

ILA LISTENING POST

ISSUE NUMBER THIRTY EIGHT AUGUST 1991

President's Perspective

Happy Summer to all of you. I hope you are getting that needed breather, some fun in the sun and getting those projects completed that you have been putting off until the summer.

The ILA Committee appointments are just about finalized and several committees are already hard at work. As you might expect, the program committee is well along in planning an excellent experience for Seattle. Judi Downell has some great ideas and her committee is moving along in good style in accomplishing its tasks. If you haven't submitted your program ideas yet, be sure to do so real soon. Belle Ruth Witkin and the Local Arrangements Committee members are planning great things for our visit to Seattle.

Mary Wise, Executive Director, Carole Grau, Public Relations Committee Chair and I have completed the revision and reprinting of the new ILA Membership Brochure. Let Mary know if you need brochures to spread the good word about ILA. We will also be presenting to the Board a newly designed brochure for International outreach.

Diana Corley Schnapp and her membership committee are planning ways to increase membership and discussing membership retention ideas. She and her committee welcome any suggestions. The K-12 Task Force, chaired by Susie Berkheimer is again considering the possibility of another



Pre-Convention seminar for the Seattle area and the newly appointed Business/Consulting Task Force headed by Betsy Latko is also considering possibilities of Pre-Convention sessions.

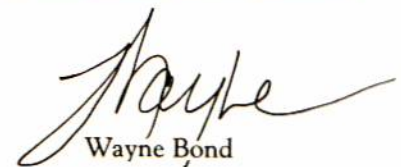
The Nominating, Site, and Research committees are also well underway with this year's work; and Bill Arnold, *ILA Journal* editor, tells me that we can expect a *Journal* in early September.

Thanks to Charlie Roberts and Mary Wise, the transition of the Executive Director's office to Muncie, IN has been very smooth (Look elsewhere in this issue of the newsletter for ILA's new office address). The organization owes a great THANK YOU to Charlie for his tremendous contribution to the organization as Executive Director. His tireless dedication, efficiency and his "humor" aided in ILA's growth in the last three years.

We are also very fortunate to welcome Mary Wise as the new Executive Director. She has been very helpful in making the transition of the ILA's office a smooth and efficient one. WELCOME, MARY! We look forward to our continued growth in your capable hands.

September 14, The Executive Board members are gathering at the Edgewater Hotel in Seattle, the site of our March 1992 Convention, for its annual Board meeting. If you have any ideas or issues you think the Board should consider on its agenda, please send them to me or give me a call (201) 783-6093.

As you see, the summer finds ILA members very busy and much of that busyness relates to ILA. The Board members and I are hard at work in the business of the organization. It is really encouraging to know that you too are working hard in spreading the word about ILA and its purpose. If we can help in any way, let us know. I look forward to our listening together in Seattle. Thanks again for your willingness to serve on the committees and for all your hard work. Happy Listening!


Wayne Bond

ILA Awards for 1991

The 12th Annual Convention in Jacksonville, Florida provided a Banquet dessert of "Awards Galore." The Awards Committee (Lois Stegman, Chair, Mary Ann Messano-Ciesla, and Manny Steil) announced the following 1991 Award Recipients for their special contributions to the world of Listening:

ILA HALL OF FAME

Dr. Robert N. Bostrom
University of Kentucky
Lexington, KY

Alice Ridge
University of Wisconsin-Eau Claire
Eau Claire, WI

1991 ILA SPECIAL RECOGNITION AWARD

Carole Grau
New Utrecht High School
Brooklyn, NY

Harvey Weiss
Cooper High School
New Hope, MN

1991 ILA PRESIDENT'S AWARD

Dr. William E. Arnold
Arizona State University
Tempe, AZ

Dr. Sheila C. Bentley
Communication Consultant
Collierville, TN

1991 ILA RESEARCH AWARD

Dr. Susan Ellen Bacon
Training Limited
Decatur, IL

Jeanette A. Biemann
University of Florida

1991 LISTENERS OF THE YEAR

Media: Charles Karult, CBS News and Author

Education: Dr. Ernest L. Boyer, President of the Carnegie Foundation for the Advancement of Teaching

Business: Tom Peters, Author, Consultant, Trainer, and Businessman

Health: Dr. Bernie S. Siegel, Surgeon, Educator, Founder of ECaP (Exceptional Cancer Patients)

Politics: James A. Baker, III, Secretary of State

Finance: Alan Greenspan, Chairman, Federal Reserve

Arts & Music: Garrison Keillor, Author and Performer

Sports: Bo Jackson, Professional Football and Baseball

Family: Barbara Bush, First Lady

Religion: Rev. Billy Graham, Evangelist Service: Abigale Van Buren and Ann Landers, Advice Columnists

International: BBC Monitoring Service, Media Listening Post



Harvey Weiss and Carole Grau



Manny Steil and Robert Bostrom

The 1991 Award Recipients join a growing group of the following:

HALL OF FAME: Ralph G. Nichols, James I. Brown, Paul Rankin, Sam Duker, Wesley Wiksell, Sara Lundsteen, Miriam Wilt, Carl Rogers, Seth Fesseden, Harry Goldstein, Paul Bagwell, Charles T. Brown, Carl Weaver, Larry Barker, Ella Erway, Lyman K. (Manny) Steil, Andrew Wolvin, Kittie Watson, Carolyn Coakley, Donald Spearett, Paul Friedman, Robert Bostrom, Alice Ridge.

SPECIAL RECOGNITION AWARD: Sperry Corporation, Lyman K. (Manny) Steil, Telstar, Dee Steil, Peter Van Der Schaft, Ethel Glenn, Nadine Marsnik, Dick Quianthy, Harry Cook, Harvey Weiss, Carole Grau.

PRESIDENT'S AWARD: Baxter Geeting, Corrine Geeting, Lyman K. (Manny) Steil, Nan Johnson-Curiskis, Harvey Weiss, Geri Jwanouskos, Robert Montgomery, Alice Ridge, Joan Sayre, Peter Van Der Schaft, Carolyn Coakley, Susan Hipp, Kathryn Jones, Nadine Marsnik, Dee Steil, Jane Rhoads, Judi Brownell, Sara Gayle Pyfrom, Andrew Wolvin, Tim Gilmor, Harold Starkov, Dick Quianthy, Charlene Johns, William Arnold, Sheila Bentley.

What's Happening

News and Notes About ILA Members

LISTENER OF THE YEAR:

Hugh Downs, Bill Moyers, Jane Pauley, Charles Karult, Ernest Boyer, Tom Peters, Dr. Bernie Siegel, James A. Baker, III, Alan Greenspan, Garrison Keillor, Bo Jackson, Barbara Bush, Rev. Billy Graham, Abigale Van Buren, Ann Landers, BBC Monitoring Service.

RESEARCH AWARD:

Andrew Wolvin (2), Carolyn Coakley (2), Nadine Marsnik, Florence Wolff, William S. Tracey, Ralph G. Nichols, Lyman K. (Manny) Steil (2), Larry Barker, Kittie Watson, Joan Summerfield, George DeMare, Judi Brownell, Susan Ellen Bacon, Jeannette A. Biemann.

ILA Office Moves to Indiana

With the change in Executive Directors, the official office of the ILA also undergoes a move from East Tennessee State University to Ball State University in Muncie, Indiana.

Questions about membership, conference registration, and the ILA Directory, as well as any other general ILA services, should be sent to the new Executive Director's Office:

Mary Wise, ILA Executive Director
Center for Information and
Communication Sciences
Ball State University
Muncie, Indiana 47306
Telephone (317) 285-1889
Fax (317) 285-1516

As before, the *Listening Post* and the *ILA Journal* retain their own mailing addresses for submissions of articles.

Special Projects

Please continue to send your ideas, needs or suggestions for special projects or activities that you would like to see occur at the convention or anytime to Mary Louise Shannon. It would be most helpful if you could send these before the Executive Board meeting to be held in Seattle in early September. Mail ideas and suggestions to: Mary Louise Shannon, 1 W. State St., Jacksonville, FL 32202, 904-633-8161.

Recently **Mary Louise Shannon** has had three very nice things happen in her life: she has been appointed to the Editorial Advisory Board of the Collegiate Press; she has been elected to a two-year term on the Board of Directors of the National Association for Humanities Education; and she was selected to attend "Space Camp" at the National Space Center in Florida. But, just as exciting, Keely Shannon, 5 year old granddaughter of Mary Louise, received the best listener award in her kindergarten class at Circle School in Patomac, MD!

Frank W. Freshour has authored and published *The Power of Listening*. It is now available from Frank as a four cassette audio album and as a paperback book.

Wayne Bond, along with his duties as ILA President and teaching schedule, is busy with a number of other projects as well—most of them are listening related projects. In August, he and his wife will be traveling in Germany, Austria, and Switzerland to return in September as Montclair State College Faculty Senate's President with the job

of instituting a new All College Academic Governance system. He is also presenting a series of demonstration lectures on listening for the New Student Orientation program on his campus. Working with the Montclair Hospice program, Wayne will be presenting listening training seminars for the Hospice volunteers this summer and in early fall. Listening will also be the topic for a seminar presented to the North Jersey Parkinson Support Group. Wayne is also presenting a listening seminar for church and religious related groups in late fall. In October, he will be presenting a seminar on public speaking and listening skills for the Hispanic Leadership Opportunity Program of Newark, NJ. And of course in early October, he will be working with the NY Region ILA members in coordinating its annual fall conference to which all ILAers are invited.

Harvey Weiss reports that after the Indianapolis 1990 Convention he took steps to see if he could get tickets to the Indy 500, and he did! He was there this year, and here's a copy of his ticket stub to prove it.

75
INDIANAPOLIS
500
MAY 25, 1990

SCHEDULED START
11:00 A.M. - E.S.T.

1990 WINNER
Arie Luyendyk

NO MONEY REFUNDED
IN EVENT
OF POSTPONEMENT
RETAIN THIS TICKET

BACK
STRETCH
RESERVED

Sec. Row Seat
18 C 9

ADMIT
ONE

\$18.00

BACK
STRETCH
RESERVED
BLEACHER SEAT

Sec. Row Seat
18 C 9

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.

Listening Between the Lines

or More May Be Being Said Than Is Realized

by Allison Schumer
Montclair State College

In his text *Communicate*, Rudolph Verderber tells us of four levels of communication: phatic, gossip, idea exchange, and sharing of feelings (4th ed., Wadsworth Publishing Company, California, 1984, p. 93). He goes on to state that, "Gossip is communication among people about other people," and that "Gossip is considered a safe level of communication for people." (pp. 93 & 94) Verderber continues, and I believe erroneously so, to say, "You can gossip for a long time with another person without really saying anything about yourself or without learning anything about the other person except that the person enjoys talking" (p. 94).

Now according to Adler and Rodman, "Self-disclosure is the process of deliberately revealing information about oneself that is significant and that would normally not be known to others." (*Understanding Human Communication*, 3rd ed., Holt, Rinehart and Winston, Inc., New York, 1988, p. 147.) What is "significant" is certainly variable, as is the term "normally known." If however, self-disclosure does require a *deliberate* or intentional process of revealing information about oneself, perhaps communication that is Gossip would not formally qualify as being self-disclosure. However, I certainly believe that if one listens between the lines that gossip can be quite revealing and one may learn a lot about a person from this so-called "safe-level of communication."

Just stop for a moment and analyze what would typically be classified as Gossip. Invariably it would contain opinion, information exchange (facts), and sharing of feelings to a degree (deeper levels of self-disclosure, see Adler and Rodman pp. 150 & 151, and also Verderber pp. 94 & 95). For although we may be discussing an "other," we offer *our* commentary about the "other" in some way, shape or form. Take for example one of Verderber's illustrations of Gossip,

"Would you believe that Mary and Tom are going together?" (informa-

tion exchange) "They never seemed to hit it off too well in the past." (opinion) (p. 93)

And this is just a brief bit of conversation. Were it to go on, the levels of communication being exchanged under the guise of Gossip may go quite a bit further.

Even from this limited snippet of dialogue we can quickly learn that the speaker is thinking about Mary and Tom by virtue of him/her making them the subject of the conversation. That she/he thinks/feels their union is a bit disbelievable. And something of his/her ideas of what constitutes "hitting it off" and that such a quality is desirable for a "going together" arrangement. In addition, Adler and Rodman remark that we must learn to listen for feelings as well as thoughts. "Listening for feelings are at least as important as the thoughts being expressed. Despite this fact, people often fail to mention their feelings at all." (p. 95)

So although Gossip may be perceived as a safe/non-risk taking form of communication by those who engage in it, if one attends carefully to what is said/not said they can learn a great deal about the individual making the comments. I also believe it is possible that people may *intentionally* engage in gossip to indirectly communicate about themselves because it seems "safer".

Thus, it would seem that since Gossip can be an indirect, unintentional/intentional way of self-disclosing it may be a more valuable form of communication than previously acknowledged. Direct self-disclosure, necessary to building good relationships is difficult for many. As Gamble and Gamble point out, "too many of us lack the commitment, courage, and skill needed to express our feelings to others and have others express theirs to us." (*Communication Works*, Random House, New York, 1984, p. 169) Verderber concurs on this issue of the importance and fear of self-disclosure in relationships saying, "If self-disclosure is so valuable to interpersonal relationships, why are some people so cautious about revealing

anything about themselves? This caution is a result of the degree of risk that self-disclosure carries." (p. 114) Therefore, Gossip which is not seen as carrying a risk may be a rich form of communication for us to become more aware of in both how we use it and how we process others' "safe-talk".

In order to sensitize my students to this phenomenon of Gossip and demonstrate how listening between the lines may be beneficial I have developed the following activity.

First, I very briefly introduce them to the idea of Gossip telling them only that it is Third Party Communication (i.e. It requires a Speaker [party #1], a Listener [party #2], and a person(s) who is absent from the group to be the subject of the talk [party #3]), and that gossip does not have to be pejorative which is a misconception many of them have.

Next I ask the students to divide themselves into four or five person groups. I tell them that they will have minutes to complete this portion of the task and that each of them is to take a turn at gossiping. They are told to listen to retain and that they may take notes if they like. (I also suggest they give some consideration to whom they select as the subject(s) of their gossip, indicating that they may wish to make it someone not in the class or known to their classmates.)

When the prescribed 15 minutes elapses I call Time. After checking to make sure everyone has had an opportunity to gossip I continue by asking what they think about Gossip. We bring out the idea that Gossip is generally perceived as a safe form of communication but that if the listener(s) is attending carefully to the speaker, more might be being said about them than they realize. We also discuss that Gossip may be a "safe" way of trying to tell something to someone.

At this point in the activity, I model the ideas for them. I give three or four pieces of gossip and then ask them what they believe I have intentionally/unintentionally, indirectly told them about myself. After they have responded and supported their claims I request that

Do I Really Believe in Listening?

they now individually assess the gossip they heard in their groups to discover what was there, behind the lines, for them to learn about the speaker. When this stage of the activity is completed (approximately 15 minutes) I have them share with their group's members what they felt was disclosed by their "safe-talk."

I end this activity by giving the students a chance to share their thoughts about this exercise and reiterating how Gossip may be used to learn about others and to indirectly communicate about ourselves. The students see how important, once again, it is to listen carefully to all types of communications lest they miss something.

Kitchen

by Rob Anderson
Edwardsville, IL

"How does the world sound?" no one asked, haunting me though for weeks. There, there. But tonight comes a twinge of far clarity as I read: some ancients taught that before persons in the world came hearing, ear was archetypal symbol. "How does the world sound?"

It sounds like me, my birth, and like what I'm becoming, for it's my raw material, the equation of heard and hearer, the cookie's fortune and fortune's cookie, savoring if

wondering at the clatter from the kitchen, the home of home sounds in the house. Yes, the kitchen sizzles turning, plop, tools and vessels carrying the world, the nourishing world, cooking,

part raw, to my mouth, nose, eyes, my ears, my listening ears, as I know, Kitchen, yes I do. How does the world sound,

Kitchen-home?
Transformed, I sound like you.

by Elisa Carbone
Silver Springs, MD

My grandmother believed in something, and she proclaimed it in the streets. She believed, like most red-blooded Italians, in the kind treatment of children.

When I say she proclaimed it in the streets, I mean exactly that: wherever she was—on the sidewalk, in a store, on a bus—if she saw someone strike a child, she immediately became that child's defender. With the stooped shoulders one earns with age, and hair which, until she died at 92, she kept tightly curled and colored its original reddish-brown, she would approach the offending mother or father with conviction borne of strong belief:

"How would you like me to hit you like that?!"

Or sometimes:

"If you hit him one more time I'll call the police!"

All of this from a diminutive Italian immigrant with a third grade education. And it was extremely effective. No one ever yelled back at her. People *always* stopped hitting their child—perhaps more from the shock of being yelled at by a total stranger than from any moral realization. But it worked. And my grandmother was happy. My hope was that in some quiet, reflective moment, that mother or father would think, "You know, she's right. I wouldn't like to be hit like that."

So now I believe in something—or at least I say I do. I believe in listening. True, I proclaim this belief from my safe soap-box of published articles and classroom units on the importance of listening. But am I ready to proclaim it in the streets?

Last night on my way home from a meeting, I decided the perfect remedy for the evening's heat was ice cream from 7/11. The small convenience store was bustling with activity even at 10:30 p.m., and on my way out I watched a little girl come skipping into the store with her father. She had long brown hair and wore a pink party dress that twirled and swirled as she bounced with five-year-old energy.

"Mommy would love some flowers, wouldn't she Daddy?" She tugged at her father's sleeve. "Wouldn't she, Daddy?"

But the young father's attention was captured by a newspaper he'd just picked up off the stand. "Uh-huh," came his supremely distracted reply.

"Don't you think Mommy would love some flowers?" the little girl asked again. But this time her voice trailed off into that void children go to when they know no one is listening.

I left the store, then stood and watched the father through the plate glass windows. Something in the sports section had riveted him; some score, some big game, some team's victory—or loss. And yet, the most tragic loss was going on that very moment as his daughter learned, once again, that what she had to say was not important.

If I'd had my grandmother's fearless conviction, I never would have let it go by. I'm not nearly aged enough to possess social permission for eccentricity, but belief is belief, and it cries out to be proclaimed. Last night I took my ice cream and went home. Yet over and over again I've imagined what I wish I'd done:

I push open the heavy glass doors and walk back into the store. I watch the man for a moment. He's short and slightly chubby, with kind, intense eyes. Certainly no villain.

"Excuse me, sir?" I venture timidly.

He looks up from his newspaper, surprised.

"She was talking to you," I say simply, glancing at his daughter.

Now he's even more surprised, but he's listening.

"She was saying something to you. Listen to her. It's the most important thing you'll ever do."

He folds the newspaper and crouches down to better comprehend at five-year-old height.

"Yes, I think you're right," he says, looking straight into his daughter's eyes and touching her shoulder gently.

"Mommy would love some flowers."



Announcements

New Executive Director Named



Dr. Mary Wise has been selected as the new ILA Executive Director. She replaces Charles Roberts of East Tennessee State University who held the position for three years.

Wise, who has been a member of ILA for two years, is Assistant Director of the Center for Information and Communication Sciences at Ball State University in Muncie, Indiana. She earned her B.A. in communication from Michigan State University and her M.A. and Ph.D., also in communication, from Purdue University. Wise has taught at the undergraduate and graduate levels at Glassboro State College in New Jersey and Central Michigan University. Following CMU, she spent five years at Bradley University in Peoria, Illinois in a dual administrative capacity as Associate Dean of the Graduate School and Director of Continuing Education and Professional Development.

The administrative experience that Wise brings with her to the Executive Director's office, in addition to that listed above, includes being Assistant Chairperson of two academic departments and having held numerous professional offices including President of the Michigan Association of Speech Communication and Secretary-Treasurer

of the Illinois Council of Continuing Higher Education.

Wise taught a course in listening at CMU and has conducted numerous workshops and seminars on improving listening skills. She said she is "looking forward to her closer association with ILA and appreciates the opportunity to get to know ILA members because they share her interest in the study of listening." Wise is married to Dr. Joe Misiewicz, Chairperson of the Department of Telecommunications at Ball State University.

Membership Committee Offers Contest!

The Membership Committee chaired by Diana Corley Schnapp, Second Vice President, is offering prize money of \$100 to the ILA member who recruits the most new members in the next year. Rules of the contest are as follows:

1. New members submit in writing to Mary Wise, ILA Executive Director, the name of the person who should be given credit for their joining ILA.
2. Only those names submitted in writing will be considered eligible for the contest.
3. Names should be submitted between September 1, 1991 and noon March 8, 1992.
4. Names must come from the new member not from the person who recruited the new member.
5. Names of the new members and the person who should receive credit may be submitted to the registration desk at the convention in Seattle until noon on Saturday.
6. The names of recruiters will be tabulated by Mary Wise and the members of the Membership Committee on Saturday afternoon. Decisions of the committee are final.
7. The cash award of \$100 will be presented at the banquet Saturday evening. Members need not be present to win—but we hope you are!
8. In the event of a tie, the winner will be determined through a drawing to be held during the Saturday evening banquet.

Membership Mailings Highlight ILA Members' Activities

Materials sent to prospective ILA members can include printed notices from current members who would like to spread the word about their listening service, activity or product. The Executive Director will add your flyer or brochure to the envelope containing the application form and organizational information. Interested? All you need to do is send copies (recommend 500 pieces) to the Executive Director. Include a note to yourself in a self-addressed, stamped envelope, and the Executive Director will let you know when your supply is running low.



ILA LISTENING POST

Listening Post Deadlines

The Deadline for all Listening Post materials (Includes articles, ads, photographs to appear in the next issue) is Sept. 23, 1991.

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.

1991 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

Read This— We're Talking to You!

As most of you know, the Whorf/Sapir Theory suggested that the "limits of our language are the limits of our world. Since there are approximately 350 ILA members throughout the United States and the rest of the world that means that an enormous number of people are being omitted from the experience known as The International Listening Association. We are not a part of their "language."

It is the mandate of the public relations committee to change that situation and in order for us to fulfill this mandate we need your help. Since the kind of help we are requesting comes in small, medium and large sizes you can choose the level of commitment you would like to make.

As always we are looking for committee membership so that we can brain storm the many ideas and projects under discussion. Drop me a line and say that I can include you on our membership list. Just ideas about how to publicize our organization are always needed. Every idea will be considered, no matter how lofty and imaginative. Don't hesitate...don't edit them, just send them to me.

Has anyone heard a media airing of the wonderful public service announcements prepared by last year's committee? You can get involved by listening in your community and letting us know.

Important Addresses

International Office: Executive Director,
Mary Wise
Center for Information and
Communication Sciences
Ball State University
Muncie, Indiana 47306

The Listening Post: Jane Rhoads, Editor
Reading & Study Skills Center
Box 109,
Wichita State University
Wichita, KS 67208

The ILA Journal: Robert Bostrom, Editor
College of Communication
University of Kentucky
Lexington, KY 40506

Has anyone placed the audio-cassettes on campus or off? Let us know. Would anyone like a cassette? Just ask.

We are looking for answers to all of the following questions: how to publicize the March conferences more fully? how to publicize ILA? how to make use of the Who's Who Listening Consultant booklet? what to send when we get a prospective member inquiry?

Help us spread the word of the ILA. We are a remarkable organization with a focus that is desperately needed by the

whole world out there. Surely you have noticed the continued decay of human relationships internationally, nationally and in our personal worlds. It almost becomes our moral burden, our contribution to future generations to let others know what we have discovered about the benefits of effective listening skills.

So overwhelm me with your responses to this call to arms.

Carole Grau, Chairperson
Public Relations

Thank you, Charlie Roberts, for your excellent and efficient leadership as Executive Director of ILA these past three years. The organization has grown as a result of your caring, attention and dedication.

Welcome, Mary Wise, as ILA's new Executive Director. We look forward to your leadership. We are already charmed and encouraged by your warmth, personality, and efficiency.

See You In Seattle, 1992 ILA Convention— The Pieces of "A Listening MOSAIC"

The pieces of "A Listening MOSAIC" are coming together! Convention program proposals are currently being reviewed by a group of your hard-working fellow ILAers. Our team on elementary/secondary proposals is Richard Hunsaker and Harvey Weiss. Alberta Arnold and Bob Bohlken are handling the college/university submissions. Training/business/consulting proposals are being reviewed by Carol DuBois and Betsy Latko. Research representatives include Margaret Finch-Hauser, Tony Clark, and Debbie Borosiff. Todd Thomas, who received the 1991 top place student competitive paper award, is assisting us with the student submissions this year and will be chairing the student panel at the Seattle convention. Steven Warland is spending a year in Vancouver and has agreed to serve as our Canadian liaison in

generating program ideas from our friends to the north.

This year we are encouraging anyone who prepares a convention paper to do two things. First, to have it considered for an ILA paper award (contact Margaret Finch-Hauser for details), and second, to submit it to ERIC (the Educational Resources Information Center). Let's make sure our ideas and efforts are recognized! Everyone who participates in the 1992 convention will receive an ERIC form as part of their registration package.

It's still not too late to share your ideas for special program features or convention events. Send your thoughts to:

Judi Brownell,
ILA First Vice President
School of Hotel Administration
Cornell University
Ithaca, NY 14853

ILA Committees: 1990-91

Committee Chairs and Members

Archives Committee:

Chair: Harvey Weiss
Catherine Lindsay
Milda Steinbrecher
Edie Cole
Beverly Aweve

Audit Committee:

Chair: Susan Ellen Bacon

Awards Committee:

Chair: Manny Steil
Alice Ridge
Kittie Watson

Bylaws Revision Committee:

Chair: Barry Mitsch
Susan Ellen Bacon
(Liaison)

International Outreach Committee:

Chair: Emma Plattor
Carine Feyten
Lynn Halevi
Rita Humphreys
Donna Reseigh Long
Terry Ostermeier
Alice Ridge
Marty Salter

K-12 Task Force Committee:

Chair: Susan Berkheimer
Patricia Anderson
Beverly Aweve
Susan Ellen Bacon
Melissa Beall
Mary Bozik
Carolyn Coakley
Dan Corey
Ella Erway
Robert Fogg
Tom Hickerson
Richard Hunsaker
Sara Lundsteen
Phyllis Macmillan
Elaine Mahone
Connie Morris
Jane Rhoads
Morris Snively
Charles Swanson
Joyce Swofford
Harvey Weiss
Tom Wirkus

Local Arrangements Committee:

Chair: Belle Ruth Witkin
Susan Berkheimer
Jennifer Gluc

Douglas Kelly
Mae Lovern
Gary Peterson
Angela Wizner
Lisa Vickers

Membership Committee:

Chair: Diana Corley Schnapp
Barbara Almes
Beverly Aweve
Melissa Beall
Edie Cole
Alan Ehrlich
Betsy Latko
Angela Woodhull
Shelly Stein

Nominating Committee:

Chair: Vickie Emmert
Frank Freshour
Nadine Marsnik
Terry Ostermeier
Ken Paulin

Program Planning Committee:

Chair: Judi Brownell

Elementary/Secondary

Richard Hunsaker
Harvey Weiss

Higher Education

Alberta Arnold
Bob Bohlken

Business/Consulting

Carol Dubois
Betsy Latko

Research

Deborah Borisoff
Tony Clark
Margaret Fitch-Hauser
Tod Thomas, Student
Steve Warland,
(Canadian Liaison)

Public Relations Committee:

Chair: Carole Grau
Barbara Almes
Linda Alberta
Rob Anderson
Bill Arnold
Elmer Baker
Edie Cole
Sybel Conrad
Carine Feyten
Betsy Latko
Michael Murphy
Manny Steil
Shelly Stein
Charles Swanson
Tom Wirkus

Research Committee:

Chair: Vicki Emmert
Vice Chair: Margaret Fitch-Hauser
Rob Anderson
Bill Arnold
Deborah Borisoff
Janice Brandt
Larry Barker
Tony Clark
Alan Ehrlich
Phil Emmert
Carine Feyten
Paul Freedman
Ethel Glenn
Donna Long
Pat Milford
Virginia O'Keffe
Ken Paulin
Mike Purdy
Steven Rhodes
Kittie Watson
Belle Ruth Witkin
Andy Wolvin

Site Selection Committee:

Chair: Bill Arnold
Barbara Almes
Marguerite Lyle
Michael Murphy

Special Projects Committee:

Chair: Mary Louise
Shannon
Jim Gallagher
Dean Thomlison

Business/Consulting Task Force Committee:

Chair: Betsy Latko
Shelia Bently
Dorothy Carver
Barbara Cichy
Carol Dubois
Gregory Enos
Alan Ehrlich
Jim Gallagher
Ed Kennedy
Murlene McKinnon
Barry Mitsch
Michael Murphy
Manny Steil
Peter Van Der Schaff
Kittie Watson
Bud Williams
Florence Wolff

Several of the preceding members have not confirmed. We hope you will say yes to the committee appointments.