

# ILA LISTENING POST

ISSUE NUMBER THIRTY-TWO

JANUARY 1990

## Convention Program Shaping Up

The program for the eleventh ILA Convention in Indianapolis is about complete as the *Listening Post* goes to press, reports Vice President Elect Ethel Glenn. The Divisional structure, begun formally last year, is clearly in place. Programs have been planned from member submissions by four subcommittees—Elementary/Secondary Education, Higher Education, Research, and Business/Consulting. A fifth category is called merely "General" and is for topics that do not clearly fit one of the four major divisions. In addition, a student representative on the program committee oversees both a student debut paper program and the best-three student papers to be presented at a second student program.

Program committee members are Susan Ellen Bacon and Elaine Mahone, Elementary/Secondary Education; Wayne Bond and Deborah Borisoff, Higher Education; Vickie Emmert and Michael Purdy, Research; and Manny Steil and Greg Enos, Business/Consulting. Lisa Vickers is the student representative for this year.

Four workshops are planned for the Convention. Manny Steil, who has not presented in the past couple of years, will conduct two of them—"Exploring the Centrality of Personality in Developing Listening in the World of Work" and "Promoting a Centralized Strategy and Process for Developing Listening Throughout and Beyond the 1990s." Dean Thomlison will lead a workshop entitled "Teaching and Training Empathic Listening" while Madelyn Burley-Allen will tap into the Convention theme in her workshop "Listening, the Forgotten Critical Component of Oral Cultures."

The Convention theme, "Centering

Listening in an Oral Culture" will be explored in a special program organized by Michael Purdy and Vickie Emmert. There will be programs that explore dimensions of teaching listening at the elementary and secondary level and several applications on the college level, such as listening skills labs and using listening to teach both writing and speaking. Sheila Bentley and Dorothy Carver are going to teach us "How Not to Listen" through role playing negative listening behaviors. Several programs explore listening in business settings and in client relationships. Some reports of recent research will be offered.

Overall, close to 50 programs will be squeezed into the three days of March 8-10. And in addition to challenging and interesting papers and presentations, Convention attendants will have three luncheons and a Saturday night banquet together. Coffee breaks in mid-morning and soft-drink breaks in the afternoon, plus two cocktail parties before dinner time will offer several opportunities to come together with old and new friends and socialize in the way that only ILA

members can. As always, business meetings will be held during the luncheons, leaving morning and afternoon times free for attending program sessions. One convention fee covers the cost of the four meals, morning and afternoon breaks, and the hors d'oeuvres at the no-host cocktail hours. Incidentally, on Wednesday and Friday evenings, when we have no cocktail hour scheduled, we are all invited to meet at the free open bar provided by the Embassy Suites Hotel. And breakfasts are included in the cost of the hotel room!

So, it looks as if the eleventh is going to be another exciting meeting—we hope the best ever as ILA grows and strengthens its membership. You will be receiving information for registration about mid-January, in ample time for you to complete your plans. Right now—if you have not already done so—go mark your calendar with your plans to arrive in Indianapolis on Wednesday night, March 7, returning home on Sunday, March 11. We promise you will not be disappointed.

## Indianapolis: Crossroads of America

Indianapolis is a city of surprises! It's a city that has grown into the thirteenth largest in the United States. A city that has moved into the national and international spotlight in amateur and professional sports. A city that provides a wonderful mix of horse and carriage rides, eclectic shops, cultural attractions, and entertainment extravaganzas. A city with a widely-renowned symphony orchestra. Great theater. Magnificent museums. Hundreds of restaurants and fashionable nightspots.

Take the time to take in a performance of the widely-renowned

Indianapolis Symphony Orchestra. Catch a nightclub revue or a Shakespeare comedy at the Indiana Repertory Theatre. And check the schedules for the Beef 'n Boards Dinner Theatre, Indianapolis Civic Theatre, and the American Cabaret Theatre. And enjoy the best in professional dance and opera.

In addition to the symphony, ballet, opera, and theater, you can see the stars on the nightlife scene. Stop in at Union Station, a \$50 million festival marketplace. Rock to a concert at Market Square Arena, Clowes Hall, or the

(continued on page 2)

# President's Perspective

Dear ILA friends,

Welcome to 1990 and to the "next generation" of ILA. It is exciting to see what ILA has accomplished in the last ten years and to anticipate what we will accomplish in the future. Your executive board and committee chairs are working hard to provide a strong foundation for ILA's future.

The beginning of a New Year is a time when many of us make resolutions to change old habits and/or to develop new ones. This is the time of year when we take time to reflect on where we have been and to visualize where we would like to be. I would like to challenge you to take a few moments to look at your involvement in ILA. What have you received? What have you contributed? What would you like for ILA to provide in the future? After answering these questions, I hope you will decide to strengthen your resolve to get more involved in ILA. Remember, there are many ways that you can strengthen our association.

We need members to:

- volunteer as Chairs of committees;
- serve on a task force or a committee;
- recruit new members from diverse fields;
- submit proposals for next year's convention;
- ask a library to subscribe to our journal;
- submit articles to the *Listening Post* and *ILA Journal*;
- attend our annual conference in Indianapolis;
- encourage international outreach;
- respond quickly to ILA requests;
- promote ILA at other association meetings;
- stimulate others to get involved in ILA;
- nominate members for ILA awards;
- demonstrate good listening skills when listening to others;
- recognize and reward others who have made contributions to listening and ILA;
- and the list goes on...

If ILA is to continue to grow and prosper in the 1990's, we need your help. The strength of our membership is directly correlated to the strength of



ILA. During the Executive Board's conference call on December 3rd, we got a chance to hear what our members are doing to help build a stronger and better association. Here are a few highlights: Ethel Glenn and the program planning committee have designed a stimulating

program for Indianapolis. The program has something to offer all interest groups. Bill Arnold has secured Dublin, Ireland as the site for ILA's 1990 International Summer Conference (look for more information in this issue). Charlie Roberts announced an increase in the numbers of people joining ILA. Bob Bohlken has prepared several sample Public Service Announcement radio spots promoting effective listening and ILA. Several of our members have arranged ILA sponsored programs at other association conventions. In addition, to these accomplishments, by reading other sections of the *Listening Post*, you will discover what others have been doing to keep our association alive.

We have entered our second decade as an association. It is up to us to make it better than the last. Look forward to spending time with you in Indianapolis.

*Kittie*

Kittie W. Watson

## Crossroads of America (continued)

Indianapolis Sports Center. Dance to a disco beat. Catch a little country western or the last act at a comedy club. Or simply savor the sounds of a string quartet.

Catch the excitement of professional basketball, with the Indiana Pacers. You can also catch world-class competition in swimming, diving, and synchronized swimming, at the Natatorium. Or world-class track and field competition, at the Track and Field Stadium. And world-class cycling, at the Major Taylor Velodrome.

Indianapolis is enchanting, from the international flavor of the City Market to a bevy of bright and breezy suburban shopping malls. And from quaint shops on the canal to the festival atmosphere of a friendly flea market.

Indianapolis is known as the Crossroads of America and is within a day's drive of more than half of the nation's population.

Indianapolis is a safe, clean, and friendly city. Sites to see within a five to ten minute walk of the Embassy Suites Hotel include: Indiana Repertory Theatre (professional) adjacent to the hotel, Eiteljorg Museum of the American Indian and Western Art, Monument Circle and its Soldiers and Sailors Monument (the center of the city), Union Station Festival Marketplace, Pan American Plaza with its year-round public ice skating, Indiana Convention Center and Hoosier Dome, Indiana Capitol and State House, Indiana State Library, City Market, Circle Theatre. Within 15 minutes walking are the world-class Indianapolis Zoo with its year-round Dolphin/Whale Pavilion, Indiana State Museum, Indiana War Memorial (a replica of one of the seven wonders of the ancient world—the tomb of Halicarnassus), and many of the city's finest restaurants and nightclubs.

# Student Listening Behavior

## A Descriptive Study of Student Listening Behavior in a Classroom Lecture

by Bob Bohlke, Ph.D.  
Professor of Communication  
Northwest Missouri State University

The characteristics of secondary school students' listening behavior in a classroom lecture listening situation should be of interest not only to the teachers and students, but also to school administrators and communication specialists. Common questions of where, when and why and to whom do students listen best in a classroom lecture exist and need to be addressed before classroom listening and teaching effectiveness can be improved.

### Procedure

In order to answer these questions, we established a questionnaire based on the criteria of characteristics of the student listener, the lecturer and the lecture context. We chose to go to nine schools in northwest Missouri and speak with groups of students about listening; we solicited these students' help by asking each one to interview five other students on the basis of the questionnaire provided. The response sample obtained consisted of 312 students ranging in grades 7th through 12th. The survey funded in part by a Northwest Missouri University research grant was accomplished during the Fall semester of 1988.

### Results

The analysis of the listener's personal characteristics that influence listening behavior consider both positive and aspects. Thirty percent of students indicated that "tiredness" influenced their classroom listening most; whereas, twenty-nine percent contend that "indifference to" or "not interested in" the subject influence their classroom listening most. It is interesting to note that the major distraction in college classroom listening "day-dreaming" was viewed by twenty-three

percent of the secondary students as the major personal influence on listening in the classroom. For the major "purpose" of listening to a classroom lecture, thirty-seven percent state their main purpose is "to pass a test" (Fifty percent of the college students chose "to pass a test" as their number one purpose for listening.) Thirty-six percent of the students believe they listen best mid-morning; whereas, twenty-five percent stated early morning and twenty-one percent believe they listen best at mid-afternoon.

Student listeners respond differently when they listen best. Twenty-nine percent respond to the instructor lecturing with eye contact, twenty-three percent take notes, twenty percent respond with facial expression and head nods and twenty percent ask questions. Of the student listeners who take notes in a classroom lecture, forty-four percent write down terms, twenty-three percent use an outline format and fifteen percent paraphrase what the lecturer says.

In the classroom where students listen best, forty-two percent sit in the front left side of the classroom, twenty-six percent sit in front center and twenty-three percent sit in front right side of the classroom. The classroom characteristic that interferes most with the students listening to a lecture appears to be noise created by other students. Forty-five percent stated other students making noise in the classroom, twenty-four percent indicated "outside the classroom noise," and twenty percent indicated "classroom temperature" interferes most with their effective listening. (It is interesting to note that college students three years ago chose "outside noises" as the most distracting, but this year noise created by other students is most distracting.)

The characteristic of the instructor lecturing that interferes most with effective student listening for twenty percent is the instructor's movement and behavior; whereas, twenty-seven percent indicate the instructor's voice and twenty percent state speech rate and accent affect their classroom listening most.

When asked, "What single factor influences your listening to a classroom lecture most?", thirty-three percent replied "the teacher," twenty-nine percent stated the "listener's purposes for listening and their attitudes toward the subject and teacher," twenty-seven percent answered listeners' physical and mental states and seven percent responded "the classroom."

### Resulting Generalizations

Realizing that caution is necessary when concluding about the results of this survey, I present the following for sake of discussion.

1. The major classroom factor that interferes with the students' listening effectiveness is noise, primarily the noise created by other students.
2. The instructor's characteristics that influence the students' listening are speech delivery both audible and visual.
3. Students listen best when they sit near the front of the classroom preferably to the instructor's left.
4. Students associate being tired and not interested in the subject with ineffective listening.
5. Students indicate that major purposes for listening attentively are their interest in the subject and to pass a test.
6. Students respond, when effectively listening, to a classroom lecture by eye contact with the teacher and by taking notes.
7. Students believe that they listen to a lecture most effectively during mid-morning hours.
8. The most influential elements of listening to a classroom lecture as perceived by the students are the teacher presenting it, the students attitude toward the subject and the teacher, and the student's purpose for listening.

## Downs Receives Listening Award

Recently Bill Arnold, past president of the International Listening Association, presented Hugh Downs of ABC with the ILA Listener of the Year Award. The following interview was conducted with Hugh Downs at the time of the presentation. Bill Arnold was the interviewer.

**Q:** It is a pleasure to be talking with Hugh Downs and turning the tables a little bit, and asking him some questions rather than the other way around. How important is listening to your job?

**A:** Well, I think it is extremely important. It took me a while to learn that interviewing is a matter of asking certain adverbial and prepositional questions, and then listening to the answers, and going on to the next one from there. It's possible to build an interview without knowing anything about the person you are interviewing. That's not done for reasons of politeness and trying to be concise, but it can be done because if you and I were talking and neither of us knew the other one, we could always forge an interview instantly by starting with, "Who are you and why am I talking to you." Listening to the answer and getting to who, what, when, why, where, how and how much questions and that's all you have to do for interviewing. But in order to do that, you have to listen because if you just have a prepared list of questions and you don't hear what the answers are, it's a pretty bad interview. And there are stories about that.

**Q:** I'm sure. What was your most difficult listening experience that you can think back on?

**A:** I think any situation where I didn't understand the question, or couldn't hear the question well or where there's not an interpreter and a foreign language is a barrier because of thick accent—that makes it difficult. Oddly, my most difficult happened on the basis of the booking of a guest whose thrust

had not been fully explored by the preinterviewer and who had a scheme that he called investing in America. I couldn't believe this. This was on the old "Today" show, and I asked him what he meant by investing in America, and he said, "Well, he thought everybody—every citizen—ought to invest in big business—buy—buy stocks." And I said, "Well, that would be nice if everyone could, but," I said, "there are people who are unable to afford that." And he said, "You mean poor people. There aren't any poor people in this country." And I said, "There aren't any poor people?" And he said, "No," he said, "there's just a few people who are too lazy to work. But outside of that—" And I realized—what went through my head, "Is this April first, and they put in some kind of joker on me?" But he was serious, and I realized pretty soon that we had no common ground. And I had to terminate the interview because for a moment I wasn't sure I was hearing him right. I wasn't sure whether he was in the context of being funny, or being serious, and it made me perspire because I was very uneasy about it. I imagine that was my most difficult interview.

**Q:** Do you have any particular strategies that you use as you're interviewing in terms of listening that might help you tune in to what they're saying or how they're saying it?

**A:** Maybe, if it is a strategy, I try to make a guest feel as at ease as possible, I used to worry about whether you'd make somebody look bad, or—nobody can make anybody look bad. You can ask fair questions that are real questions, and you can get the answers with as much compassion—with as much idea of understanding what the guest means by what he says. And then beyond that, you have to just go with the flow, I guess, and not worry about whether somebody is

going to look bad because if you can make a guest feel as at home as possible, he will then reveal his true self. And if he's a good guy, that comes out that way, and if not, that's his problem.

**Q:** How important are the nonverbal dimensions? We're talking about voice and the things that we hear, but are there nonverbal dimensions that you—?

**A:** Oh, yes, I think that there are, really. Appearance—you judge somebody's sincerity. You try to judge how serious they are in a given answer. And you do that in a lot of nonverbal ways by body attitudes, a look on the face, a look in the eye—that kind of thing. And I suppose without any formal training in that, I have just over the years tried to do my best through that to make a guest feel as at home as possible.

**Q:** As you reflect back on your years in broadcasting and all the interviews that you've done, are there particular people that sort of stand out, maybe somebody who was a good listener or somebody who was a bad listener?

**A:** Yes, I think of the best, maybe the best interview among politicians I ever had was with one of the last real statesmen this country ever had, Mike Mansfield who wound up his career as ambassador to Japan. But he had been both a senator and a representative and he heard the questions clearly. He answered without equivocation, and very short, you know, as long as it took to answer, but it was very short. There was no bombast, there was no filibustering. He would say yes or no in answer to a question. Rare, for a politician. But I really appreciated him in the times that I had to interview him.

There's a marvelous story, incidentally, about bad interviewing involving not listening. You m

*continued on page 5*

# What's Happening

## News and Notes About ILA Members

Congratulations Mary and Phyllis! **Mary Bozik** and **Phyllis Carlin**, Communication & Theatre Arts faculty of the University of Northern Iowa, are authors of a series of instructional materials on listening, *Listen! A listening to Literature Program*, published by Sundance Publishing of Littleton, MA. The series is a developmental program for students in Kindergarten through Grade 4.

ILAers presented a program on "Unique Teaching Approaches to Listening: K-College," at the recent National Council of Teachers of English convention in Baltimore. Panelists included **Sara Lundsteen**, North Texas State; **Carolyn Coakley**, High Point High School; **Andrew Wolvin**, University of Maryland; and **Susie Berkheimer**, Prince George's School System.

The University of Maryland-College Park has separated its Department of Communication Arts and Theatre into three new departments—theatre; radio-

television-film; and speech communication. Chair of the new Department of Speech Communication is **Andy Wolvin**.

Andy Wolvin spoke on "Listening Themes in Steinbeck's *Of Mice and Men*" following a production of the play at Washington's Round House Theatre. The presentation was part of "The Play's The Thing" series, a series which involves audience members in post-production discussions.

**Michael Purdy**, Division of Communication, Governors State University, has been busy spreading the word about listening. Michael presented "Why Listen? Speaking Creates Community, Doesn't It? The Role of Listening in Community Formation," at the New York State Speech Communication

Association. The paper is to be published in the juried proceedings of the NYSSCA. Michael also presented "Listening for Oncology Staff," to the South Suburban Chicago chapter of the America Cancer Society, and is conducting a workshop on "Listening for Hospice Workers."

**Mary Louise Shannon**, Florida Junior College, Jacksonville, Florida, is serving as vice president of the Jacksonville Symphony Guild and is in charge of developing the symphony guild's music education curriculum to be presented by volunteer teachers in Jacksonville's schools. Mary Louise is also vice president of the newly formed College of William and Mary Alumni Association of Jacksonville.

*We like to know what you've been doing! Please send short reports about your latest activities, awards and honors to: Jane Rhoads, Reading & Study Skills Center, Box 109, Wichita State University, Wichita, KS 67208.*

### Downs (continued)

know the story. And it's probably apocryphal, but it could have happened. And the story is that a man was interviewing on radio a fellow who had escaped from a Kremlin prison years ago in the terror of the Stalin days. And he was describing in this interview how they had tunneled underground, eating the dirt, and worked for many years and months, and hiding everything when the guards came around, and finally they had tunneled clear under what they thought was the Kremlin wall, and came up. And at midnight one day, he reached the surface and came right up under the wooden floor of what turned out to be Joseph Stalin's office. And the interviewer said, "Do you have any hobbies?" That's my favorite story about bad interviewing. But it does involve the failure to listen to the answer.

**Q:** We certainly appreciate your taking this time and talking with us today.

**A:** A pleasure and I'm very honored to receive this award. Thank You.



Bill Arnold presents Hugh Down with the ILA Listener of the Year Award.

# Election of Officers

## 1990 ILA Officer Nominations

President (Ascends) .....	Dr. Ethel Glenn
First Vice President .....	Dr. Wayne Bond
Second Vice President .....	Dr. Sheila Bently
Secretary .....	Dr. Florence I. Wolff
Treasurer .....	Dr. Diana Corely
Member at Large (Fund Raising) .....	Dr. Mary Louise Shannon

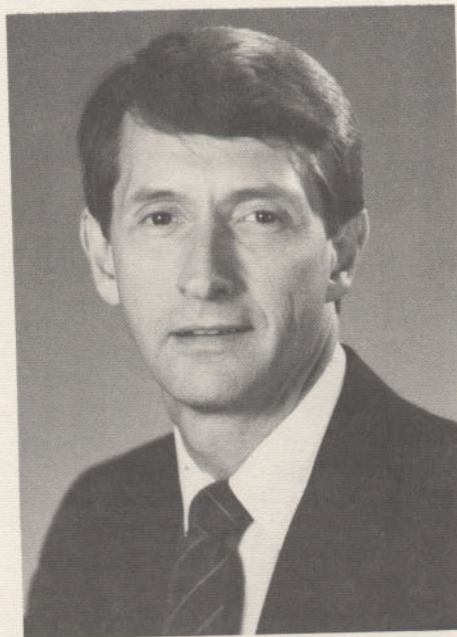
### President Dr. Ethel Glenn



Ethel Glenn is an Associate Professor and Director of the Division of Communication Studies at the University of North Carolina at Greensboro. She taught for many years at the Dallas Academy of Speech and Drama. In 1971-72, Ethel returned to the University of Texas at Austin and completed a doctorate in Speech Communication. She went to UNCG in Fall, 1972, and has been there since. For the past year Ethel has served as first vice president of the International Listening Association.

Prior to that she served as editor of *The Listening Post* for four years and was given the ILA award for Outstanding Service in recognition of the consistent high quality of the newsletter. In addition, she has given numerous papers at ILA conventions over the past six years.

### First Vice President Dr. Wayne Bond

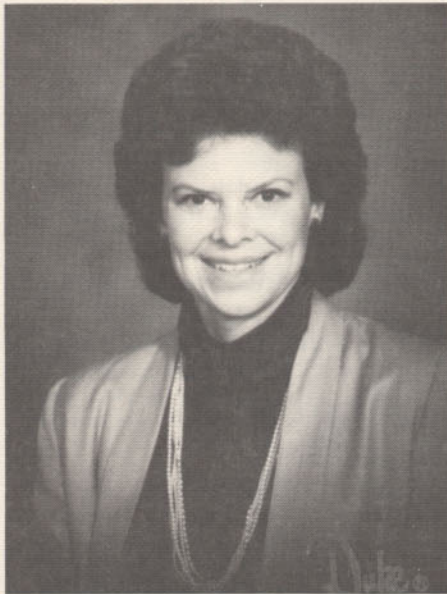


Wayne Bond has been a dedicated member of ILA for nine years, and has served on numerous committees, presented at conventions, and served as Treasurer in 1985 and as Secretary in

1987 and 1988. He is also an active leader and program presenter in the New York Region of ILA. Wayne has years of leadership experience in higher education including a six year term as Department Chairman. He is co-author of two text books and has another text in progress. During his twenty-two years of teaching communication in high school and college he has received several notable awards including the New Jersey Governor's Award for Outstanding College Teacher in the Arts. Wayne has also presented Communication and Listening Workshops, Seminars, and Speeches for Business, Community Organizations, and Education settings through the nation as well as in Japan for the U.S. Army Dental Corps.

Among his goals and objectives for ILA: "Encourage more collaboration in research and programming between the Business/Corporate Training and Education segments of ILA." "Encourage continuation of research and programming on the International aspects of Listening." Wayne also wants continued emphasis on including listening in education at all levels and continuing research and programming in community volunteer groups, the medical profession, church and family settings, etc. He desires to "listen to ILA members in terms of assessing their needs and expectations for ILA and communicating those ideas to the decision making group. Wayne believes that an awareness and development of listening skill changes people's lives and he wants to assist ILA in expanding that awareness.

**Second Vice President  
Dr. Sheila Bentley**



Sheila Bentley has been a member of ILA for six years. She has been a member of several committees including the Membership Committee and served as Chair of the Nominating Committee in 1988 and Chair of the Convention Site Selection Committee in 1989. Sheila was ILA Secretary in 1986.

It would be difficult to imagine a more active presenter than Sheila who has presented at virtually every convention and summer conference. Sheila actively helps spread the word about listening through her consulting business which is based in Memphis, Tennessee, and she teaches one college course each semester.

Sheila has many goals for ILA. Among them are to strengthen the bonds between the business and education sectors of the organization. She is very interested in examining the possibility of establishing regional ILA organizations such as the one in New York in order to make ILA accessible to more members. "I would like to see ILA really make a commitment to getting the importance of listening into the schools. Listening is still not being taught in most schools. We must make the nation's schools recognize the importance of listening the way that business does."

**Secretary  
Dr. Florence Wolff**



Florence Wolff is a Founder-Life member of ILA who has been very busy working to promote listening. She has designed and participated in ten of the eleven annual ILA conventions and one summer conference. She has served ILA as Chair of the Awards Committee and member of the Nominating Committee.

She is Director of WITS (Wolff Innovative Training Systems) and has trained thousands of mid- and high-level management staff in business, industry, the military, and educators at all levels, and she taught a course in listening in London last year. Florence is the major author of *Perceptive Listening* with Nadine Marsnik and Ralph G. Nichols.

Dr. Wolff is Professor Emerita of Communication at the University of Dayton in Ohio where she teaches graduate and undergraduate courses in listening and communication. She is noted in *Who's Who of American Women*, *Directory of American Scholars*, *Community Leaders and Noteworthy Americans*, and the *National Register of Prominent Americans and International Notables*.

Needless to say, her record in the field of listening and in commitment to ILA speaks for itself!

**Treasurer  
Dr. Diana Corley**



Diana Corley has been a member of ILA since 1982. She lives in Moline, Illinois where she teaches at Black Hawk College. She served as Program Chair in Scottsdale and Atlanta, as Chair of the Publications Committee and the Awards Committee where she initiated the Graduate Thesis/Dissertation Award, and as a member of the Research Committee.

Diana believes that "ILA is a significant professional organization that offers the opportunity for interaction among listening scholars and practitioners." She wants to see ILA continue to serve the needs of people.

**A Note of Thanks**

The ILA Nominating Committee wishes to thank all of you who made nominations in 1989. Without nominations from you our task would be much more difficult. We had a strong group of candidates from which to choose. Again, thank you.

Harry Cook, Chair  
Sara Lundsteen  
Margaret Fitch-Hauser  
Peter van der Shaft  
Florence Wolff

## Member At Large Dr. Mary Louise Shannon



Mary Louise Shannon has been an ILA member for six years. She has been active in promoting ILA and served on the Membership Committee both in 1985 and 1986 as well as the Site Committee in 1988. Mary Louise has also been active with Listening Awareness Day activities.

Dr. Shannon has taught at Florida Community College for the past eighteen years where she serves on a Global Committee. Travelling extensively abroad has led her to be vitally interested in the international aspects of ILA. She also serves on the board of directors of the Jacksonville Sister Cities Board.

"My commitment to serving ILA is strong, and I believe in the purpose of the organization...I wish to serve ILA in a meaningful way."

## Election of Officers

The 1990 ILA nominees will be introduced to the membership at the Thursday luncheon, and will have an opportunity to address members during the Friday luncheon after which the floor will be opened for new nominations.

If no new nominations are received, then the officers will be elected by acclamation. If new nominations are received an election will be held on Saturday morning and the results will be announced at the Saturday night banquet.

It would be wonderful if every member of ILA could attend the

convention, but we know that isn't possible. What is possible, however, is for your voice to be heard through your proxy. If you wish to vote through an active member be sure that he or she will be at the convention, sign the proxy form, place it in a sealed envelope with the word "PROXY" and the member's name written on the outside, enclose it in another envelope and mail it to Charles Roberts, Executive Director, ILA, Box 90340, McNeese State University, Lake Charles, Louisiana 70609-0340.



## ILA LISTENING POST

### Listening Post Deadlines

The Deadline for all Listening Post materials (Includes articles, ads, photographs to appear in the next issue) is April 1, 1990.

### ILA LISTENING POST NOW ACCEPTING ADVERTISING

To provide service to ILA members and suppliers, the ILA Listening Post will accept advertising. Acceptance of all advertising will be subject to editorial approval.

### 1990 RATES

Full Page . . . . .	\$250.00
1/2 Page . . . . .	\$150.00
1/4 Page . . . . .	\$75.00
1/8 Page . . . . .	\$40.00

All ads must be camera-ready and pre-paid. Send all material and ads to:

**JANE RHOADS, Editor**  
Reading & Study Skills Center  
Box 109, Wichita State University  
Wichita, KS 67208

## PROXY

I, \_\_\_\_\_,  
hereby give my proxy  
to \_\_\_\_\_  
to vote in the election at the ILA Annual  
Convention held in March 1990.  
Signed \_\_\_\_\_  
Date \_\_\_\_\_

## ILA Leadership

Position	1980	1981	1982	1983	1984	1985	1986	1987	1988	1989
President	Steil	Steil	Webb	Miller	Wolvin	Lyle	Barker	Coakley	Arnold	Watson
1st VP	Webb	Webb	Miller	Wolvin	Lyle	Barker	Coakley	Arnold	Watson	Glenn
2nd VP	Miller	Miller	DeChaine	Marsnik	Marsnik	Newton	Gallagher	Bond	Bond	Anderson
Treasurer	Shea	Shea	Gering	Gering	Spence	Bond	Zimmerman	Dalrymple	Newton	Hunsaker
Secretary	Erway	Erway	Coakley	Ridge	McKibben	Rhoads	Bentley	Brownell	Cole	Carver
Member at Large	Weiss	Weiss	Weiss	Johnson-Curiskis	Johnson-Curiskis	Anderson	Anderson	Gore	Brownell	Thomlison
Member at Large	McKelvey	McKelvey	Meyer	Meyer	Murphy	Murphy	Watson	Watson	Thomlison	Thomlison
Member at Large						Van der Schaft	Van der Schaft	Gilmor	Gilmor	Emmert
Past Pres.			Steil	Webb	Miller	Wolvin	Lyle	Barker	Coakley	Arnold
Adm. Sec./Exec. Dir.			Jwanous-kous	Jwanous-kous	Steil	Steil	Quianthy	Quianthy	Roberts	Roberts





*Embassy Suites Hotel-Downtown Indianapolis*  
*is proud to be the headquarters hotel*  
*for the*  
**11th Annual Convention**  
*of the*  
**International Listening Association**  
**March 7-10, 1990**

At Embassy Suites you'll get:

A luxurious two room suite complete with private bedroom and wet bar with refrigerator and microwave.

Free breakfast served every morning in our atrium courtyard.

Two hours of complimentary beverages each evening. +

Free parking in attached indoor garage.

**EMBASSY**  
  
**SUITES<sup>SM</sup>**  
**HOTEL**

Indianapolis Downtown  
110 W. Washington St.  
(317) 236-1800

**Special convention rate — \$90<sup>00</sup>** + tax, single/double

## Call for Papers Student Papers Division

Once again it is time to encourage our students to engage in listening research. This year the Student Papers Division of ILA will sponsor two programs to which students may submit papers. The two programs will be a Student Debut program and the James I. Brown Student Research Award.

**Student Debut Program:** Any student who has not presented a paper at a national or international scholarly conference is eligible to submit papers to this division.

Let's encourage a new generation of listening research! Have interested students send their papers to:

Ms. Lisa Vickers

Chair, Student Papers Division  
Department of Communication  
6030 Haley Center

Auburn University, AL 36849-5211

**James I. Brown Student Research Award:** The Institute for the Study of Intrapersonal Processes (ISIP) will sponsor the **4th Annual James I. Brown Student Research Award**. The award established in the name of James I. Brown, is given to the best papers about listening submitted for the award in each of two categories: high school and college/university. The winner of the high school division is awarded a special certificate of merit. The winner of the college/university division is awarded a certificate plus all convention and registration fees for the ILA Annual Meeting.

Please encourage all eligible students to submit a paper for consideration for this award.

Send submissions for both the high school and college/university divisions to:

Dr. Margaret Fitch-Hauser  
Department of Communication  
6030 Haley Center  
Auburn University, AL 36849-5211

The deadline for submitting papers for either the Debut Program or the 1990 James I. Brown Award is January 30, 1990.

\*\*\*Student papers may be submitted to both programs.

## Listening on BITNET: A Computer Network for Communicating

by Michael Purdy  
Governors State University

BITNET is a computer networking channel which links most of the universities and major research institutions throughout the world (Korea, Australia, Japan, Israel, to name a few). Many campuses have a link into the network, or share a link through a larger institution in their area. For example, Governors State University is part of the Educational Computer Network, a consortium of state universities in Illinois. University of R.I. is hooked into BITNET through Brown University. It is actually very easy for you to become a member of BITNET and use this powerful tool to communicate with colleagues.

How do you take advantage of BITNET? First, go to your academic computer center and talk to your faculty representative. You will need to apply for a faculty user number/name and use a unique password that only you know, often this can be assigned very quickly. Second, you will need to know how to sign on to your campuses mainframe (VAX, IBM, CDC, etc.) computer. Find a terminal reserved for faculty use, and which is convenient because you may want to run to check your mail several times each week. Some campuses have modems which connect PC's to the mainframe, in which case you will need to learn how to dial up the mainframe from the PC, usually no more difficult than starting a communications program and dialing the telephone.

The steps for using BITNET will differ depending upon your campus' system. For me the process involves: 1) turning on the computer, 2) signing on to the computer (i.e., typing in my user name and password) at which time the computer immediately tells me if I have any mail, 3) typing MAIL, (at which point the computer puts me into the MAIL system and lists brief headings for messages that have arrived), 4) I may then read my mail, or type SEND to

send a message to someone else on BITNET. Really very easy, no.

The most important ingredient in using BITNET, of course, is having someone listening on the other end of the line. Perhaps, eventually we can have our User Numbers listed in the ILA directory alongside our regular address. My user number is GHL25RO, send me a "hello" when you get your User Number and let me know what your BITNET address is, OK.

This is just the surface of the BITNET network, there are conferencing systems, databases of communication research to explore, bulletin boards and newsletters for communication faculty and students, and getaways from this network into others such as ARPANET which research institutions and the military use.

## International Listening Association Summer Conference

Plan now to attend the 2nd International Summer Conference in Dublin, Ireland, June 25-27, 1990. We will be holding our conference in conjunction with the International Communication Association annual meeting.

The deadline for the submission of papers is February 26, 1990. While complete papers would be preferred, extended abstracts will be accepted. Notification of acceptance will be by the first day of our annual meeting in Indianapolis, March 6, 1990. Submit papers to:

William E. Arnold, Co-Chair  
ILA Summer Conference  
Department of Communication  
Arizona State University  
Tempe, AZ USA 85287-1205

Further information on travel and other arrangements will be forthcoming. We will be able to take advantage of ICA travel plans. For additional information, write to me at the above address.

## Do You Know Someone With a Really Listenable Voice?

If so, I need your help! For the past several months I have been trying to collect recordings of folks who have voices that other people simple like to hear. In order to test some notions I have about the elements that go into appreciative listening—and to develop a clearer definition of it—I have been playing tapes of so-called listenable voices to listeners and having them respond to the aesthetic aspects of those voices. Initial results from a factor analysis of specific terms used to identify listenability in voices has pointed toward two interesting things: (1) both personality attributes as well as vocal characteristics are involved in listenability; and (2) while there are some elements that are common to all voices, there are also others that are

specific to either male or female voices.

I would greatly appreciate any tapes of voices ILA members consider to be aesthetically pleasing. If you are willing to help, please have the speaker tape record **at least two minutes** of open-ended talk on the broad topic of "My Favorite Place." Hopefully, the speaker will have little or no regionalisms or accent—although a little would be acceptable. The speaker need not be identified, and ought not be well known.

We plan to do a program at Indianapolis on listenability, and your tapes will most probably be used then. I'll be happy to pay any costs you may have in helping with this project. Tapes should be sent to:

Tony Clark—Listenability Project  
Department of Communication  
Processes & Disorders  
355 Dauer Hall  
University of Florida  
Gainesville, Florida 32611

## We're Being Noticed

In her book, *The Last Word on the Gentle Art of Verbal Self-Defense*, Prentice Hall Press, Suzette Haden Elgin makes reference to the International Listening Association.

"And yet, until quite recently, all the attention was given to speaking, reading, and writing; listening was ignored. Even now, despite the existence of a thriving International Listening Association and a great deal of new information from researchers, many books and classes that claim to be about listening are really about such things as taking accurate notes."

## Deadline Extension

Because there have been so few nominations received to date, the committee has extended the deadline for receipt of nominees for the 1990 ILA Awards until February 1, 1990.

The nomination forms for Listener of the Year, Hall of Fame, Research and Special Recognition Awards are in your most recent issue of *The Listening Post*.

Please send your nominations to: Tony Clark, Department of Communication Processes & Disorders, University of Florida, Gainesville, Florida 32611.

*Himan Brown, creator of the 1930s radio mystery series, "The Inner Sanctum," told the New York Times, "Do you realize we've lost the ability to listen? I want the world to become aware of the spoken word again." Brown was recently inducted into the Emerson Radio Hall of Fame. (Greensboro News and Record, June 29, 1989)*

### Important Addresses

Remember these  
three important addresses:

<b>International Office:</b>	Executive Director, Charles Roberts P.O. Box 90340 McNeese State University Lake Charles, LA 70609-0340
<b>The Listening Post:</b>	Jane Rhoads, Editor Reading & Study Skills Center Box 109, Wichita State University Wichita, KS 67208
<b>The ILA Journal:</b>	Robert Bostrom, Editor College of Communication University of Kentucky Lexington, KY 40506

## Journal Accepting Advertising

As newly designated Business Manager for the *ILA Journal*, I am calling on all members who might be interested in purchasing an ad in the *Journal*. Ads can come from individuals, departments, publishing houses, etc. I would think all member authors, for example, might want to take out an ad. Suggested costs are as follows: full page, \$120; half page, \$70; quarter page, \$40. If any member is interested in taking out an ad in the next *ILA Journal*, or knows of anyone who might be interested, please contact me at the following address and I will send the necessary information: Richard Hunsaker, Dept. of Speech and Drama, Belleville West High School, 2600 W. Main Street, Belleville, Illinois 62223.

## Promoting ILA

Since we no longer will have the Governor's Proclamations, I think that it would be a good P.R. idea for each member to write feature articles for his/her local newspaper about the importance of listening in the home and/or job. The opportune time would be during Listening Awareness Week. I believe that feature editors will accept your ideas or perhaps your entire manuscript for publication. You should mention that you are a member of ILA and give the ILA address if the readers are interested in learning more about ILA.

International Listening Association  
Post Office Box 90420  
McNeese State University  
Lake Charles, LA 70609-0420

The feature should give recognition for you as well as ILA. Please do not claim ILA endorsement nor auspices of the article. If you would like an example of a short feature that I wrote, write me. You may use part or all of it as long as it is for the promotion of ILA.



**YOU'LL  
LIKE IT!**

**Indianapolis,  
that is, the site of the  
1990  
ILA Convention**

**March 7-11, 1990  
Embassy Suites  
(Downtown)**

**PLAN TO ATTEND!**