

LISTENING POST

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“Building Bridges Through Listening”

6th Annual ILA Convention



Marguerite R. Lyle

Marguerite R. Lyle
ILA - 1st Vice President

6th Annual Convention Program Chair

The 1985 ILA Convention to be held March 14 - 16 in Orlando, Florida, will be an exciting one. Not only is Disney World a colorful and adventurous place, but we will have the opportunity to listen to the combined wisdom of approximately eighty-five presenters, many of them with topics which have not appeared in our convention programs before. You will note, for example, several programs about listening as it relates to intercultural communication and another program which discusses listening needs of special students. A program which explains how to use tinker toys to teach listening should be of interest to both educators and consultants, and another which makes use of the computer to teach listening will appeal to all except those with computer apprehension! Several programs review research in listening during the past year.

If you have not yet finalized your plans to attend the Orlando Convention, **now is the time to act.** Contact Susie Berkheimer if you need a roommate, and start deciding which of the exciting programs you want to attend. For those of you up north who will be tired of winter, Orlando will offer sunshine and warm air. We've even allowed an evening for you to enjoy it!

Three optional Disney presentations are available to us. Presenting, Presenting is designed to reveal Disney's tricks for making presentations interesting and exciting. The Photography Workshop will be available to Park visitors on Sunday, as well as A Tour of the International Pavillions.

See you in Orlando in March!

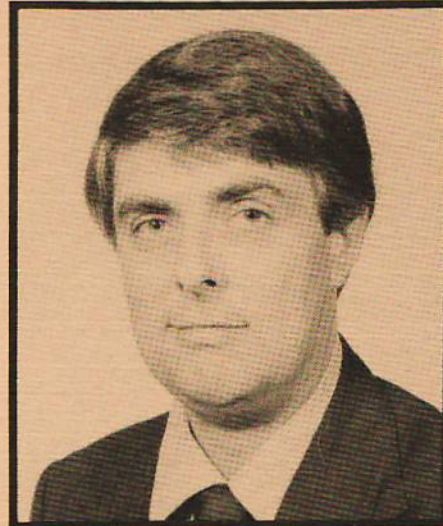
ILA PRESIDENTS' PERSPECTIVE

ILA LISTENING POST

Meet your LISTENING POST Editors.

By Dr. Andrew D. Wolvin

LISTENING COMMUNICATION



Columnist Lou Cannon wrote a front-page news analysis for the *Washington Post* (Sunday, December 9), headlined "For Reagan, a Harsh Period of Listening and Learning." In the column, Cannon points out that Reagan has spent his time since the November election doing a careful analysis with his advisers of both the domestic and foreign policy issues confronting his second term.

While we can all applaud White House efforts to listen, Cannon's description of the process in his lead paragraph is telling. "For President Reagan, whose skills are supposed to be as communicator," writes Cannon, "the past month has been a time of listening and learning instead." This suggests that Cannon views the listening process as a passive act, not one of communication.

Now, we ILA'ers all know that listening is a vital part of that process of human exchange. While we recognize listening as an important component of communication, however, we haven't done enough to promote this concept to others. In a paper on "Listening Needs in the Work Force" presented at our Summer Conference, Vincent DiSalvo discovered in his review of the research on communication skills in organizations that listening is recognized as a critical skill needed in the work force. However, DiSalvo also noted that "we have to be concerned about people not mentioning listening as being part of communication" in these organizations.

Corporations are selling products and services with a listening theme in their advertising and marketing strategies. And some school systems finally are starting to get serious about preparing their students to be better listeners. So what's wrong with the idea of the "Great Communicator" being a great listener? Indeed, we would do well to start demanding listening accountability of our public officials.

Listening has received some "air time" in political campaigns. George McGovern's 1972 campaign staff aired a television spot of their presidential candidate as an active listener, but they had to pull it off the air because their research suggested that McGovern as a listener projected much too passive an image. In 1983, encouragingly, a local politician ran for--and won--a seat on a Washington area county council based on the theme "He Listens."

The listening official does have appeal in the 1980's, an appeal on which we ILA'ers ought to capitalize. Let's educate those officials, the media people who cover them, and citizens throughout the world that listening IS communication.

Kathy Jones



Editor

Harvey Weiss



Assoc. Editor

Mark LeBlanc



Assoc. Editor

LISTENING POST DEADLINES

Deadlines for ALL ILA Listening Post materials (Includes articles, ads, photographs) are:

- Issue 14 - March 20, 1985
- Issue 15 - June 20, 1985
- Issue 16 - October 20, 1985
- Issue 17 - December 20, 1985

ILA LISTENING POST NOW ACCEPTING ADVERTISING!

To provide service to ILA members and suppliers, the ILA *Listening Post* will accept advertising in future *Listening Post* issues. Acceptance of all advertising will be subject to Editorial approval.

	1985 Rates	
	1 Issue	4 Issues
Full Page	250.00	200.00
1/2 Page	150.00	125.00
1/3 Page	100.00	80.00
1/4 Page	75.00	60.00
1/8 Page	40.00	30.00

All ads must be camera-ready and pre-paid.

Send all materials and ads to:

ILA
25 Robb Farm Road
St. Paul, MN 55110
(612) 483-5707

Administrative Secretary
Chris Anderson

MEMBERSHIP: MY PERSPECTIVE

Nadine Marsnik 2nd Vice President

As 1984 rushes to a close, so does the 1984-85 ILA year. Because I'll soon hand the membership chair - and all that goes with it - to someone new, this may be my last opportunity to address ILA members from my perspective.

The past two years as membership chair have been both rewarding and frustrating for several reasons.

- Frustrating; because I had optimistically hoped we could increase membership to 1,000 members! Although we leapt from 300 to 400 in one short year, we have hovered around the 400 mark - sometimes up, sometimes down for a year.

- Rewarding; because those 400 members are dedicated, energetic and caring people I'll cherish all my life. They have personally helped me in ways I can never document.

- Rewarding; because Lifetime Membership has increased from 3 to 13!

- ILA Lifetime Members include:

1. Lucille Nichols
2. Bill Gering
3. Manny Steil
4. Ralph Nichols
5. Florence Wolff
6. Corinne Geeting
7. Nadine Marsnik
8. Dee Steil
9. Mary Ann Messano-Ciesla
10. John Murphy
11. Larry Barker
12. Mark LeBlanc
13. Harvey Weiss

There is still time to join this exclusive and heady group before the March Convention!

- Rewarding because my efforts to establish a membership network are beginning to pay off handsomely. Chairs, Tom Bruneau, Pacific; Betty Kurkjian, West; Sara Gayle Pyfrom, Southwest; Deb Vrhel, Midwest; Laura Edwards,

South; Art Robertson, East; Lydia Nicholson, Canada; and Peter van der Schaft, Europe, have been working hard networking with their geographic locations. The brief correspondence I've had with each of them would be enough to make this job worthwhile. Tom Bruneau's enthusiastic response enclosing his poem, Betty Kurkjian's sample letters or her "where did I go wrong?" notes, or Sara Gayle's frustrated phone calls, for example, reinforce my faith in the quality of this network.

This operation has just begun and its force has not even begun to be felt within ILA. Please contact the chair in your area and offer your help in even the smallest way. They - and you - will accomplish my starry-eyed goal of 1,000 members by this time next year!

- Rewarding because of the personal notes and calls of encouragement from so many of you.

- Rewarding because the bulk of tabulation, correspondence, and nitty-gritty detail work has been done by such truly dedicated ILA office personnel as Geri Jwanouskos, Dee Steil, and, recently, Chris Anderson. Every form letter bearing my name went out of the ILA office because of them.

When I look at the above and consider one frustration and so many rewards, I must conclude that the past two years have been rich indeed. As I transfer my lumpy, messy files to the new Membership Chair, I hope I can also transfer my faith in ILA membership. Quantity grows slowly, but quality is already there in every one of you.

Thanks for two years and I leave you with the final challenge to enlist at least another new member into the ILA by our Orlando Convention.

DRONING OUT IN AMERICA!

Suzanne Pemsler
Director, LISTENING
UNLIMITED
Lexington, Mass.

No one will mourn for me. They will say I brought it on myself. With a har-rumph and a "who did she think she was" they will lower me and my cause several feet under. At least then I will be assured of quiet.

Although quiet is what I seek, canned music everywhere is what I get. The whine, wheeze and incessant rat-a-tat of music which emerges from speaker systems or radios in almost every shop, restaurant and supermarket, freezes my ability to think and to function.

Because of my affliction, one necessity and pleasure after another is denied to me. Like the man who saw all that water and had not a drop to drink, I am forced by the sound of canned music to forever spend my time walking the streets, unable to step past the thresholds into the stores. I will always be an outsider, a windowshopper, whose isolation can be alleviated only by the turn of a dial or flick of a switch.

There is delight in everyday sounds. The clamorous city is, by nature, incessantly noisy. Clickety-clack lawnmowers punctuate the silence of suburbia, and, in the countryside, birds shriek and argue. Those sounds belong to their environment.

In restaurants, soupy sounding strings, nostalgia tunes, jazzed up classics, rock and roll, and every other variation on the canned music theme assault my ears. I run a collision course with restaurant managers when they won't turn off the hullabaloo. I ask, I beg, I plead for quiet. I consider it my right. The managers generally do not.

Supermarkets defeat me. I must walk out empty handed or buy hastily and retreat with a headache. Canned music foils my shopping plans. To choose items with my eyes while my ears are assaulted by a cacophony of sound is impossible. Am I to be condemned to a life of hunger or indigestion?

Other patrons seem oblivious. Are their senses deadened? Do they simply assume that this is the way it is and not even wish for change? Do they actually like it? Judging from the responses I have been given, most of them exist in one of two camps: those who don't hear it anymore and those who can't live without it. I feel alone in this world.

In response to my query: "Doesn't it bother you to have that music playing?" I receive the inevitable, "What music?" A dental assistant was horrified to learn that I thought the torture of her music greater than the misery of the actual dental work. A flight attendant at Logan told me she put the music on to relax the passengers. When I asked her to turn it off, I got the look I would become accustomed to... a triple blend of pity, irritation, and "my mother told me there were weirdos in the world."

Excuse me for just a moment. My phone is ringing. I am expecting a call.

"Hello, this is the roof repair service returning your call. I hear water's leaking into the bedrooms. Wait just a minute. I've got to put you on hold." Click.

And now canned music assaults my unwilling ear. An urgent message is sent to my brain. "Hang up the phone. You are on a crusade. NO MORE UNWANTED MUSIC." My arm obeys. The phone is set back to rest in its cradle once more.

Where can I go to escape? That music has followed me into the privacy of my own home. I wearily trudge upstairs to find pails to catch the incessant flow of water. I am not too long for this world.

This article was written as a result of a spirited discussion of the effect of "white noise" and "elevator music" on trained listeners at a workshop at the Arizona ILA meeting. Later in the year, Muzak cheerfully announced its fiftieth birthday and boasted of future insidious triumphs. Suzanne then planned a month long escape to Italy to meet colleagues and to perform in an atmosphere of old-world serenity and quiet. While in Florence, she stepped into a store and, to her horror, heard one of the arias she so often sings, "Un Bel Di" from Puccini's Madama Butterfly, with a booming, blasting jazz bass. Her next article may well be DRUMMING OUT IN ITALY!

CALL FOR FOREIGN LANGUAGE CONFERENCE PAPERS

Proposal forms to present pedagogical sessions at the "1986 Northeast Conference on the Teaching of Foreign Languages" (Washington Hilton Hotel, April 17-20, 1986, Washington, D.C.) can be requested from James Dodge, P.O. Box 623, Middlebury, UT 05753.

The Northeast Conference is the oldest and largest pedagogical foreign language meeting in the United States. Annual attendance at the Northeast Conference exceeds 2,500 foreign language teachers and administrators from throughout the U.S.

For the past 32 years, the Northeast Conference has traditionally examined ideas and trends pertinent to foreign language education. The 1986 Northeast Conference is stepping outside the field of foreign language to involve colleagues in the areas of listening, reading, and writing in the hope of establishing a dialogue across disciplinary boundaries.

Proposal Deadline is June 30, 1985!

WHO WANTS LISTENING INSTRUCTION?

by Bruce Bufe, Language Arts/Reading Consultant
Mississippi Bend Area
Education Agency
Davenport, Iowa

Will busy, overworked teachers take a night course in listening--of all things? Yes! In the past three years my colleague, Dick Hanzelka, and I have offered a two or three credit graduate course in listening. To our knowledge, our listening course is one of a kind in eastern Iowa.

Many teachers begin the course expecting to get materials and activities that will make their students better listeners. The notion of whether we can "make kids listen" is a subtle question and theme throughout the course. As instructors, we have two objectives. First, we must as educators improve our own listening abilities before we can expect to help others. So we weave into the course activities to help all of us become better listeners, both at home and at work. Secondly, we present the idea that better listening results from carefully designed lesson plans and a classroom environment conducive to listening. It is a revelation to many teachers that they do not need kits and worksheets to enhance listening. Instead, by carefully attending to lesson introductions, motivational activities, and relating new material to the students' background information, teachers can make listening easier and more likely to occur--for their students. We believe that improved listening is accomplished with the materials and lessons that teachers use every day. For example, the idea of metacognition can certainly be worked into lesson plans in which students are asked to listen and think about their assignments even before they begin their work.

We believe that it is probably not possible to make kids better listeners, but as teachers we can create a caring classroom environment and lessons that make it more likely that students will listen.

Because of the meager help from the curriculum and textbook, we find that teachers are indeed eager for listening inservice.

"RATE YOURSELF"

LEADERS HAVE FOUR MAJOR TRAITS,
AND 10 TESTED SUCCESS BEHAVIORS

Wilmette, IL - Career counselor and motivational expert **Dr. Whitt N. Schultz, CEO of The How To Book Company**, who for years has researched the traits and success behaviors of leaders, reports that those who lead almost always have these four characteristics:

1. They are optimistic. They act in an affirmative manner. They are believers, builders, encouragers.

2. They are enthusiastic. Enthusiasm is woven into their life style. They have zest, zeal, and a sense of spirited urgency to accomplish good.

3. They are individualistic. They don't follow the crowd. Rather, they lead the crowd. They often make easy targets for they are out in front.

4. They are imaginative. They set a "creative climate" around them wherein people and ideas grow. They encourage ideas for they know good ideas can come from anyone, anywhere, at anytime. Therefore, they treat ideas with tender, loving care.

And here are 10 typical success behaviors of leaders, according to Dr. Schultz:

1. They observe with application. They observe and absorb. They look at everything like it's the first and last time they'll ever see it.

2. They know how to listen--really listen! Listening is wanting to hear.

3. They take copious notes. They capture ideas as their senses alertly respond and react to them.

4. They welcome ideas. Urging others to bring their best thinking on a subject. They're open, responsive, sensitive, aware and encouraging.

5. They value time highly . . . and utilize it skillfully.

6. They set regular goals . . . and strive to reach them.

7. They always try to understand first - then, and only then, do they judge.

8. They always anticipate achievement and they build on their strengths and surround themselves with success symbols - the meaningful accomplishments in their life.

9. They know how to ask clear, courteous and incisive questions. Questions are the creative acts of the intelligence.

10. They know how to organize their approach to challenges and how to immediately focus their total mind power on the relevant.

Dr. Schultz, a noted author, educator and owner of successful businesses, sums up his success research thusly:

"An affirmative viewpoint towards life is a vital part of every leader's lifestyle. And, when leaders can't change the facts, they creatively bend their attitude to meet and manage challenging situations which they always see as growthful opportunities," Dr. Schultz says.

As a lecturer and seminar leader, Dr. Schultz lectures over 100 times a year and has counseled millions on "How to Use That Wonderful Gold Mine Between Your Ears." **Article Courtesy Dr. Schultz.**

MEMBERS IN ACTION

ILA MEMBERS ON THE MOVE

ILA Welcomes our First Japan Scholar. **Dr. Mitsuko Saito-Fukunaga**, Professor of Communications at the International Christian University, Tokyo, has joined the ILA. She is author of the widely-used/award-winning *Theory of Listening* book in Japan.

Suzanne Pemsler, Director of *Listening Unlimited* and *Puppet Divas*, Lexington, Massachusetts, spent a month in Italy where she interviewed Italian puppeteers and theater directors. She discovered that the movements of the human hand, coupled with the expressive powers of the human voice, can overcome language barriers. She gave an opera and art song performance in Florence using slides of her life-sized-puppets for some arias and just her hands as puppets for others. The response was tremendous.

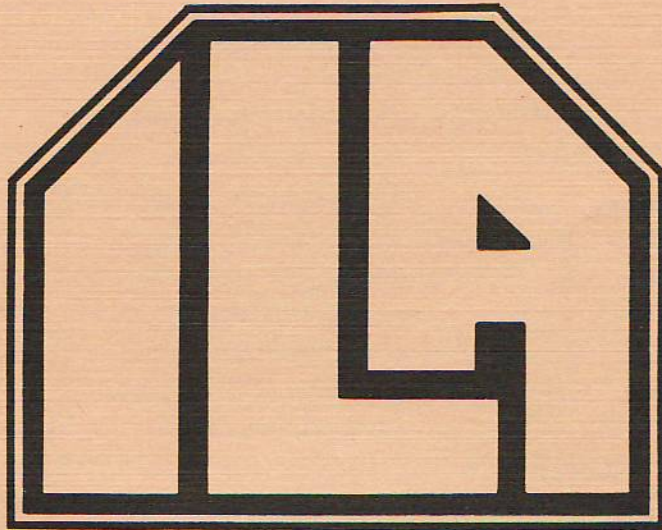
Dr. Lyman K. (Manny) Steil will be presenting "*Listening '85: A Senior Executive Officer Update*" on Monday, January 21, 1985, at the Saint Paul Hotel in St. Paul. The invitation to "*Listening '85*" is being extended to a select group of Senior Executive Officers, and will provide an update on the status of listening within the corporate world in 1985, and provide insight into listening development opportunities for improved individual and organizational communication.

ILA MEMBERS IN PRINT

Dr. Lyman K. (Manny) Steil's Chapter on "*Communication Training: Listening*" is part of a new 108 Chapter book entitled, *Human Resources Management & Development Handbook*. The Handbook is a monumental compilation edited by William R. Tracey and published by AMACOM, a division of the American Management Association. In addition, a portion of Manny's Listening materials was recently printed in *Teleconferencing by Telephone & Satellite*, a publication of the Audio Visual Education Centre of Western Australia.

Another FIRST for charter member, **Bob Montgomery**, of Burnsville, Minnesota. By February 1985, two of his VIDEO cassettes (color/60 minutes) will be sold at 870 Waldenbooks stores all across the USA, the first two of six HOW TO personal development video cassettes, other than exercise, to be sold by bookstores. Bob's cassettes are titled: *Listen Your Way to Success* and *A Quick & Easy Way to Top Selling*. Bob's audio cassettes and hard and soft cover books on *Listening* have been available since 1980 through Bob or the publishers. His book *Listening Made Easy* is also at book stores.

The ILA LISTENING POST continues to invite every member to submit information about your, or other members, activities. Help us keep the network alive.



**INTERNATIONAL LISTENING
ASSOCIATION**

SIXTH ANNUAL CONVENTION

"BUILDING BRIDGES THROUGH LISTENING"

**BUENA VISTA PALACE
ORLANDO, FLORIDA
MARCH 14-16, 1985**

THE 1985 ILA CONVENTION

FREE 1985 ILA CONVENTION REGISTRATION

The ILA Board of Directors has agreed to award FREE CONVENTION REGISTRATION at the Orlando Convention to the ILA member who brings in the most new members from March, 1984 to March, 1985.

All Executive Board members (Officers and Executive Director) are excluded from competition; all other ILA members are eligible.

To ensure receiving credit for your new members, sign your name in the "sponsored and invited by" space on the membership brochure and urge new members to give you credit for that membership. We know who sponsors a member only if the new member and/or sponsor tells us.

We will inform the recipient of the free convention registration prior to the Orlando Convention.

**Lifetime Members
Save \$\$\$**
A special perk for all Lifetime members is a reduced registration fee for all ILA Conventions and Conferences. Become a Lifetime member and save \$\$\$.

6th Annual ILA Convention Headquarters

The **Buena Vista Palace**, a luxury resort of tomorrow in the heart of Walt Disney World Village, will serve as the 6th Annual ILA Convention Headquarters. As a 21st Century Palace that combines the fun and make-believe of Walt Disney, and unrivaled meeting, recreation, and entertainment facilities, it is a perfect location for "**Building Bridges Through Listening**". Specific features are described in the attached materials.

To ensure the availability of your room during this peak season period, it is **absolutely necessary** for every attendee who plans to stay at the Buena Vista Palace to call 1-800-327-2990 (USA) or 1-800-432-2920 (from Florida) **TODAY**, and make your reservation. Due to the limited block of rooms reserved for ILA members, reservations will be accepted on a first-come - first-reserved basis. As it is important that everyone has a room, please make your reservations today. Remember to tell the reservationist you are with the ILA. In addition, if you want to share a room with others, call Susie Berkheimer (ILA member) at (H) 301-933-2545 OR (W) 301-279-3000, or complete the enclosed request for roommate form.

See You At The Buena Vista!

CONVENTION '85

Eastern - The Official Convention Airline!

Disney World's official Airline is now ILA's too! Eastern will offer a 35% reduction on regular coach fare to Orlando for the 6th Annual ILA Convention. Just call 1-800-327-1295, mention ILA I.D. #EZ3AP64 to make your reservation and your rate will be guaranteed.

National Car Rental Special Convention Rates

National Car Rental will discount their rates for ILA members wanting transportation while at the Orlando Convention in March. A "Passport" is included in the registration packet, citing rates and other pertinent details. Call 1-800-328-7949 for reservations. Mention ILA I.D. #6400611.

"Early Bird" Registration

Members! Save up to 23%! Pay Registration fees by January 28th! Non-Members! Save 10%! See details inside. Covers all Convention official activities! REMEMBER! Treasury Regulation 1.162-5 permits all the Convention Related Costs to be deducted from your 1985 Income Tax!

Your Vote Counts - Even by Proxy!

Be sure to exercise your right to vote, even if you are unable to attend the 6th Annual Convention. Send in the enclosed proxy card naming an ILA member in attendance to vote on your behalf.

"Building Bridges Through Listening"

6th Annual ILA Convention

OPTIONAL DISNEY SEMINARS TO BE OFFERED

For those who really want to take advantage of Disney's resources, three optional seminars are being offered during the ILA convention. A minimum of 15 people is necessary for each one, so please sign up when you send in registration for the convention. That will tell us whether or not Disney personnel should plan them for us.

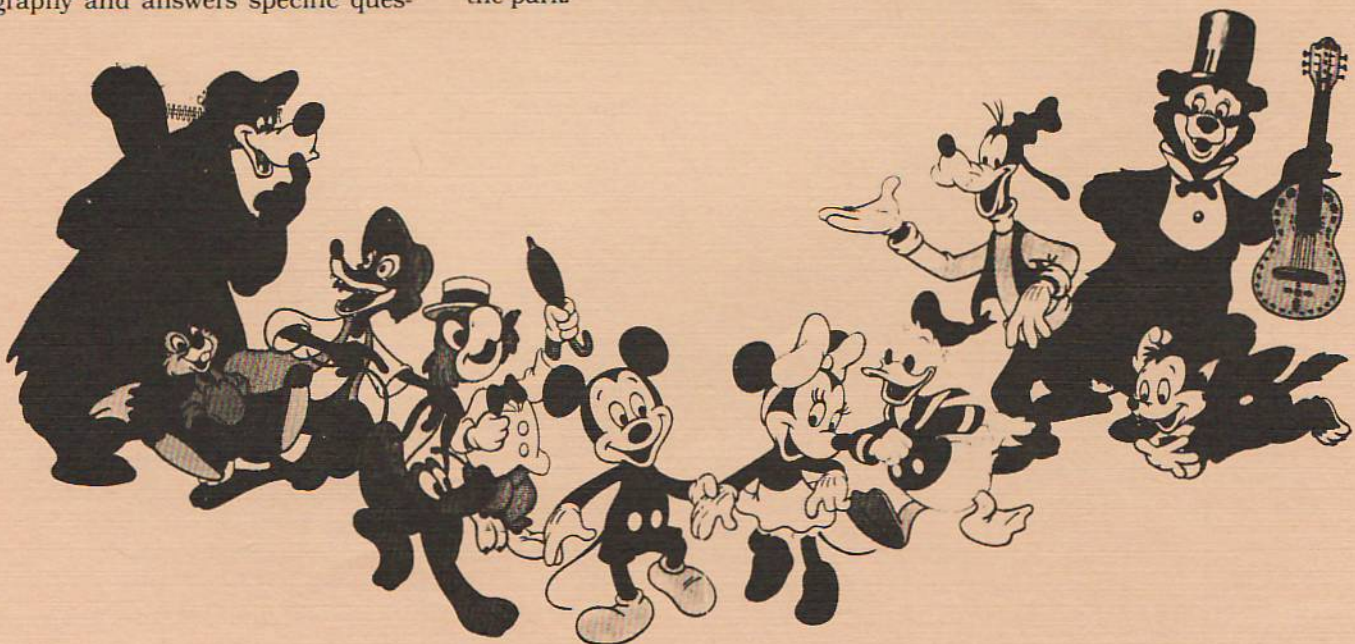
On Friday morning a three-hour seminar entitled PRESENTING, PRESENTING is available. It analyzes a Disney attraction for keys to effective presentation. It discusses pacing, timing, humor, enthusiasm indicators, testing new materials and reading the audience. If your seminars or classrooms lack pizzazz, this seminar may be for you. Cost: \$30.

On Sunday morning two three-hour seminars are available, one in Disney World and one in Epcot Center. CAPTURING THE MAGIC: A KODAK PHOTOGRAPHY WORKSHOP includes an audio-visual presentation on photography techniques. The instructor discusses general principles of good photography and answers specific ques-

Walt  Disney World®

tions on the mechanics of the participants' own cameras. A photographic tour of the Magic Kingdom, using the people, architecture and landscaping will be used by the instructor to illustrate principles of composition. Shutter-speed, F-stops, depth-of-field, use of filters, etc. are all demonstrated and practiced. The instructor encourages questions. Cost \$10 plus admission to the park. Bring your own camera and spend the rest of the day in the park.

For those who choose to tour Epcot, HIDDEN TREASURES OF THE WORLD SHOWCASE is a three-hour seminar which begins with a brief description of the countries represented in World Showcase and the philosophy that brought them together. The instructor who conducts the walking tour will provide interesting insights into the art, architecture, costumes, landscaping and entertainment of the countries discussed. You'll learn simple and interesting lessons about history and culture. Cost: \$10 plus admission to the park.



"Building Bridges Through Listening"

6th Annual ILA Convention

PRE-CONVENTION SEMINARS

(Open to General Public & ILA Members • Proceeds will be donated to the ILA)

Thursday
March 14, 1985
8:00 a.m. - 11:30 a.m.

Listening Instruction in the Community College

Deborah Hefferin Vrhel - Instructor, Speech Communication, Sauk Valley College, Dixon, IL; and **Nadine Marsnik** - Instructor, Speech Communication, Listening, English, Vermilion Community College, Ely, MN

This workshop will provide knowledge of how to use a basic format to organize the basic speech communication course in a community college from a receiver approach. It will provide participants with the understanding of, and ability to use: listening and the communication model; kinds of listening and speaking; use of the speech-thought time difference; the receiver approach in the basic course; and various exercises which can be used in various classroom approaches.

(Member Registration, \$15.00 - Non-Member, \$25.00)

★ ★ ★ ★ ★

Listening Research Methods and Designs Workshop

Dr. Larry L. Barker - Professor, Auburn University, Auburn, AL; **Dr. Sara W. Lundsteen** - Professor, North Texas State University, Dallas, TX; and **Dr. Kittie W. Watson** - Assistant Professor, Tulane University, New Orleans, LA

This workshop will provide guidelines and expert opinion concerning effective and efficient methods and design in listening research; and will stimulate participants to become more active and compe-

tent in conducting and evaluating listening research. The workshop is divided into three primary areas: overview of methodological and design considerations in listening research, including ethics and use of human subjects; introduction to ethnomethodological and participant observation techniques in listening research; and introduction to existing listening tests and measures and their validation.

(Member Registration, \$15.00 - Non-Member, \$25.00)

★ ★ ★ ★ ★

Brain Dominance: A Communication and Relationships Model

Dr. Charlie Gott - Seminar Consultant, Hilton Head, SC, Consultant to FBI, CIA, U.S. Army Intelligence, et al.

This program addresses the human mind in a straight forward easy-to-understand way - how it functions with regard to communication and relationships. Participants will learn, in depth, about the various mind profiles, how to "read" others, how to know their own brain preference, how to increase the use of neglected areas, and how to establish rapport quickly, thus making interpersonal communications much more meaningful and relationships much richer. For law enforcement professionals, this program will enhance witness evaluation and suspect interrogation.

(Member Registration, \$20.00 - Non-Member, \$40.00)

★ ★ ★ ★ ★

Developing Listening In The World of Work

Dr. Lyman K. Steil - President, Communication Development, Inc., St. Paul, MN; Chairman of Board, International Listening Institute.

This program addresses individuals who are interested in developing their listening knowledge, attitudes, and skills in today's work world, and will: raise participant's insight into the importance of, the role of, the needs for, the nature of, and the problems/costs of human listening; initiate participant's individual listening self assessment; and provide direction for developing a strategy for personal enhancement.

(Member Registration, \$30.00 - Non-Member, \$60.00)



The Pre-Convention Seminars have been designed as a special fund raiser for the ILA and are open to ILA members and the general public. Convention registration is not necessary for participation in the Pre-Convention Seminars. To aid the ILA we request your promotion of those seminars to non-members of ILA.

"Building Bridges Through Listening"

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PROGRAM LISTINGS FOR ORLANDO CONVENTION

Thursday, March 14

7:30 - 11:30 Registration

8:00-11:30 Seminars for Business and Industry, Law-enforcement Personnel, and Community College Teachers (Receipts donated to ILA)

12:00-1:30 Lunch (opening ceremonies and orientation)

1:45-3:15 • **NEWCOMERS PROGRAM:**

Chair, Carolyn Coakley, High Point High School, MD, Dr. Ethel Glenn, University of North Carolina, Dr. Lyman K. Steil, President, CDI, Executive Director, ILA, Mary Lou McKibben, Secretary, ILA, John Murphy, NYNEX

This program will explore definitions of listening, the history of ILA and the opportunities for active participation in the organization; questions will be entertained.

• **IF WE ARE COMMUNICATING, WHY AM I SO CONFUSED**

Chair, Dr. Phil Taylor, University Central Florida, Marilyn Corrigan, Sperry Computer Systems

This program will focus on the Myer's/Briggs Type Indicator and will illustrate how knowledge of one's preferences will increase one's listening effectiveness. Listeners will thus become more flexible and adaptable as they interpret messages from others.

? • **BRAIN DOMINANCE: A COMMUNICATIONS AND RELATIONS MODEL**

Chair, Dr. Andrew D. Wolvin, University Maryland-College Park, Dr. Charlie Gott, Seminar Consultant, owner, CPE Listening Workshop

This lecture will familiarize participants with Brain/Mind model and its impact on how we listen and relate. The participants will gain insight into: a) their own brain profile; b) how to "read" others orientation; c) how to speak the language of all profiles; d) how to increase use of neglected areas.

3:30-5:00 • **USING MICROCOMPUTERS AND VIDEO CASSETTE PLAYERS TO TEACH AND EVALUATE LISTENING SKILLS: SAY WHAT?**

Chair, Diane Bone, Diane Bone & Associates, Ron Williams, Pennsylvania State University

The focus of this presentation will be to demonstrate a computer assisted video instruction program designed to support listening instruction and also demonstrate a video listening test that measures comprehensive and critical skills.

3:30-5:00 • **NEW INSTRUCTIONAL MATERIALS FOR COMMUNICATION TRAINERS AND CONSULTANTS**

Harvey Weiss: Certified Consultant, Performax Systems International, Inc.; Lend Me Your Ear, Inc., Jay Brandon: Certified Consultant, Performax Systems International, Inc.; Telemarketing International, Inc.

Participants will examine new training instruments from Performax Systems International, Inc. entitled, *The Attitudinal Listening Profile System*, and *The Listening Climate Indicator*, plus many other instruments available to supplement your current training seminars and workshops in listening.

+ • **USING THE CARKHUFF APPROACH TO TEACH LISTENING: A PARTICIPATION WORKSHOP**

Chair, Warren Gore, University of Minnesota, Dr. T. Dean Thomlison, University of Evansville

This mini-course will provide an overview of one way to teach listening by using the Carkhuff Approach. Representative activities, handouts, text materials and a model will be presented.

• **LISTENING SKILLS: AN INVISIBLE DIMENSION**

Chair, Susan Berkheimer, Montgomery County Public Schools, Harold Sharkey, Crisis Counselor, Canada, Dr. Mary Ellen Ross, St. Olaf College, Northfield, MN

A workshop and lecture will explore the effects of the telephone on our society. Listening in business and in crisis situations as well as use of the phone for obscene calls will be explored. A lecture accompanied by demonstrations will describe active listening skills as they are taught in a counseling class.

5:15-6:45 • **CURRENT RESEARCH IN LISTENING, PART I**

Chair, Dr. William Arnold, Arizona State University, Jamie Pickering, Paradise Valley High School, Fletcher Wilcox, Arizona State University, Kathy Wenell, University of Wisconsin-Eau Claire

The combined actions of workshop, lecture and audience interactions will enlighten participants as to the results of four listening studies concerning the following subject matter: 1) effectiveness of clergy as listeners; 2) amount of communication time spent listening; 3) empathic listening habits of high school and college students and 4) perception of a broad cross-section of students on their own listening skills.

• **TINKER TOYS AND TEAM BUILDING**

? *Chair, David Kirn, Franklin Chemical Industries, Inc., Dr. Frank Cancelliere, Management Consultant, Debra Cary, Stevens Institute of Technology*

The participants in this workshop will learn how to use Tinker Toys to teach listening. Participants will also be offered techniques on how to establish a climate of trust and openness that allows the group to become a shared responsibility team.

• **SLOGANS: A STRATEGY FOR DEVELOPING EVALUATIVE AND SELECTIVE LISTENING SKILLS**

Chair, Dr. W. Patrick Harrigan III, Lamar University, Dr. Patricia J. Anderson, East Carolina University, Dr. Lester Laminack, Western Carolina University

In this presentation a relationship between selective and evaluative listening skills will be discussed in an overview of literature and research. SLOGANS, a seven-step strategy for extending such skills, will be discussed and demonstrated. Opportunities will be provided for participants to create their own slogans for listening.

8:30-10:00 Cocktails and Hors d'oeuvres

Friday, March 15

8:30-11:30 Optional Disney Seminar: PRESENTING - PRESENTING (cost: \$30)

8:30-10:00 • **CURRENT RESEARCH IN LISTENING: PART II**

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Chair, Dr. William Arnold, Arizona State University, Bonnie Leeds, Arizona State University, Linda Dillion, Arizona State University, Pat Burns, Arizona State University, Lorraine O'Heren, Arizona State University, Tsukasa Nishido, College of International Relations, Japan

This program will present the results of studies of listening behavior that examine 1) the role of self concept and receiver sex on empathic listening skills, 2) a need for attentive nonverbal behaviors in listening comprehension and 3) the impact of the representational system of Neurolinguistic Programming on listening behavior.

• **PERCEIVED LISTENING BEHAVIORS OF SCHOOL PRINCIPALS**

Chair, Dr. William Gering, Indiana University, Dr. Michael B. Gilbert, University of Pacific

This presentation will discuss the results of a listening research survey that explored the training needs of school administrators.

• **EFFECTIVE LISTENING: MANAGEMENT AND EMPLOYEES' POINTS OF VIEW**

Chair, Dr. Judy West, University of Tennessee at Chattanooga, Jim Gallagher, General Electric Company, Sandy Stein, Hughes Aircraft Corp.

This program will discuss how others' perception of one's listening behavior can impact a relationship. It will further examine management and employee perceptions of how listening impacts performance.

10:15-11:45 • **LISTENING POWER SKILLS: INFLUENCE THROUGH LISTENING**

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Chair, Robin Reese, Central Missouri State University, Dr. Mary Ann Heinrichs, University of Toledo, Donna Preston, Consultant

A combination of lecture and presentation with audience participation will focus on those skills of listening which overcome resistance and make it possible to influence the commitment of others. Participants will receive information about "psychic listening" and learn how to utilize the sixth sense in a productive way so as to increase awareness levels.

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• **TEACHING THE COLLEGE COURSE ON LISTENING**

Chair, Dr. Devorah Lieberman, University of Southwestern, LA, Dr. Mary Bozik, University of Northern Iowa

This workshop will give teachers resource materials and ideas with which to teach a listening course. The workshop will also include the following types of listening: appreciative, discriminative, comprehensive, critical, and therapeutic.

• **LISTENING AND SELF-ESTEEM: PROFESSIONAL AND NON-PROFESSIONAL DIFFERENCES, MALE AND FEMALE APPLICATION**

Chair, Dr. Richard Quianthy, Broward Community College, Dr. Alan R. Zimmerman, Mankato State University, Larry G. Schnoor, Mankato State University, Patsy Meisel, Mankato State University

This workshop focuses on how listening attitudes and behaviors positively and negatively affect the self-esteem of the talker. More specifically it will contrast professionals and students as well as males and females.

12:00-1:30 Luncheon: Candidates for office will address the assembly.

1:45-3:15 • **GRAPHIC ORGANIZERS: COMBINING VISUAL AND AUDITORY PATHWAYS TO LEARNING**

Chair, Dr. Terry Newton, St. Edwards University, Dr. Patricia Anderson, East Carolina University, Dr. Parmalee Hawk, East Carolina University

A workshop and lecture will relate the use of graphic organizers to listening skills and information acquisition. Presenters will explain the graphic organizer, provide steps for its construction and demonstrate its use.

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• **LISTENING WITH PICTURES IN MIND: A COGNITIVE AND PEDAGOGICAL APPROACH TO AURAL VISUALIZATION**

Chair, Dr. John Demidovich, School Systems and Logistics, Dr. Florence I. Wolff, University of Dayton, Dr. John L. Meyer, State University College, NY

This program will contain recent research supporting the prominent recognition and development of the concept of "making pictures in the mind" to improve the level of listening competency. Exercises will demonstrate the cognitive "Mind's Eye" concept.

• **VALIDATION OF AND RESEARCH ABOUT THE WATSON/BARKER LISTENING TEST**

Chair, Dr. Kittie W. Watson, Tulane University, Dr. Larry Barker, Auburn University

A panel discussion will interpret research gathered mostly during the fall quarter of 1984 at Auburn University using two versions of the Watson/Barker listening test.

PAPERS AND PRESENTERS TO BE PRESENTED FOR THE WATSON/BARKER PROGRAM:

1. "Effects of Varying Levels of Receiver Apprehension on Listening Ability"
Dr. Deborah A. Roach, Dr. Michael S. Hanna, Jennifer Jackson, - University of Southern Alabama, Dr. Margaret Fitch-Hauser - University of Oklahoma
2. "Preliminary Research Employing the Watson/Barker Listening Test"
Dr. Charles Roberts - McNeese State University
3. "Relevant Noise at Varying Levels of Intensity: An Investigation of It's Effects on Listening Test Scores"
Danny Vierthaler, Jo Gipson, Robb Garrett, Elizabeth Whitmore - Auburn University
4. "The Effect of Visual Distractions on Listening Test Scores"
Darlene Trott, Martha Otts, Rebecca Wilson - Auburn University
5. "The Effect of Background Music on Listening Comprehension"
Beth Dillard, Karren Moffett - Auburn University
6. "A Correlational Analysis of Overall and Sub-test Scores Between the Watson/Barker and the Kentucky Listening Tests"
Jill Applegate, Judy Campbell - Auburn University

"Building Bridges Through Listening"

6th Annual ILA Convention

3:30-5:00 • LISTENING TO YOUR PHYSICAL SELF

Chair, Dr. Kathy Wahlers, Dr. Kenneth Paulin, Northern Michigan University, Harvey Weiss, Cooper High School, Thomas Hickerson, Sports Communication Development, Inc.

• KNOWING, APPRECIATING AND DOING: FINDING THE RIGHT FORMULA FOR IMPROVING LISTENING INSTRUCTION

Chair, Dr. Jim Floyd, Central Missouri State University, Dr. Judi Brownell, SUNY-Binghamton

This program will be a combination of lecture/discussion and small group activity. Participants will be asked to analyze their current practices in terms of the degree of emphasis placed on three behavioral domains: 1) knowing about listening 2) attitudes about listening 3) skills related to listening. Participants will also exchange ideas, strategies and solutions to some common problems in listening instruction.

• LISTENING TO THE ARTS

Chair, Dr. Joan Sayre, University of Miami, Sara Gayle Pyfrom, Phoenix College, Marilyn Hoffs, Glendale College, Kathy A. Wenell, University of Wisconsin

This presentation will acquaint the audience with a unique and entertaining way to teach listening in a business setting. The participants will listen to a portion of a radio play and become involved in being an appreciative listener. They will also share other activities and assignments that are teaching tools for appreciative listening.

5:00 On your own - Enjoy Orlando! Or join the group for a special tour of Sea World!

10:00 Gab Session for Night Owls

Saturday, March 16

8:00-12:00 Voting for 1985 officers

8:30-10:00 • INTERCULTURAL LISTENING AND COMMUNICATION

Chair, Nadine Marsnik, Arrowhead Community College, Dr. Michael Purdy, Governors State University, Gaye Perry, San Jacinto College South, Peter van der Schaft, President Communicare Management Trainers, Lydia Nicholson, Brandon University, Dr. Terry Newton, St. Edwards University, Claria Lowe, Texas Southern University

A panel/workshop where several ILA members who have been working with listening interculturally will share their experiences and present useful principles. Issues of concern to ILA members will be discussed and directions for enhancing intercultural communications will be sought. Participants will be encouraged to help in the discussion by sharing their own intercultural listening experience.

• LISTENING AND READING: THE DYNAMIC DUO

Chair, Dr. Mary Ann Messano-Ciesla, Brooklyn College, Dr. Ella Erway, Southern Connecticut University, Dr. Sara Lundsteen, North Texas State University

A panel will explore story structures compared across listening and reading modalities and use children's literature to develop listening attitudes and awareness.

• AUDIENCES AND MESSAGES

Chair, Bob Miller, Vice President, Telstar, Dr. Robert L. Bohlken, N.W. Missouri State University, Marvin D. Jensen, University of Northern Iowa

A Psycholinguistic Approach in Critical Listening for Message Objectivity

The critical listener must be able to identify the psycholinguistic constituents which indicate the degree of objectivity of a particular message. The five identifiable factors will be explored and exercises for determining the differences in degrees of objectivity of messages will be presented.

The Decline of the Audience

Specific examples of audience misbehavior which occurs during public speeches, theatre performances, and concerts will be examined. Specific suggestions will be offered regarding instruction in appreciative listening.

10:15-11:45 • LISTENING AND CULTURE: OBSERVATIONS ON THE ROLE OF LISTENING IN CULTURAL INTERFACE

Chair, Dr. Devorah Lieberman, University of Southwestern LA, Dr. Bill Kennan, West Texas State University, Dr. David Dobkins, University of Southwestern LA, Dr. Katie Paschal, University of Florida, Dr. Benjamin Broome, George Mason University

This panel discussion will identify and isolate behaviors present during intercultural interactions as well as help attendants understand the cultural influence in other specific contexts.

• EFFECTIVE READING COMPREHENSION THROUGH USE OF LISTENING SKILLS

Chair, Carrie Eggleston, Project Director Newport-Mesa Schools, Sue Burdette, Wichita State University, Jane Rhoads, Wichita State University, Dr. Laura Edwards, University of Southwestern LA

A combination of workshop and lecture will be presented showing the close relationship between listening and reading skills. Presenters will share rationale for using aural processing as a means of stimulating more effective technical reading experiences. They will show how to deal with the relationships between various listening sub-skills and the reading process.

"Building Bridges Through Listening"

6th Annual ILA Convention

• LISTENING EXERCISE AND ACTIVITIES

Chair, Dr. Joy McClintock, Pensacola Community College, Dr. Frank Cancelliere, Management Consultant

As a result of participating in this workshop, participants will: 1) have an opportunity to share with others a listening exercise or activity including their experiences; 2) come away with additional resources that they can use in their own listening programs; 3) have an opportunity to share and participate in several meaningful learning experiences.

12:00-1:45 Luncheon: Annual Business Meeting, Dr. Andrew Wolvin presiding

2:00-3:30 • CULTURAL LISTENING FILTERS

Chair, Ken Spence, IBM Senior Instructor, Peter van der Schaft, President, Communicare Management Trainer

This program focuses on two kinds of cultures: ethnic cultural and organizational cultures. Listeners will participate in an "impromptu" survey. Results of the program will be that participants are aware of a wide range of cultural listening filters and their influences, enabling participants to include these aspects of the listening process in teaching and consulting. Special attention will be paid to the non-verbal cultural differences.

• LISTENING INSTRUCTIONS FOR SPECIAL STUDENTS

Chair, Judith Andrien, Dr. Hal Dalrymple, Kent State University, Rhea I. Dalrymple, Gifted Coordinator, Ashtabula County, Dr. Lynne G. Halevi, Communication & Speech Pathology, Joan W. Belzer, Graphologist

Special Listening Needs of Gifted Students

A lecture and guided discussion will inform the audience of characteristics of a gifted student which create special listening needs; strategies for meeting those needs will be suggested.

Simultaneous Writing, Speaking and Listening: An Approach to Remediation of Dysfluent Speech

A lecture will be presented to acquaint people with an effective method for treating stutterers.

• ILA PROFESSIONALS INVOLVED IN THE COMMUNITY: LISTENING TRAINING FOR HOSPICE VOLUNTEERS

Chair, Carol Dubois, Carillon Communications, Dr. Wayne Bond, Montclair State College, Carole Taylor, University of Maryland

This workshop and discussion will focus on how ILA professionals can contribute listening training to community volunteer groups with emphasis on listening training for Hospice volunteers. It will include a discussion of the effects of aging on memory.

4:00-5:30 • RESEARCH DIRECTIONS FOR INTERCULTURAL LISTENING

Chair, Dr. Kenneth Paulin, Northern Michigan University, Dr. Michael Purdy, Governors State University, Dr. Erika Vora, St. Cloud University

A panel using short presentations and handouts will explore methods for the study of intercultural listening issues, and suggest directions for future research. The panel will suggest effective principles for application of research methods that participants who teach, train or study listening may use.

• LISTENING COMPREHENSION IN ELEMENTARY SCHOOLS

Chair, Susan Hipp, Lakewood Community College, Gail E. Tompkins, University of Oklahoma, Marilyn Friend, University of Oklahoma, Patricia Smith, University of Texas, Dr. Mary Lou Johnson, University of Tennessee at Martin

The presenters will report the results of studies examining three dimensions of listening. They will draw conclusions regarding the status of listening as well as suggest innovative practices to improve the quality of listening instruction. Methods for improving comprehension by use of advance organizers and patterns of organization will be discussed.

• HUMAN DEVELOPMENT, MOTIVATION AND PERSONAL WELL-BEING: NEW APPROACHES THROUGH THE LISTENING PROCESS

Chair, Dr. Lyman Steil, President, CDI, Executive Director, ILA, John Strong, Iowa State University

A workshop will be presented to develop a clearer understanding of the listening process related to understanding oneself and/or helping others to listen to themselves. More specifically to develop a set of concepts, with the attending listening skills for understanding basic human needs vis-a-vis personal well-being, internal motivation and general human development.

5:30-6:00 Feedback to Executive Council.

7:30-10:00 Gala Banquet: Presentation of new officers and awards, closing ceremonies.

1985 ILA GALA BANQUET

The 6th Annual ILA Convention will conclude with a Gala Banquet which will feature the presentation of the special ILA Annual Awards and announcement of our 1985-86 ILA officers.

“Building Bridges Through Listening”

6th Annual ILA Convention

A LETTER FROM ILA MEMBER, BARBARA ROPER

December 10, 1984

I am excited about the 6th Annual Convention! You have chosen a beautiful hotel in a great part of the world. I live near by and have enjoyed the Palace as both a convention site as well as a lovely place to take out of town guests.

Quality begets quality. Your convention's speakers and topics indicate a “most for your money” meeting. It looks as though participants will have a difficult time selecting the sessions to attend and that is an envious position to be in.

Congratulations to the planning committee. Keep up the good work.

Your for better listening.



Barbara C. Roper
#494 ILA Member

CONVENTION SHARE A ROOM PROGRAM

The Buena Vista Palace is a luxury resort located in the heart of Walt Disney World Village. Within walking distance is the Walt Disney World Shopping Village and 3 championship 18-hole golf courses. **Complimentary** Disney shuttle transportation is available to take you throughout the Walt Disney Vacation Kingdom. With everything at your ILA finger tips, you will discover plenty to do.

Of course, at peak season, the hotel charges first-class hotel rates. At \$120.00 per room per night, plus tax, a quick glance will conclude the Buena Vista Palace is exorbitant and out of range. **However**, please note that the room cost **allows up to 4 people per room**. So with 2, 3, or 4 sharing a room, **the cost of \$60; \$40; or \$30 per person per night for a luxury hotel** should be workable. To arrange a roommate, call Susie Berkheimer at (Home) 301-933-2545 or (Work) 301-279-3000, or complete the enclosed Request for Roommate Form.

1985 ILA ELECTION

The Nominating Committee has established the following slate of candidates for the 1985-86 ILA Executive Board:

First Vice-President

Larry L. Barker
Sara Lundsteen

Second Vice-President

Terry Newton
Deborah Hefferin Vrhel

Secretary

Jane Glotfelty Rhoads

Treasurer

Wayne Bond
Alan R. Zimmerman

Member-at-Large

Patricia J. Anderson
Peter van der Schaft

Prior to the election of officers at the Sixth Annual ILA Convention in Orlando, the nominating Committee would like for each ILA member to MEET THE CANDIDATES. In the november issue of the *Listening Post*, ILA members were given their first opportunity to MEET THE CANDIDATES through candidates' responses to the statement, "My motivation in seeking nomination for the ILA office of _____ is".

In this issue of the *Listening Post*, ILA members are being given a second opportunity to MEET THE CANDIDATES through biographical sketches and pictures of the candidates.

ELECTION FORMAT:

The election format for the Sixth Annual ILA Convention will be as follows:

Friday, March 15 - Candidates will address the convention attendees, and nominations will be opened to the floor.

Saturday, March 16 - Members will cast their ballots at the ballot station, which will be open from 8:00 a.m. to 12:00 noon. Election results will be announced at the Awards Banquet on Saturday night.

VOTING BY PROXY:

Pursuant to Article VII, Section 5, of the ILA Constitution, members who are in good standing but who are unable to attend the annual convention may designate another member in good standing to serve as proxy. A proxy voter may cast as many votes by proxy ballot as he/she holds proxies. A separate proxy form is included in this pre-convention package. If you are unable to attend the convention but wish to designate an active member as your proxy, please confirm with that member that he/she will be attending the convention, complete the enclosed proxy form, and return it in a signed envelope to Lyman K. Stell, ILA Executive Director, 25 Robb Farm Road, St. Paul, Minnesota 55110 by March 1, 1985.

BY-LAWS DESCRIPTION

Following is the ILA By-Laws describing the officers being voted on.

"Pursuant to Article IV of the ILA Constitution, the Nominating Committee is seeking nominations from the membership for the offices of:

First Vice-President
Second Vice-President
Secretary
Treasurer
One at Large Member of the
Executive Board

The At-Large position is for two years. All other positions are for one year. Those nominated and elected will serve terms which begin at the 1983 conference, in Minnesota.

The committee has one suggestion and one requirement for those wishing to offer nominations from the floor.

Suggested:

The nominee should be someone with a demonstrated interest both in listening and in the ILA. She/he should have attended at least one, and preferably two of the meetings of the organization, or have demonstrated an involvement in other ways.

Required:

The nominator **must acquire the consent of the nominee** before submitting the name to the committee.

ARTICLE IV - OFFICERS

Section I. Officers. The officers of the Association shall be: President, First Vice-President, Second Vice-President, Secretary and Treasurer. Any member in good standing is eligible for election as an officer of the Association.

Section 2. Term of Office. The Officers shall be elected for a two year term of office at the first annual convention of the Association, 1980. As of 1982 and hereafter, officers shall be elected for a term of one year each with the First Vice-President becoming President for a one year term after the President's term has expired. The Second Vice-President, Secretary and Treasurer may be reelected.

Section 3. Time of Assuming Office. Each officer shall assume the duties of office elected to at the final session of the annual convention and shall serve for the duration of the elected term or until the successor can assume duty.

Section 4. Duties of the officers.
President.

- 1) Shall preside at the annual convention of the Association.
- 2) Shall represent the organization at official functions.
- 3) Shall serve as chairman of the executive committee.

First Vice-President.

- 1) Shall perform all the duties of the President in the event of the President's absence.
- 2) Shall become President for the unexpired term of the presidency, should the office of the President become vacant. In such a case, he/she shall be eligible for election as President at the next annual convention of the Association when a new First Vice-President shall be elected.
- 3) Shall be chairman of the Program Committee.

Second Vice-President.

- 1) Shall be chairman of the Membership Committee.
 - 2) Shall maintain membership records.
- Secretary.
- 1) Shall keep the minutes of all meetings.
 - 2) Shall maintain all records of the organization including matters of correspondence.

Treasurer.

- 1) Shall handle all financial matters of the organization, including the receiving and recording of dues, donations, or monies receivable and expedite payment of bills of the organization.
- 2) Shall accept members into the Association upon payment of dues and maintain an up-to-date membership list.
- 3) Shall arrange for and submit to an outside audit yearly.

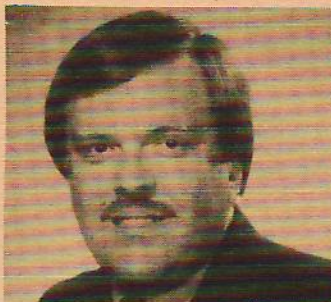
President-Elect



Marguerite R. Lyle

Marguerite Richard Lyle, who will assume the ILA presidency at the end of the 1985 ILA Convention in Orlando, has recently taken early retirement from the University of Southwestern Louisiana where she has served twenty years. Prior to that tenure, she had taught in junior high and high schools and served as a substitute teacher for all grades. Her B.A. in English/Speech and M.A. in Education were both taken at the University of Southwestern Louisiana, and she completed additional work at Florida State University. At the university, Marguerite taught public speaking, debate, speech education, group process and problemsolving, interpersonal communication, and listening. She has also served as a consultant to the Louisiana State Department of Education as well as groups in business, medicine, and social work. Additionally, she works with the Family Tree, a parenting center in her community. Professionally, she has been active in the Speech Communication Association, serving on the States Association Council. She was a member of the executive council of the Southern Communication Association and was president of the Louisiana Speech Association. She is also a member of the American Society for Training and Development. Marguerite has been active in numerous community organizations. She is a founder of the Lafayette Natural History Museum and Planetarium, recognized as one of Louisiana's outstanding museums. She is an elected member of the Lafayette Parish School Board which oversees the education of 27,000 students. And, she is active in the St. Pius X Catholic Community and is past-president of the Pius Parish Council. In addition to devoting numerous hours to various educational and community concerns, Marguerite has been actively involved in the ILA. During the four annual conventions and summer conference that she has attended, she has chaired two sessions and has presented papers at two sessions. Also, she has served as a member of the Nominating Committee and is presently serving as first vice-president of ILA and Program Committee chair of the Sixth Annual ILA Convention.

First Vice-President



Larry L. Barker

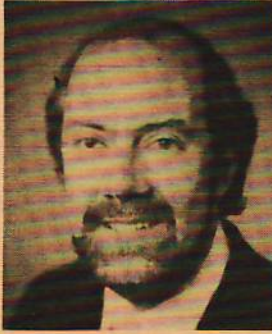
Larry L. Barker is a professor of communication in the Department of Speech Communication at Auburn University Auburn, Alabama, as well as president of a communication consulting firm. He is a founding member of ILA and has participated in programs at each of the five annual conventions. Larry was the first chairperson of the ILA Research Committee. As the chair, he organized, selected, and directed the committee from 1979-1981. As an ex officio member, he continues to serve on this committee. He also served on the 1984 Awards committee. A prolific writer, he has authored or co-authored fifteen books and over sixty journal articles on communication. For over a decade he has contributed to the field of listening through his innovative writing and research on listening. In 1971, he wrote *Listening Behavior*, the first major listening book since Ralph G. Nichols and Leonard A. Stevens' book in 1957. His contributions continue through such current projects as his co-authored book entitled *Effective Listening* (1983) and his co-developed Watson/Barker Listening Test (1984). In addition to his direct service to ILA, Larry has presented numerous papers/programs on listening at the regional, national, and international conferences of other professional associations. Through his consulting work, he also has extensive experience in presenting listening workshops/training programs for business, industry, and government. Larry has authored or co-authored over a dozen articles discussing original listening research, designed behavioral objectives and assessment items for skill development for secondary/elementary education students, and worked with the Educational Testing Service in developing listening test items for the National Teacher Certification Examination. In 1984 the ILA recognized the numerous contributions he has made to listening awareness, training, and research by inducting Larry into the ILA Hall of Fame. He is listed in *Who's Who in America*, *Who's Who in American Education*, *Dictionary of International Biography*, *Who's Who in the South*, *Directory of American Scholars*, and *American Men of Science*.



Sara Lundsteen

Sara Lundsteen is a professor in the College of Education at North Texas State University, Denton, Texas. She has been a member of ILA for four years and has presented several papers at the past four annual conventions. She also developed and presented a program on the elementary listening curriculum at the 1984 ILA Summer Conference. Sara is the current chairperson of the Research Committee and has chaired the Awards Committee since 1982. A tireless worker, she has published widely on the subject of listening. Her book entitled *Listening: Its Impact at All Levels on Reading and the Other Language Arts* (published in 1971 and revised in 1979) has had a significant influence upon the listening world. Her scholarship includes 10 books, over 40 articles in professional journals, plus scores of experimental and research proposals and materials. She has authored several chapters on listening in her various books and regularly advocates listening education at other professional associations such as NCTE. Often supporting listening by serving as a consultant to state departments of education, Sara has recently served as a national reviewer of the Maryland State Language Arts Curriculum Framework. She has served on several listening and language arts task forces throughout the country, has given over 40 papers at local regional, national, and international conferences in the past few years, and has presented throughout the United States several workshops on how to get children (and teachers) excited about listening education. She was inducted into the ILA Hall of Fame at the 1981 annual convention for her tireless contributions to listening education and research. Her life is dedicated to education in many forms: classroom instruction at many levels, symposium presenter, author, scholar, researcher, critic, lecturer, and consultant to schools and universities. Among Sara's leisure-time activities are aerobic jazz dancing, gardening, and drawing (i.e., illustrating her books).

2nd Vice-President



Terry Newton

Terry Newton teaches listening at St. Edwards University located in Austin, Texas. He has been a member of ILA for five years and has participated in two programs presented at ILA annual conventions. Terry has six years of experience as director of a university-wide listening program and has received several major listening grants from such sources as the Fund for the Improvement of Post-Secondary Education and College Board. He has developed college listening curricula, trained secondary teachers, designed listening materials, created two video listening comprehension tests, and conducted numerous listening workshops. In addition, Terry has authored articles on listening comprehension and a book entitled *A Practical Program for Listening Training* (Harcourt, Brace, Jovanovich, 1982). His work on listening at other professional conferences includes programs for such associations as the National Council of Teachers of English and the Conference of College Teachers of English. The listening program at St. Edwards has been designated as a notable innovation by the President's Commission on Education. Terry's latest international project involves working as a consultant with twenty-three schools in Mexico to incorporate listening training as a part of the regular secondary curriculum.



Deborah Hefferin Vrhel

Deborah Hefferin Vrhel teaches speech communications at Sauk Valley College in Dixon, Illinois. She has been an ILA member for three years and has presented two programs at ILA annual conventions. She also presented a program on state boards of education listening projects at the 1984 ILA Summer Conference. Deb was a member of the 1983 Program Committee, is currently on the Public Policy Committee, and chairs the midwest regional membership drive. She has presented several programs on listening at state and regional professional conferences. In addition, Deb has extensive experience in developing listening workshops for business and educational organizations. Her heavy involvement in Illinois listening education is evidenced by her participation as a presenter and coordinator of state listening conferences and membership on the oral skills task force sponsored by the Illinois State Board of Education and the Illinois Speech and Theatre Association. Deb and Dean Thomlison hope to avenge their 1984 doubles-tennis loss to Lucile and Ralph Nichols in Orlando.

Secretary



Jane Glotfelty Rhoad

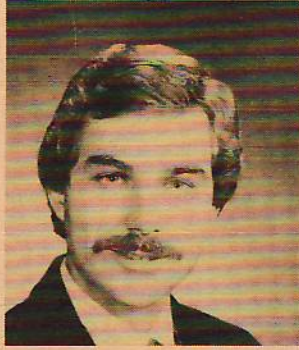
Jane Glotfelty Rhoads teaches listening and reading in the Reading/Study Skills Center at Wichita State University, Wichita, Kansas. She has been an ILA member for five years and has presented papers at three of the annual ILA conventions. Jane served as a member of the 1982 Program Committee and is on the 1984 Program Committee. She has regularly served as a consultant in the area of elementary education listening skills, conducted workshops on listening for several elementary school systems, and presented programs as well as written articles on investment listening techniques for librarians, educators, and parents. Jane has also presented papers at conferences such as the National Reading Conference and the Oklahoma Library Association Conference. Jane's special interest in listening and notetaking techniques has led to the development of two videotapes on the subject and numerous workshops.

JOIN US IN ORLANDO!

Treasurer



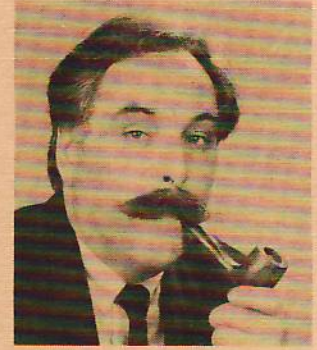
Wayne Bond



Alan R. Zimmerman



Patricia J. Anderson



Peter van der Schaft

Wayne Bond is professor at Montclair State College, New Jersey, where he served as chairperson of the Department of Speech and Theatre from 1979 to 1984. He has been teaching speech, listening, group communication, and interpersonal communication for the past fifteen years at the high school and college levels. He has experience working with organizations, community groups, and professional associations. Wayne has co-authored two basic speech texts entitled *Make Yourself Clear* (Kendal Hunt Publishing, 1976) and *Easily Understood* (Avery Publishing Group, 1981). He has been a member of ILA for four years and served as a recorder of the 1984 ILA Summer Conference plenary session. In 1984 he also served on the Program Committee and Sites Committee of ILA. He has presented numerous papers/programs on listening and communication at state, national, and international professional conferences. Wayne is especially involved in listening training for Hospice volunteers and has presented fall, spring, and summer training for Montclair Hospice, Inc., since 1982. In addition, he participates regularly in listening education through in-service training seminars for business organizations and the Montclair State College Staff (admissions, resident assistants, graduate studies office personnel, staff association, etc.) and also serves as consultant in communication and listening to businesses and corporations. His leadership skills are further demonstrated by his selection to the Executive Board of the Speech and Theatre Association of New Jersey as well as his position as President of the Faculty Senate at Montclair State College. Additionally, Wayne is a member of the East Central Theatre Conference Executive Board and the American Theatre Association.

Alan R. Zimmerman is an Associate Professor in the Department of Speech Communication at Mankato State University, Mankato, Minnesota. He has been an ILA member for three years and has participated in a program at the annual convention each of those years. Alan was a member of the 1984 Membership Committee and Program Proposal Review Committee. Having taught and consulted in the area of interpersonal relations, personal development, and management effectiveness for over ten years, he has extensive experience in presenting listening programs. For example, he has presented over 300 listening and communication workshops for businesses (such as Honeywell, IBM, and Control Data), health organizations (such as Minnesota Nurses Association), and government employees (such as Minnesota City Managers and Mayors Association). Alan has also been a guest lecturer on listening at Nanzan University in Japan, has been awarded the "Outstanding Faculty Member" Award at Mankato State University, and is a frequent keynote speaker at various conventions.

Patricia J. Anderson teaches language arts in the Department of Elementary Education at East Carolina University, Greenville, North Carolina. She has been a member of ILA for three years and has been very active at the past two annual conventions as both a session chairperson and presenter. She currently serves on the ILA Research Committee where she chairs a policy and procedures subcommittee. Patricia's keen interest in listening pedagogy is demonstrated by her frequent listening presentations at national and regional professional meetings of such associations as the National Council of Teachers of English, the International Reading Association, and the Association of Teacher Educators. She co-authored an article on listening in *Curriculum Review* and is presently working on a monograph on the same subject. In addition, she has presented numerous listening workshops to local reading groups and has recently developed a grant proposal to study the relationship between academic achievement tests and listening achievement tests for elementary school students.

Member-at-Large

Peter van der Schaft is the owner and founder of D.S.P. Communication Consultants, Ltd., as well as its subsidiary Communicare which specializes in communication training programs for managers in business and government. His companies serve numerous national governments and major businesses including several United States-based multinational corporations. He is an adjunct teacher at the Institute for Higher Professional Education where he teaches organizational communication and is an adjunct instructor at the State University of Utrecht where he teaches communication processes. Peter has been an ILA member for four years and has attended three annual conventions. He presented a program on listening training for managers at the 1984 annual convention and serves as the regional coordinator for European ILA membership. In addition to authoring several articles on listening, Peter has offered approximately 150 workshops and training programs on communication and listening. A prolific speaker, he has given several hundred speeches on listening to various groups and businesses. In addition to his involvement in ILA, Peter supports listening through presentations at several Dutch and European professional conferences. His current research interests include intercultural listening, organizational communication, and the "human interface" in organizations (such as the communication generated between high-tech specialists and laypersons). As a former journalist for a national newspaper, he has traveled extensively throughout Europe and the Middle East.

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