussions, they identified the top 10 initiatives that needed to be met in the next 5 years to make breast cancer a chronic disease. While we're not solving the problem of cancer like NCI, we are doing important work in the area of listening.

One thing I know about listening is that it doesn't occur in a vacuum; it occurs in a context. Some of the more exciting listening contexts include Business, Education, Healthcare, Religion/Spirituality, and Theory/Research. We'll bring together 100 people interested in listening in these contexts. Participants need not be trained in listening, but must believe listening is important. Thus, participants will include private business managers, trainers, teachers, professors, physicians, nurses, healthcare administrators, religious leaders, and researchers. Through small group discussions, each context will identify the listening gaps. For example, what's not known that needs to be known. Context participants will then brainstorm how to fill the gaps.

The goals for the Listening Forum are 1) To develop practical instruments to measure the effects of listening in contexts and across contexts, and 2) To develop the listening research agenda for the next five years in the contexts of Business, Education, Healthcare, Religion/Spirituality, and Theory/Research. What we'll really be doing is getting 100 people together to look in the same direction at the same time!

Why develop the research agenda? For listening to have a greater stronghold, both in academia and in private industry, we must have a solid foundation.

Listening Forum: Measuring the Effects of Listening on Learning, Earning, and Healing
an examination of ways to measure listening in business, education, healthcare, religion/spirituality, and research.

Join us from October 19-22

This full (8 AM – 5 PM) two-day conference runs Friday, October 20 through Saturday, October 21.

Research simply helps us make more accurate predictions. For example, through research we might be able to identify and claim that listening training would increase sales by 20% or increase memory by 35%. These strong claims, backed through research, are critical to the bottom line in private industry or the way subjects are taught in the classroom. However, I want to reiterate that you need not be interested in research or knowledgeable of research methods to attend the Forum. That's why we have a Theory/Research context....for those individuals who are interested in research. However, the other contexts areas need you, too.

What can you get out of being a context member? Plenty! You'll have the opportunity to meet and interact with interesting people from around the world who are interested in the same things you are. You can learn about ideas, methods, and tools that you don't even know exist. You can take part in creating new assessment tools and test them out with your clients, associates, or students. If you're interested in research, you'll find plenty of ideas will be generated that you're free to pursue, and you're likely to find others who want to work with you on the project. If you want to publish, there will be those opportunities as well.

As members of ILA, you can see how your participation in the Fall Listening Forum is critical to the growth of the organization. So, reserve the date, October 19 – 22, 2006, and visit the ILA website. There you'll find a registration form as well as an electronic brochure that you can forward to friends and colleagues who aren't members, but with whom you'd like to interact for a weekend!

Need a personal invitation to obtain travel funding from your business or school? I'm happy to send one. Have questions? Feel free to contact me at 816-501-3186 or Laura.Janusik@Rockhurst.edu.

See you in October!

More Reasons to Come to Kansas City!

by Diana Corley Schnapp

Be a part of ILA and listening history in a beautiful fun-filled city! The co-sponsors, as well as several private sponsors, are making it possible for this forum to be very affordable for the attendees. Rockhurst University is providing the space and the A/V at no charge and the ILA is assisting with the administrative costs. Add to

this the generosity of our keynote speaker, Barnett Helzberg, Jr., former president of Helzberg Diamonds, philanthropist, businessman, and a great supporter of ILA, and it means that for a low forum registration fee of \$25, meals and transportation to/from the hotel to Rockhurst are provided!

Because Fleet Solutions has generously sponsored transportation with the loan of minivans, we'll provide your transportation between the hotel and Rockhurst University, site of the meeting, and to and from the famous Jack Stack Bar-B-Que buffet dinner at the Freight House behind Union Station. Zagats rates Jack Stack as the number one best barbecue restaurant in the nation! You can get a preview of our Friday night Kansas City dining experience by going to www.jackstackbbq.com. Lunches and breaks will be provided by the catering service at Rockhurst University. Finally, we're working on offering transportation to/from the KCI airport to the Embassy Suites on the Plaza, but if that fails, round trip shuttle costs are under \$35.

Lodging will be at the newly refurbished Embassy Suites on the Plaza where your low suite price of \$115 per night will provide not only room for up to four people to a suite, but a full cooked-to-order breakfast and a daily manager's reception featuring one free drink and snacks from 5:30-7:30 in the evening. The hotel blends with the Spanish style décor of the Plaza, complete with a splashing fountain in the lobby, flowering tile balconies, and bright colors. Suites consist of a bedroom with two queen beds, a bathroom, living room with sofa bed, and a kitchenette. A bar, gift shop, and new steakhouse restaurant complete the amenities. We'll be located within safe walking distance of the fabulous Country Club Plaza, a unique outdoor mall of shops, coffee shops, restaurants, lounges, and cinema. A park for strolling or running is right across the street from the hotel. The historic Westport area characterized by unique shops, restaurants, and art house cinema is just blocks away. For a description of the hotel, go to www.Embassysuites.com and look for "Embassy Suites on the Plaza" in Kansas City, Missouri.

Come for the conference and stay for the fun. Kansas City is "America's best kept secret;" a locale full of history, art, theatre, architecture, jazz, and shopping. Reserve your plane ticket or save dollars for gas to drive. Best yet, there is no charge for parking at the hotel or at the university.

Key Forum Travel Info:

- Lodging at the Embassy Suites on the Plaza in Kansas City, MO
- Suite rate \$115 includes daily full breakfast and manager's reception
- Registration fee for the conference: \$25
- In town transportation and food: free!
- Parking at the Embassy Suites: free!
- Hotel fees applicable two days prior and two days after conference

Questions? Contact Laura Janusik at Laura.Janusik@rockhurst.edu or Diana Corley Schnapp at dcorleys@kc.rr.com

Lest you think, "But I'm not a researcher, nor am I interested in it," be assured that you don't have to know your logarithm from your chi-square to be part of this experience! Just bring your knowledge of or interest in listening.

2006 ILA AWARD WINNERS

LISTENER OF THE YEAR (EUROPE)



D SENATOR FEARGAL QUINN

ILA's European Listener of the Year is known as "Ireland's Pope of Customer Service." Quinn may be found in one of his stores bagging groceries and reminding his employees of his five lessons in humility:

"My customers know more than I do. My employees know more than I do. Neither my employees nor I can be creative all the time. What I knew yesterday is not enough for today. I'm not responding fast enough for my customer."

For Feargal Quinn, "The Best Listener Wins" and ILA is pleased to honor him for his listening in the supermarket and in government service.

LISTENER OF THE YEAR (USA)

OPRAH WINFREY

Oprah has created an unparalleled connection with people around the world. As supervising producer and host of the top-rated, award-winning The Oprah Winfrey Show (the number one talk show for 19 consecutive seasons),



she has entertained and uplifted millions of viewers for the past two decades. Her accomplishments as a television pioneer, producer, magazine founder, educator, actor, and philanthropist have established her as one of the most respected and admired public figures today. Winfrey is successful, in part, because she demonstrates a powerful capacity to listen and follow through on what people tell her.

LIFETIME ACHIEVEMENT



DR. RALPH G. NICHOLS

Dr. Ralph Nichols needs no introduction to anyone who has studied listening or been involved in ILA. Dr. Nichols' early work in listening and listening research paved the way for the rest of us. Much has been written about Ralph Nichols, but one of the things people consistently talk about is his "humaneness." He was a "people person" with a wonderful memory (perhaps because he listened so carefully!). Nichols' listening research provides the foundation for everything that has happened since and ILA is deeply indebted to him.

HALL OF FAME

BOB BOHLKEN, PH.D.

Bob has served as VP of the association, chair of the educational curriculum/assessment committee, and coordinator for the "swap shop," a sharing session for teacher and trainer activities. He co-authored the ILA booklet on quotable phrases and scripted ILA radio public service announcements.

At Northwest Missouri State University, Bob established and taught a listening course and scripted and produced a listening lecture and assessment tool that is currently being used in listening classes.

Bob has written and spoken extensively on listening. He presented papers on listening at the National Communication Association, the Central States Communication Association, and the Speech and Theater Association of Missouri. One of his children's books, "Listen to the Mukies in their Character Building Experiences," was selected as first place in the behavior category of "Mom's Choice," a national competition for children's books.

HALL OF FAME

KATHY THOMPSON: Kathy's own words are the best measure of why she was selected for inclusion in the ILA Hall of Fame: "From my earliest teaching experiences in MPS elementary school classrooms as a speech therapist, to my enriching professional associations with the amazing Alverno faculty and student body, to the life-changing and heart-opening experiences of ministering to the sick and dying in my role as pastoral care associate for my church, I have developed my own very deep and personal conviction about the worth of effective listening: We connect most authentically with ourselves, with one another, and with the world around us through open, thoughtful, sensitive, and active listening."

SPECIAL RECOGNITION AWARDS

EDIE COLE is an ILA stalwart. She is a charter member of ILA and is always willing to lend a helping hand or a listening ear. Even in retirement, Edie attends the conferences and goes to most of the sessions. She asks questions and provides constructive feedback. She is a joy to have in a session because one knows there will be interaction when Edie is in the room. Edie has served on many committees over the years and was the long-time boutique manager. If you ever receive a note from Edie, you'll note that she signs off, "Earnestly yours," and the E is in the shape of an ear. We're pleased to recognize Edie Cole's unique contributions to ILA.

SANDY STEIN is another stalwart in ILA. She has presented dozens of ILA convention sessions and workshops. In addition, she has made listening come to life for hundreds of people in the business world with her many listening in the workplace workshops. One of Sandy's many unique contributions was an "ILA Hug" coupon that she passed out at conventions. The coupon has no expiration date and may be used over and over, whenever ILA members meet or take leave from each other. It seems to support Sandy's philosophy of sharing the love of listening and the love of people.

MARGARETE IMHOF has made significant contributions to ILA and to spreading the word about listening in a global society. She reminds us that the I in ILA is "International" and that means we need to keep thinking about people and places other than the United States. The 2007 ILA convention is in Frankfurt, Germany, because of Margarete. Her efforts thus far portend a wonderful European ILA experience (and the hotel is even air-conditioned!). ILA is lucky to have Margarete as an officer and local arrangements chair as well as a member who urges us to remember our goals and our identity as a player on the international scene.

LISTENING IN THE BUSINESS SECTOR

H. PETER DE LISSER, President of Responsible Communications, is known as the 100% Responsible listening Coach. Peter refers to his highly participative "responsible Listening" workshops as "coaching sessions" and no one has a better right to that claim. After completing a three-sport Williams College career he went on to coach football at his alma mater and at Columbia University. It was as a coach that he first recognized the importance of listening. "When teaching fundamentals, it didn't take long to realize that when players said, 'I got it, coach' it didn't mean we were talking about the same thing. Only when they could tell and demonstrate what they heard did I know they listened." Now, Peter uses his coaching principles to teach listening skills.

OUTSTANDING TEACHER OF LISTENING

RICHARD BOMMELJE, a longtime teacher at Rollins College, has consistently demonstrated outstanding efforts in promoting listening in educational settings. Rick was selected "Teacher of the Year" by Rollins students two different times. One student said, "Dr. Bommelje has been an amazing instructor. He's a true example of what a Rollins professor should be."

Another said, "He is by far the best instructor I have ever had at any level of education. Rick has a charisma and aura about him that is so positive you can not help but 'get on the leadership bus.' Rick has done what not many other professors can do—actually engage and reach his students."

GRADUATE THESIS AWARD

JOANNE HOPPER received the graduate thesis award for her graduate thesis, "An Exploration of Listening Instruction" as a part of her studies at Central Michigan University. Joanne is with the Sanilac Intermediate School District (Michigan).

From Maria Roca's Opening Remarks



It is a great honor for me to welcome you to the 27th annual convention of the International Listening Association. This year's theme, "Listening: The Language of Peace" has become a passion for me. If you read my Listening Post articles this past year, you know that I view the theme more as a question than as a statement.

Is listening really the language of peace? Or at very least, is listening a language of peace? And how can listening be a language?

As a fundamental and powerful concept, language is a technology that allows us to create and interpret meaning. Does listening allow us to create and interpret meaning? The interpretation component of listening is obvious, but what about the creation of meaning? Does listening also create meaning?

I believe it does. I believe the act of listening speaks volumes about our relationships with others. Aren't you more likely to share your thoughts and ideas with someone you feel is listening deeply, who is fully present to you? Someone who you feel is not judging you? When we listen we create messages of respect, of safety, of trust, of caring, of humility. Yes, humility. I would like to argue that the most effective listening is, at its core, a humble act. To listen effectively, we must be humble. We must put aside our pride and recognize that others have something of value to say.

C. S. Lewis said that "if you meet a really humble man . . . Probably all you will think about him is that he seemed a cheerful, intelligent chap who took a real interest in what you said to him . . . He will not be thinking about humility: he will not be thinking about himself at all." To me, this sounds like the description of a great listener. When we are open, we change and grow.

Ernesto "Che" Guevara said, "Let the world change you . . . and you can change the world."

Barbara Nixon's Closing Remarks

Summary of Barbara Nixon's Outgoing Presidential Address



In her closing remarks, Barbara Nixon spoke about the listening lessons of the Wizard of Oz, pointing out what we can learn from the story and each of its characters. First, of course, was Dorothy, who clarified her perspective by listening to others as she tried to find her way home. The cowardly lion struggled for courage, and listening, says Barbara, takes courage. "When we ask a question, we must be prepared to hear the answer; we must listen to the hard stuff, too, not just what we want to hear." Scarecrow, in search of a brain, knew the value of listening and the hazards of over-talking. In answer to Dorothy's question: "How can you talk if you don't have a brain?" Scarecrow replies: "I don't know. But some people without brains do an awful lot of talking, don't they?" The tin man, in searching for his heart, realized through listening to others that he had what he wanted and needed all along. In fact, they all did—which also became a lesson in inward listening. They also learned a hard lesson from the Wizard, who was not aware of his impact as a role model or how urgently his was counted on to listen and help others.



Barbara reminded us all, as well, that listening is a journey and everyone's yellow brick road has blocks and potholes along the way and a cast of characters with their own struggles. Wicked, the back story of the Wizard of Oz (showing the two witches in their school days), teaches a number of listening lessons, as well, related to assumptions, prejudice, and friendship. The powerful tales of OZ serve as a fitting reminder of Barbara's message throughout her term as ILA president: "There is power in listening."

Barbara's mind map from this speech is posted on listen.org.

2008 THEME CONTEST! WIN A PRIZE!

First Vice President Elect Lisa M. Orick-Martinez needs your help in selecting a theme for our convention in Portland, Maine in 2008. Please e-mail your ideas to Lisa at lisao@tvi.edu or mail to: Lisa M. Orick-Martinez, Ph.D., 12000 Morrow Ave. NE Albuquerque, NM 87112. Please be sure to include your contact information! The contest ends October 1, 2006. The winner and winning theme will be announced in the *Listening Post*.

2006 CONVENTION HIGHLIGHTS

MARIA TAKES THE GAVEL...



PASSED DOWN FROM BARBARA



AWARD WINNERS



Dr. Bob Bohlken, Peter deLisser, Edie Cole, Margarete Imhof, Carole Grau, Kathy Thompson, Joanne Hopper

EXECUTIVE BOARD MEMBERS



HARVEY STEERS THE SHIP



WINE TASTING



TRILIUM



PAST PRESIDENTS



SERIOUS LISTENERS



STUDENT MEMBERS



NEWCOMER IMPRESSIONS

TERI TERUKO AKITA
Tokyo, Japan

Last year, my proposal to introduce a listening class was finally accepted by my university. It will not only be the first class to focus on listening at my university, but probably one of the few listening classes offered at Japanese universities.

The primary reason I attended the convention was to find materials, including a textbook, for the above-mentioned class. Prior to submitting the proposal, I checked various Japanese books on listening. Most of them, however, were for professionals, such as counselors and psychiatrists, with an emphasis on empathy. Empathic listening is of course very important, but I wanted one more basic which is suitable for university students, who need to know the importance of listening and to develop a variety of listening skills, including informative and critical listening. Although I had only a few English books on listening then, I felt they were more like the ones I was looking for. It was in the midst of this book research when I encountered ILA through the internet.

I had been wondering if I should attend the convention, taking a week-off from work amid the busiest time of the school year. I was also wondering what kind of people would gather at the convention. It is generally believed that people from low context cultures are somewhat aggressive speakers, and that they are even thinking about what to say next while others are speaking, rather than listening. My desire to meet those who were interested in listening from that type of culture led me to decide to attend the conference.

I now feel it was extremely fortunate that I was able to attend the conference. What impressed me the most was the members' kindness, thoughtfulness and supportiveness. The warm care given to me when I was sick during the conference, the kindness expressed by driving me to the largest book store in Salem

when looking for literature on listening, the generous offer to send me the books I missed in the silent auction, useful advice for my future research on listening are just a few examples.

Another impressive thing was the sense of unity among the members, irrespective of the length of membership. This was clearly exhibited in the "Spotlight Program" to pay tribute and to share the members' personal stories about Dr. Nichols. I have attended some academic conferences where they had similar programs, but none were as warm and respectful as this one. The members' personal stories about Dr. Nichols were so moving and touching that a person like me who have never met Dr. Nichols became a follower. I feel that the strong ties and respect among the members shown in the session will develop the organization further.

I would like to close my conference reflection by stating a little bit about my future hopes related to listening education. As many of you know, Japan has been a homogeneous nation with a high context culture and thus explicit verbal communication has not been considered important. Because of this, unlike their American and European counterparts, Japanese schools had not introduced subjects aimed at improving students' communications skills until recent years. However, due to the society changing and becoming increasingly international, the Japanese people have been forced to change their communication style from relying deeply on tacit understanding, to relying on verbal communication. Responding to this change, a number of universities and colleges introduced public speaking, presentation skills, speech communication, and so on. Our university was one of the pioneers of communication education with emphasis on speaking. I sincerely hope that I will be able to contribute to make my university a pioneer in the field of listening education with a strong program in the future.

CYNTHIA ATWOOD-STEINBERG
Overland Park, Kansas

I own a qualitative research firm and have been a moderator for over 20 years. I created a new brand, Sounding House (my new company name) and a new tagline – "the art and science of listening." I am passionate about the power of listening, particularly when it comes to qualitative research within the business setting.

Only in this past year did I even find out about the International Listening Association so I was very excited to attend my first conference.

The first day provided some surprising insights – not particularly on listening actually but on creating a lean organization – I learned some things that were immediately applicable in my business.

The subsequent workshops and discussions were very stimulating. As a business professional who is focused day in and day out on procuring the job, getting it done and then moving on to the next one, it was a breath of fresh air to talk about theories, ideas, hypotheses without feeling the pressure to make them immediately usable or even applicable. It allowed my mind much more freedom to play with ideas and thoughts. In the other professional organizations or conferences I am involved in there are so many like-minded, ends-oriented, what do I do right now types of workshops and conversations that it is easy to lose sight of some of the bigger ideas or principles.

The discussion on gender differences and listening and the workshop on qualitative research (understanding the strengths of qualitative compared to quantitative). The ongoing discussion about subjectivity and the importance of owning our own subjectivity and understanding that it permeates everything was an excellent reminder. Acknowledging and recognizing our own 'story' and the way it contaminates our listening of other stories was very interesting and valuable. The session on mediation and how listening is

used in that context was also very valuable – providing another point of view. Taking techniques, tools, principles from other disciplines, I have found, is a great way to enrich and enliven what I am doing – allowing me to look at things more creatively and stay out of the rut.

The social interactions, cocktail hour, dinner and in-between workshop discussions were also very interesting. I have made some contacts that I think will be helpful in expanding my own skill set and in working with my staff.

I appreciate the ILA and its mission to educate and promote listening.

CAROL MONTGOMERY
Long Island City, NY

As my colleague, Peiwen Lee, and I began our research on listening for a research project we had designed, we noticed that most of the seminal articles on the subject were published in the *Journal of the International Listening Association*. This led me to “Google” the organization and see if there was a website. Indeed there was and on it I found that there would be an upcoming convention held in Salem, Oregon. A fellow member of our Speech Area, Alberta Arnold is considered to be our resident expert in matters concerning listening. When I queried Alberta about the ILA, she, of course, indicated that she was a longstanding member and that she was, in fact, planning to attend the conference.

My friend encouraged me to attend and to submit a proposal outlining the project Peiwen had begun. This is a study comparing the listening and speaking styles of English-speaking and Chinese-speaking interlocutors using an adaptation of Barker and Watson’s Listening Style Profiles. Knowing that I would not feel adrift with Alberta there, I made plans to go. A veteran of many linguistics conferences, I was not sure what to expect at a listening conference.

Would the focus be on pedagogical, psychological, cognitive or interpersonal approaches? As a presenter, what could I assume about the audience? Would these listening theorists apply their skills in the social interactions outside the meeting rooms?

I found that listening is indeed interdisciplinary and that the various papers and discussions reflected all of the disciplines I had envisioned and more. I spent an enjoyable three days learning about an aspect of communication that I have been addressing for years without fully understanding. Each presentation gave me something to think about and to use in my teaching. While my own paper was not as polished as the ones I attended, I received some very useful feedback.

The convention schedule provided many opportunities to socialize, and the interactions I had with participants during these times revealed that they were excellent conversationalists. ILA members do practice the fine art of listening. Some of them are very funny, too! Now that I am back in New York, I appreciate how welcoming everyone was. Though a first-timer, I have warm memories of the convention and find myself thinking about the next one in Frankfurt.

We welcome your comments!

Two of these newcomer contributors additionally submitted areas for the ILA to strengthen in future conferences. All suggestions are very much appreciated and will be addressed in the planning of future conferences as the ILA continues to listen to the needs and concerns of its membership.

If you have suggestions for future conferences or comments on the direction of the ILA, please write to Maria Roca at mroca@fgcu.edu.

How Do We Grow the Association?

by Laura Janusik, 2nd VP



If you’ve attended an ILA convention, you’ve probably walked away feeling great because the strength of our association is in our members. However, much like anything in life, our association will cease to exist if we don’t seek ways for continued growth. Growth doesn’t happen on its own. Like a human body, growth only can occur if the body is fed and tended to. Our association needs the same type of care.

Through the years we’ve seen our membership numbers steadily decrease from a high of about 800. In the past few years, we’ve held steady at just under 500 members. However, holding steady isn’t growth. In fact, holding steady is a portent of decay, as members age and cease to renew membership due to alternative financial choices, retirement and death.

In 1995, the association set the goal of 1,000 members by 2000. That goal was never met. However, I do believe that we can reach that goal with a strong membership committee consisting of creative outside-the-box thinkers and doers.

As the current Second VP of ILA, I am responsible for membership. The current membership committee is seeking more committee members to help generate ideas and implement recruitment strategies. Current ideas include gaining membership through the Fall Listening Forum, identifying and partnering with associations including, but not limited to, those dealing with Reading, Business, Healthcare, Neurology, Conflict Management, and Peace. Also watch for an updated ILA website this summer that will have a “members only” area. This area will have information and materials available only to those with an ILA membership, which will increase the value of an ILA membership.

The ILA Membership Committee needs your help. If you would like to join our efforts, or if you have great ideas about how to grow the association, please contact me at Laura.Janusik@Rockhurst.edu.

ARCHIVES AT HOME WITH PHOTOMAX!

by Harvey Weiss

At last, the ILA has found a safe and permanent home for pertinent memorabilia accumulated in our basements over the past 25 years. After many years of actively searching for libraries, foundations and college campuses to host our treasures, the Archives Committee, Harvey Weiss and Nan Johnson-Curiskis finally think they have a solution.

It's called PHOTOMAX, a division of Nu Skin Enterprises located in Provo, Utah. The Executive Board approved the online site on Wednesday before the Convention, and Friday's luncheon provided a short explanation of how it works. In a nutshell, The ILA has signed on as a customer, giving it a FREE 5 gig website. No maintenance fees—ever! If you choose to upload pictures and request prints, DVD's, novelty items etc, then there are charges. Then, and ONLY then. All the pictures from Salem are currently posted there and can be perused by the membership as soon as we get the directions on how the Group File Sharing will work. We intend to upload things like every copy of the *Listening Post* that has been published and many more items as we determine what can and cannot be scanned.

Watch your e-mail, listen.org, and the next *Listening Post* for upcoming details as we make this service available to members. All members will have access through ILA's membership ID and password.

From old ILA memories to the most recent convention, members will find great photos!

ILA Memories at Photomax



Student Update

by Jennie Gill

Student Executive Board Member



Wow! What a hectic seven months! A lot has happened since I was selected to be the new student board member last September. I've been working to increase awareness about ILA among students all over the country. For my first project, I created a brochure which encouraged students to attend the ILA's Salem conference and/ or become members of the ILA. These brochures were sent to undergraduate and graduate students in Communication, Psychology, Education, and Audiology departments all over the North West region of the country. At April's conference in Salem, I discovered that one of the new student members actually decided to attend the conference because of one of these brochures. This was very exciting for me! I also organized a Student Night Out and a "How to Apply for Graduate School" workshop for this year's conference. Student Night Out took place on Friday night at The Big Kahuna restaurant and bar. It was a great way for students to get to know each other better and it was a huge success.

Also as student board member, I successfully developed and organized a Student Sponsorship Program to help alleviate some student members' financial stresses, since lack of funds is the main reason students are not able to attend conferences. I asked the membership to help secure ILA's future by donating to this program and received an amazing response! We collected \$830 from some very generous donors and distributed it to students who signed up for the program. The money raised allowed five student members to attend Salem's conference, who may not have been able to attend. Again, I would like to extend a huge thank you to all who donated this year! During the banquet in Salem, we collected donations for 2007's conference in Germany and in only a few hours ILA members donated over \$250!

Our goal for Germany's conference is to be able to fund at least 1/3 of the expenses for each student member who attends. Please help us reach that goal by donating to this great program. You can do this by sending a check to ILA at "ILA, P.O. Box 744, River Falls, WI 54022, USA."

I plan to continue my efforts to make students all over the nation and the world more aware of and interested in the International Listening Association. I had an amazing time in Salem and I look forward to seeing all of you again in Germany!

Jennie recently received her Master's in Communication from Auburn University and is planning to attend Purdue University in the fall of 2006 for her PhD.

Comments on the Call for Papers,

Continued from Page 3

category will be reviewed and evaluated according to a rubric by the members of the programming committee. Submissions in the reviewed category will receive a certificate of recognition if accepted and the authors will be sought to submit a full paper to be eligible for a top paper panel and award and a top student paper panel and award.

Submissions in the non-refereed workshop category will also be handled by the programming committee. The idea is to allow more room for individual presenters to propose a more open program. The standards for evaluation in this category, then, will necessarily be different. When I was on the programming committee for the last convention, I had a hard time assessing the merits of a workshop proposal along the same line as I would evaluate an individual paper proposal. So, in order to keep programs that are not comparable separate, I would prefer to use a more standardized review procedure for papers and panels and a more individualized review procedure for workshop proposals.

The proposed procedure would make it possible for us to issue certificates to presenters who would want to use it for their professional records. The standardized procedure and the certification would also better suit the expectations of presenters from other countries. We will keep you informed about the further developments on this, and we will publish the rubric used in the process in the next issue of the Listening Post and on the ILA website. We hope that the membership supports this decision. Developing and keeping up standards is an ongoing process, but we are confident that this is one more step to make others and ourselves aware of the quality and standards of ILA.

WANTED: 2006 Convention Papers & Presentations for the Convention Paper Resource Center (CPRC)

Congratulations to all presenters at the 2006 ILA convention! The papers and presentations were all excellent sources of listening information.

But what if some folks were unable to attend your session? And what if you yourself were unable to be at the all of the sessions you really wanted to attend? It's not too late!

We've got the perfect solution... Presenters: submit your paper or presentation to the ILA Convention Paper Resource Center (CPRC) as soon as possible. Participants: stay tuned for the latest 2006 CPRC Index posting on our ILA Web site.

The ILA Convention Paper Resource Center 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 2006 ILA convention presenters are invited to submit their papers for inclusion in the CPRC. Forms for submission can be downloaded from the ILA Website. See Listening Resources/CPRC, or write to request an information packet.
- 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 website 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 or purchasing ILA convention papers, please contact Kathy Thompson, PCM Dept., Alverno College, P.O. Box 343922, Milwaukee, WI 53234-3922 or e-mail: Kathy.Thompson@Alverno.edu.

Research Committee Goals and Accomplishments

Graham D. Bodie, Member at Large, Special Projects



As we wind down from a peaceful time in Salem, the research committee is gearing up to "Listen and Make the Connection." Specifically, we hope to establish connections between the research committee and other committees as well as between our organization and potential members in the upcoming year. In service of this goal, we set the following objectives:

1. Formally establish a competitive/refereed submission division. We are planning to work with the awards, reinventing the wheel, and membership committees as well as the student board Member to establish top paper awards for those submissions that excel in this new category.
2. Continue to develop and offer panels in that focus on listening research and theory.

Potential Frankfurt Panels:

a. Speech Processing, Vocalogy, and Neuropsychology

We hope to solicit scholars in all three areas for the Germany convention. If anyone knows of individuals who might be interested, please contact me.

b. Listening: Past, Present, and Future

The idea is to get together (on one panel) both established and emerging listening scholars. What did listening research look like 10, 20, 30, or more years ago? What does listening research look like now? What should we do to advance listening research in the future?

c. The State of Listening Research and Theory

This panel will look at the state of listening research and theory. Our hope is to let this panel serve as a showcase of the conversations that will take place during the Fall Listening Forum.

d. Meet the Listening Scholars

We hope to gather several well-known listening scholars and have a "speed scholar" panel where individuals are given two minutes to introduce themselves and ask questions. The remainder of the time will be spent having more in-depth discussions, etc. with scholars that share similar interests. The target audiences are students and individuals interested in but fairly uncomfortable with conducting independent research.

3. Investigate the feasibility of and need for a Research Mentor Program. The initial idea is to create within the members-only portion of the website a section that allows members who may be less comfortable with conducting research to access those members who are willing to act as mentors in this learning process.
4. Work with the membership committee as well as the student board member to search current journals for listening research and contact authors to 1) submit their work to the *International Journal of Listening*, 2) join our fabulous organization, and 3) submit their work to the 2007 conference.
5. Collaborate with those individuals teaching listening at the university level to implement a final paper project for their course. If this assignment already exists, promote submission of high-quality student papers to the 2007 conference.

In our committee meeting on Saturday afternoon of the Salem conference, we all felt as if ILA is truly a unique organization insofar that it offers

members in the area of teaching, business, spirituality, and research the opportunity to belong to a diverse group of individuals all concerned with listening. We ALL feel that listening is a fundamental component of what it means to be human. Listening research and theory is an aspect of this belief that we hope to forward in the year to come. I hope to be able to submit several thought pieces to the Listening Post in the coming year on topics that further develop these ideas. If one or more of these peaks your interest or if you'd like to work on advancing the above objectives, please contact me; I'd love to listen!

ILA EXECUTIVE BOARD

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Maria Roca

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Margarete Imhof

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Linda Diamond

International Journal of Listening
Editor, **David Beard**

The Listening Professional Editor

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James W. Pratt

INTERNATIONAL JOURNAL OF LISTENING (IJ) SUBMISSIONS

The *IJ* 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 bea0043@umn.edu

THE LISTENING PROFESSIONAL SUBMISSIONS

We are now accepting submissions for the 2006 edition of *The Listening Professional*. This publication, geared to the business membership of our organization, is continuing to grow, thanks to the support of past contributors, and we are always looking for new perspectives from our members.

Because this is not an academic journal, articles may be written in "magazine" style; references should be submitted, but are not published in the magazine. A variety of article lengths, from short 250-500 words pieces to more in-depth articles are welcome, as are listening exercises, listening leader profiles, book reviews, case studies, success stories, etc. Remember, our audience is the business membership, so articles should be geared toward those who use listening in their professional lives.

If you would like sample articles from previous issues, please email me at cyngr0b@comcast.net.

All submissions should be received by August 1, 2006. Electronic submissions are preferred, and should be in a .doc format. Should you wish to mail your submission, please contact me directly. Photos to accompany articles are also encouraged. All accepted contributors will be asked for a personal photo and a brief biography to include in the publication.

Thank you in advance for your contribution to the 2006 *Listening Professional*.

Share your

resources

insights

successes

queries

& stories

with the ILA's listening community.



listeningpost@listen.org

Next submission deadline: November 15

LISTENING LEGENDS

This time last year, we presented Listening Legend, Kittie Watson. Listening Legends is an ongoing series of interviews to pay tribute to and to learn from those who have made innovative or significant contributions to the field of listening. We will feature one Listening Legend per year. The next Listening Legend interview will appear in the the next issue of the Post. If you have a Listening Legend you would like to see interviewed, please e-mail the name, contact information, and state why you see this person as a "Listening Legend." Please be sure to include your contact information as well, and send to: listeningpost@listen.org.

The International Listening Association

1-800-ILA-4505

www.listen.org

ilistening@aol.com

Summary Highlights of ILA Meeting Minutes: 2006, Salem, OR

For complete minutes, go to www.listen.org.

Executive Board Meeting 4-19-2006

The board accepted the resignation of Pam Cooper with regrets and thanks her for the work she did. Erin Tobiasz, of Florida Gulf Coast University was welcomed to the board as the Member At Large, Global to replace Pam Cooper.

Officers' Reports were presented which are reflected in the general assembly minutes.

Maria Roca provided the following information about Convention 2006: 68 people scheduled to appear on panels; 6 programs for the Business Conference; 1 Opening Ceremony; 1 Lunch keynote; 2 Special lunch presentations; 1 Special Session for Fall Research Conference; 2 Spotlight Programs; 33 Regular Sessions

Committee responsibilities discussed. There needs to be a mechanism to "hand off" duties to president who is in charge of committee chairs. Some options include making a CD of duties, posting duties on the ILA website, and compiling a notebook for each new board member. This process will be referred to the task force for reinventing the wheel as Melissa Beall and Kimberly Batty-Herbert started such a project.

Melissa Beall had comments and questions as chair of this year's Awards committee and the need for explicit rules and guidelines about the following: Can there be more than one award winner for each category? What are the specific duties of awards committee and the chair? How can nominations be more forthcoming from the membership? It was noted that the title of the awards does not always match the plaque. Can we change the Award Committee size to 5 members? We need to capitalize on winners for publicity—awards do not need to be kept secret. Perhaps the PR committee can be used to coordinate publicity for winners.

General Business Meeting 4-date!

Last year, the Association asked the Business to consider making all Board positions voting members of the Board. The consensus of the Board was that all elected positions should be voting positions, and those that are appointed should not become voting members and therefore, no bylaws change is needed. The non-voting editorial members, and the executive director, and the student member (pending a by-law change) will remain non-voting board members.

Officer Reports were presented:

President Barbara Nixon: Distributed certificates of appreciation and recognition.

First VP Maria Roca: Thank you expressed to all participating in program for this year

First VP Elect Margarete Imhof: Presented plans for Germany 2007. Details will be in upcoming Listening Post articles.

Second VP, Membership Melissa Beall: PR students formulated campaigns to be used for membership and awards.

Students produced posters and books of info with ideas, contacts, newspaper and media scripts.

2 books and 2 CDs will be presented to the next 2nd VP

Secretary Nanette Johnson-Curiskis: Takes minutes; continues to add archived minutes to searchable minutes data base.

Member-at-Large PR Cyndi Grobmeier Did not attend.

Member-at-Large, Global Erin Tobiasz (Welcome!)

Member-at-Large, Special Projects Laura Janusik: Projects included developing a members only website; the textbook review project, sending copies of the review to authors; updating listening factoids—not enough credible citations or empirical research.

Research committee worked on informal survey of listening courses being taught—survey will go on member only website; top papers project is being investigated; updates regarding the fall forum at Rockford University; and crafting a mission statement for research committee.

Student Member Jennie Gill: Projects include developing strategies to get students to join; proposing a graduate school panel; developing a brochure for new students; sponsoring student night out at the conference; launching the student sponsorship program. The membership is invited to make contributions to the Student sponsorship program for Germany.

Immediate Past President Ray McKelvy: Listening week in the school as outlined by the U of Maryland student plan developed 2 years ago. A school in Wash DC area is using the materials. Need dates for week in the schools—principals prefer fall rather than March; will continue to beta test with schools; also contacted Mini-Pages section that is syndicated in many US newspapers.

Listening Post Editor Linda Diamond: 3 issues of the Post are planned. The trip to Germany 2007 makes the deadlines different than a usual year. To be posted in Post and on website. News, articles or ideas are

welcome from the membership.

International Journal of Listening Editor David Beard: Lawrence Erlbaum Associates (LEA) publishers are interested in the Journal. Probably changes include a fees increase for the journal when purchased separately; more reviewers will be needed for the editorial board, the editorial board will need to be "internationalized:" producing two issues a year in 2008 and 2009, four issues a year in 2010.

Other issues include:

The need to examine the EBSCO deal, seeking to modify it to the LEA EBSCO standard contract (one year delay in all issues in the database), eliminating the CIOS.

The Listening Professional editor Cyndi Grobmeier: Absent

Web Editor Joyce Chen: Joyce Chen *does* exist—she is not simply the alter ego of Melissa Beall. Send ideas to Joyce for website development.

Executive Director James W. Pratt: Delayed his report to the New Business portion of the meeting.

New Business:

Nominations for Executive Board positions by nominations chair Mike Purdy

Lisa Orick-Martinez approved as First Vice-President Elect

Nan Johnson-Curiskis approved as Secretary

Laura Janusik approved as Second Vice-President membership

Graham Bodie approved as Member At Large—Special Projects

Nominations for Nominating Committee—Mike Purdy

Margaret Fitch-Hauser—Alabama

Kimberly Batty-Herbert—Florida

Tuula-Riitta Valikoski—Finland

Melissa Beall—Iowa

The nomination from the floor was for Wayne Bond—New Jersey

Edie Cole closed nominations; Carole Grau seconded. The nominating committee was approved..

By-law change:

The membership approved a change in the by-laws making The student board member an elected officer.

Regarding the Student Board Member, the by laws will read:

1. Shall hold a student's status when elected.

2. Shall serve a two-year term.
3. Shall perform duties as assigned by the President.
4. Shall coordinate the Association's student related activities.

Budget Presentation/Approval – Jim Pratt

The financial report noted that membership decreased to 396 members to date. A state of deficit spending is driving a request to increase dues. There is only a 75% renewal rate for "new" members. A question was raised: How do we convince current members who do not come to the conference to join and continue membership in the ILA? The last increase in dues was in 1994. Since that time, the organization has funded the cost of the Listening Professional. A motion to accept a dues increase was made by Margaret Fitch Hauser, Purdy 2nd. The motion passed. The membership approved a raise in membership dues by approximately 25% in all membership categories. This change is effective on July 1, 2006.

A comment was made that there should be an attempt to add more to members only website to increase the value of membership even without attending conference.

One final item included a special thank you to committee chairs.

Executive Board Meeting 4-23-2006

The meeting was reconvened from Wednesday's meeting at 8:09 am by President Maria Roca.

New Board Members were welcomed: Graham Bodie, Member at Large—special projects, Lisa Orick-Martinez, 1st VP elect, Nan Johnson-Curiskis continuing as secretary, Laura Janusik in a new role as 2nd VP Membership

New Business discussed:

A motion was made by Barbara Nixon and seconded by Graham Bodie to make the September board meeting a Virtual Board Meeting. The issues revolved around considerable time and money expense to individual board members and the expenses for the organization (meeting rooms, some meals, etc.). However, when balanced by the need to purchase web cameras for all, and a feeling that there needs to be face to face meeting resulted in a failed motion.

Motion passed to move Fall Board meeting

to October in conjunction with Fall Listening Forum to Sunday, October 22, 2006 in Kansas City.

Update on Convention 2006 – Salem, Oregon – Jim Pratt reported there were 107 registered. The board expressed its thanks to Rochelle and Bill Devereaux for local arrangements.

Future Site Selection committee needs a chair for 2009 and a Committee. Kathy Thompson at Alverno in Milwaukee was suggested. Sheila Bentley is also interested. President Maria will check with Kathy Thompson and Sheila Bentley. Guidelines for Site Selection will be referred to Kimberly Batty-Herbert. This was part of her special project as immediate past president 3 years ago; she can inform the board about any guidelines determined by the site selection committee in the past.

2007 Convention Plans were detailed by Margarete Imhof. Questions were raised about committee chairs being on Program Planning Committee. There is concern about different categories of proposals – competitive and non-competitive. Proposing different categories (academic for review, workshop not reviewed). Margarete Imhof and Laura Janusik will work together on the wording for call for proposals. Review the call for programs by asking for types of programs, more competitive papers and research papers and panels. The board supports developing a process to codify process and choose "categories."

Listening Post deadlines and content was discussed by Linda Diamond. – Margarete Imhof. The deadlines include Listening Post Convention Issue – Submission Deadline: May 15th; June 30th Publication; Fall Issue – Submission Deadline: November 15th, January 15th, 2007; Spring Issue –Submission deadline: April 15, 2007 for May 31st publication; Pre-convention issue – Special Germany issue

There needs to be clearer information about the Publications Committee. Who is the Chair and what are the guidelines for committee? Maria working on details.

The International Journal of Listening is under a revision based on work by David Beard in coordination with Lawrence Erlbaum Associates (LEA). No decisions can be made to finalize this change over as we don't know the financial consequences

yet. This will be discussed at the Fall Board meeting with additional information. David Beard requested and was approved to spend \$750 for student aide for summer issue. Board further approved support for continuing to conversations with LEA. The board thanks David for investigating this migration.

System for Transition of new Board members and Committee chairs – Maria Roca – Work with Batty-Herbert and others to work on this.

NCA Liaison – All – Maria Roca will ask Charles Roberts if he would be willing to serve in this capacity..

Awards Committee – Melissa Beall reported the 2006-2007 Awards Committee has membership of 5. Kent Zimmerman will Chair. Susan Timm and Margaret Fitch-Hauser have agreed. Jerry Catt-Oliassen is considering it. Pete de Lisser will be asked to become members.

Guidelines for awards need clarity and parameters with clearer criteria and guidelines. The three past Awards Committee chairs will be asked look at criteria and work to articulate more clearly each award's qualifications and criteria, number of awards in a given category, can a member be repeated as a winner of any award? Lifetime achievement award criteria will be needed as this year's award was new and unusual. The Award committee suggested that we should establish this as an occasional award with clear guidelines. Awards Chairs from the past will be asked to report back at Fall Board meeting. Graham Bodie and Jennie Gill will explore criteria for Nichols award and Brown awards for top papers. We already have clear criteria for Carolyn Coakley Hickerson award.

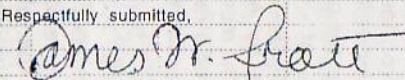
Categories of Membership. Shall we consider a family Membership? –A motion to create a family membership must go to full membership as by law change. This issue will be tabled until the Fall meeting.

ILA Vision, Mission & Goals. Reinvent the wheel task force will examine this Plan for reviewing and renewing ILA mission and goals and vision and the transition process for board members and committee chairs Kimberly Batty-Herbert will chair reinventing the wheel task force. Maria Roca will report back in the fall.

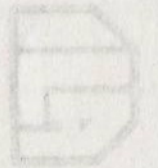


We lovingly remember our long-time friend and colleague, George Marsnik, and send our heartfelt condolences to Nadine and family.

	A	B	C	D	E	F	G	H
1								
2	International Listening Association							
3								
4	FINANCIAL STATEMENT FOR 2005							
5								
6	Income:			Budgeted		Actual		
7			#		#			
8	Membership, Regular renew @ \$75		160	\$12000.00	120	\$9000.00		
9	Membership, Regular 2-yr @ \$135				16	\$2160.00		
10	Membership, Regular new @ \$75		50	\$3750.00	32	\$2400.00		
11	Membership, Emeritus @ \$35				17	\$595.00		
12	Membership, Life paid @ \$1000		2	\$2000.00	1	\$1000.00		
13	Membership, Life paying @ \$250		5	\$1250.00	12	\$2970.00		
14	Membership, Sustaining @ \$235		4	\$940.00	10	\$2350.00		
15	Membership, Organizational @ \$425		5	\$2125.00	1	\$425.00		
16	Membership, Subscription Agency @ \$36		50	\$2000.00	32	\$1152.00		
17	Membership, Student renew @ \$35		20	\$700.00	19	\$665.00		
18	Membership, Student new @ \$35		20	\$700.00	13	\$455.00		
19	Dues subtotal		316	\$25465.00	273	\$23172.00		
20	Membership, Life previously paid				62			
21	Membership, Honorary				1			
22	Membership, Complimentary				7			
23	Membership total				343			
24	Bibliography			\$100.00		\$12.00		
25	Boutique & Vendors, net			\$200.00		\$1191.12		
26	(\$1256.24 - \$65.12 = \$1191.12)							
27	Convention: Donations			\$1100.00		\$530.00		
28	Convention: Registration @ \$195/reg.		150	\$29250.00	158	\$16289.00		
29	CPRC, net			\$100.00		\$153.00		
30	(\$153.00 - \$0 = \$153.00)							
31	Interest			\$1000.00		\$1553.79		
32	LP Advertising			\$500.00		\$0.00		
33	Miscellaneous					\$0.00		
34	Royalties			\$2500.00		\$2719.34		
35	Tribute Fund					\$0.00		
36								
37	Total Income			\$60215.00		\$45620.25		
38								

	A	B	C	D	E	F	G	H
39	Expenses:							
40				Budgeted		Actual		
41	America Online			\$300.00		\$143.35		
42	Awards/Plaques (incl. scholarship \$100)			\$500.00		\$532.30		
43	Bank charges & credit card fees			\$900.00		\$997.99		
44	Committees (incl. Research Grant)			\$500.00		\$0.00		
45	Convention expenses: Gifts (President, Host)					\$104.40		
46	Convention expenses: Board Meeting, Sept.					\$1375.59		
47	Convention expenses: Deposit, Cruise, OR					\$828.00		
48	Convention expenses: Meals @ \$125			\$18750.00		\$16913.80		
49	Convention expenses: Mig Rms/AV			\$500.00		\$0.00		
50	Convention expenses: Postage			\$400.00		\$197.81		
51	Convention expenses: Printing			\$1000.00		\$1609.97		
52	Convention expenses: Speakers			\$500.00		\$500.00		
53	Convention expenses: Supplies					\$411.00		
54	Convention expenses: Student grants			\$500.00	12	\$510.00		
55	Convention expenses: Tours/Buses					\$494.40		
56	Directory printing & mailing			\$1000.00		\$1007.36		
57	Equipment			\$200.00		\$90.00		
58	Insurance			\$600.00		\$602.00		
59	IJL printing & mailing			\$2500.00		\$2032.79		
60	Listening Post printing & mailing (3 av \$464.15)			\$2800.00		\$1392.44		
61	Listening Prof printing & mailing			\$1500.00		\$1144.64		
62	Postage/Post office box			\$1500.00		\$1230.31		
63	Printing & Photocopying: General			\$200.00		\$0.00		
64	Printing: Brochures			\$1000.00		\$338.00		
65	Staff: Executive Director			\$12500.00		\$12499.92		
66	Staff: Intern					\$0.00		
67	Supplies			\$1500.00		\$1070.66		
68	Tax preparation			\$900.00		\$990.00		
69	Telephone			\$1500.00		\$1777.10		
70	Travel: Minneapolis; Frankfurt & Portland site visits			\$2000.00		\$2295.80		
71	Website			\$500.00		\$572.73		
72	Total expenses:			\$54050.00		\$51662.36		
73	Transfer to Life member savings			\$3250.00				
74	Unbudgeted reserve			\$1740.00				
75								
76	Total, Expenses plus Transfer plus Reserve			\$59040.00		\$51662.36		
77								
78	Income less expenses, transfer, & reserve			\$6165.00		-\$6042.11		
79								
80	Respectfully submitted,							
81								
82								
83	James W. Pratt, Executive Director							
84								

	A	B	C	D	E	F	G	H
85								
86	SAVINGS ACCOUNTS							
87		General savings				\$1330.25		
88		Carolyn Coakley Hickerson Scholarship				\$1655.00		
89		CDs				\$50090.27		
90		Total				\$53075.52		
91								
92	ACCOUNTS RECEIVABLE					\$0.00		
93	ACCOUNTS PAYABLE					\$0.00		
94								
95	SUMMARY OF ASSETS, December 31st, 2005							
96		Checkbook				\$2118.76		
97		CDs				\$50090.27		
98		General savings				\$1330.25		
99		Carolyn Coakley Hickerson Scholarship				\$1655.00		
100		Total				\$55194.28		
101		Accounts Receivable				\$0.00		
102		Total				\$55194.28		
103								
104		Income total, 2005				\$45620.25		
105		Expenses total, 2005				\$51662.36		
106		Difference						-\$6042.11
107								
108								
109	Convention summary:							
110								
111		Convention income:		\$18010.12				
112		Convention expenses:		\$20741.38				
113		Difference:		-\$2731.26				
114		Sustaining members 10@\$160		\$1600.00				
115		Org. members 1@\$137.50		\$137.50				
116		Balance		-\$993.76				



International Listening Artists Association

	A	B	C	D	E	F
1						
2	International Listening Association					
3						
4	PROPOSED BUDGET FOR 2006 (Fiscal year is January 1 - December 31)					
5	(Adopted September 17th, 2005)					
6	Income:					
7						
8		Membership, Regular renew, 160 @ \$75			\$12000.00	
9		Membership, Regular new, 50 @ \$75			\$3750.00	
10		Membership, Life paid, 2 @ \$1000			\$2000.00	
11		Membership, Life paying, 5 @ \$250			\$1250.00	
12		Membership, Sustaining, 4 @ \$235			\$940.00	
13		Membership, Organizational, 5 @ \$425			\$2125.00	
14		Membership, Student renew, 20 @ \$35			\$700.00	
15		Membership, Student new, 20 @ \$35			\$700.00	
16		Dues subtotal	\$23465.00			
17		Bibliography			\$100.00	
18		Boutique, net			\$100.00	
19		CPRC			\$100.00	
20		IJL subscriptions & purchases, 50 @ \$40			\$2000.00	
21		Interest			\$1000.00	
22		LP advertising			\$500.00	
23		Royalties			\$2500.00	
24		Convention: Book display, net			\$100.00	
25		Convention: Donations			\$1100.00	
26		Convention: Registration, 150 @ \$195			\$29250.00	
27						
28	Total income				\$60215.00	
29						
30	Expenses:					
31						
32		America Online			\$300.00	
33		Awards/Plaques			\$500.00	
34		Bank charges & credit card fees			\$900.00	
35		Committees			\$500.00	
36		Convention expenses: Board Meeting, Sept			\$2000.00	
37		Convention expenses: Meals & AV, 150 @ \$125			\$18750.00	
38		Convention expenses: Postage			\$400.00	
39		Convention expenses: Printing			\$1000.00	
40		Convention expenses: Speakers & rooms			\$1000.00	
41		Convention expenses: Student grants			\$500.00	
42		Directory			\$1000.00	
43		Equipment			\$200.00	
44		IJL printing & mailing			\$2500.00	
45		Insurance			\$600.00	
46		Listening Post printing & mailing			\$2800.00	
47		Listening Professional printing & mailing			\$1500.00	
48		Postage			\$1500.00	
49		Printing & photocopying			\$200.00	
50		Printing: Brochures			\$1000.00	
51		Staff: Executive Director			\$12500.00	
52		Supplies			\$1500.00	
53		Tax preparation			\$900.00	
54		Telephone			\$1500.00	
55		Travel			\$2000.00	
56		Website			\$500.00	
57						
58	Total expenses:				\$56050.00	
59	Transfer to Life member savings				\$3250.00	
60	Unbudgeted reserve				\$915.00	
61						
62	Total, Expenses plus Transfer plus Reserve				\$60215.00	



International Listening Association

The "Five Year Plan for ILA," prepared in 1995 and announcing goals for 2000, included (among others) the following goal: "Increase membership by 100 individuals and at least one corporation each year." That goal has not been achieved, and overall membership in all categories remains around 400 (currently 396). We have a low renewal rate for members, about 75%. At this time, there are 100 people whose memberships expired between July 1, 2005, and May 1, 2006, who have not renewed their memberships. New memberships include about half that number.

Some of the goals of that document have been achieved. The Listening Professional, launched in 2002, satisfied the goal of "publishing the first ILA applied magazine," although not by 1996, the projected date. The indexing goals for the IJL have also been achieved (and exceeded), and Editor David Beard's present discussions with Routledge, appear to be headed in the direction of another goal, which is to publish the journal semi-annually. These achievements all have associated costs that have not been matched by increased revenue.

Our financial reports for the last five years display this problem:

2001: Year end balance was \$+4,656.56.
2002: Year end balance was \$+4,680.48.
2003: Year end balance was \$-1,732.47.
2004: Year end balance was \$-1,186.39.
2005: Year end balance was \$-6,042.11.

Increasing membership is always the best way to improve an organization's financial picture. Cutting or eliminating services is a second way, although probably counterproductive in the long run. Because we have been unable to do the first, and because we are probably (wisely) unwilling to do the second, there now is one other option which appears to be mandated: increase dues.

The last dues increase was effective in 1994, twelve years ago. At that time, the regular membership dues were increased by 50%, from \$50.00 to \$75.00, with other categories adjusted accordingly. Twelve years between dues increases is certainly a long time in the life of an organization and should be perceived by our membership as being reasonable. Given the additional services now provided, the increase is additionally justified.

I propose the following specific dues increases, roughly 25% in all categories, to be effective on July 1, 2006:

Regular, from \$75.00 to \$95.00
Regular Two-year, from \$135.00 to \$170.00
Student, from \$35.00 to \$45.00
Emeritus, from \$35.00 to \$45.00
Sustaining, from \$235.00 to \$295.00
Organizational, from \$425.00 to \$535.00
Life, remains at \$1000.00 or \$1250.00 (if paid over 5 years)
Institutional/Library, from \$40.00 for both publications (not increased with the addition of the Listening Professional) to \$50.00 for either publication or \$90.00 for both.

The Constitution specifies that dues are to be set by the membership at the annual meeting, on the recommendation of the Board. Hence, I request that this matter be placed on the agenda for the Wednesday Board meeting, and, if approved, on the agenda for the Friday business meeting.

Respectfully submitted,

James W. Pratt, Executive Director
April 19th, 2006, Salem, Oregon, USA.

James W. Pratt, Executive Director
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your heart...

Open
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**International
Listening
Association**

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