

# LISTENING POST

ISSUE NUMBER FORTY-SEVEN OCTOBER 1993

## Promoting Listening in the Secondary Schools

by Bob Bohlken

I go to area high schools giving presentations to language skills courses promoting listening. As a preliminary activity to get the students focused on the subject, I give and read aloud to them the following survey.

1. Who do you think listens most effectively to you? (parent, friend, teacher, brother/sister, etc.)

2. How do you know this person is listening effectively? (asks questions, rephrases my ideas, nods head, makes eye contact, etc.)

3. To whom do you listen most effectively? (parent, teacher, friend, sister/brother, etc.)

4. Why do you listen effectively to this person? (he/she listens to me, the topics discussed, our relationship, respect)

5. How do you respond when you are listening effectively? (eye contact, facial expression, nod head, ask questions, rephrase message)

6. What distracts you most from listening to another person? (other person's voice, speech rate,

or appearance; topic, own interest or preoccupation, no purpose for listening)

7. How often do you converse with your parents and/or entire family for at least a fifteen minute duration? (everyday, twice a week, once a week, seldom)

8. In your fifteen minute plus conversations with your parents, what percent of the time do you listen?

9. In what class do you listen most effectively? Why do you listen effectively in this class? (purpose - to pass a test, interested in topic, respect teacher, understand the vocabulary, know what to expect)

Below are the results of the survey in Northwest Missouri.

### Communication Survey of Northwest Missouri High School Students

In a recent communication survey at Northwest Missouri High School, 70% of the students believe that they listen most effec-

tively to their friends compared with 23% who listen to their parents most effectively. Seventy-five percent of the students interviewed believe that their friends listen most effectively to them; whereas, 14% believe their parents are their best listeners. Thirty-five percent believe they listen most effectively to another person because that other person listens to them.

Fifty-three percent of the students believe that looking at the other person is the response of a good listener. Fifty-three percent believe that the communication elements that interferes most with their listening is their own mental preoccupation; whereas, the "topic being discussed" interferes mostly with 37%.

Perhaps most interesting of the results is that only 40% of the students believe that they spend at least 15 minutes at one time communicating with their parents everyday.

I think it would be beneficial for *Listening Post* readers to conduct this survey and compare results with my findings.

# President's Perspective



Your ILA Board met in Boston during the weekend of September 11-12. The major decision was to grapple with the ever-increasing costs of our annual convention. As many longtimers know, we have never increased convention registration fees.

Unfortunately, we can no longer "hold the line." Fees will increase nominally (no more than \$24) this year, primarily to cover the cost of food service-comparable items will be about double in Boston of what they were in Memphis. I know you understand that this was a necessary decision, and I hope the small increase in registration fees will not preclude your joining us in Boston next March. Greg Enos and his local arrangements committee have planned some new, different, and exciting events for this year's convention. You should be receiving your preregistration packet soon.

The Board approved Sacramento, California as the site for the 1996 convention. Of course, we will be in Little Rock in 1995.

I have had no nominations or applications for the position of Executive Director. As you know Mary Wise's term expires soon and she will not be continuing in the position. I truly need your suggestions for a replacement so that there is no hiatus in operations. Also, I need your assistance in finding a new ILA Journal Editor, as Bill Arnold's term completes this year. HELP!

Gene Wilson has agreed to fill the post of chairing the Awards Committee. He inherits a very important task from Manny Steil, who stewarded us for the past several years. [Thanks Manny!] Gene will need your help and nominations for the various ILA awards. Please assist him and his committee as they acknowledge individuals who have been supporting the message of listening and ILA.

We are fast approaching the end-of-year holidays. Catherine joins me in wishing for all of you and your ones a fruitful Thanksgiving, a joyous Christmas and Chanukah, and a revitalizing and healthy New Year! We are eager to see you in Boston!

## Summer Conference

Did you miss the opportunity to attend the last summer conference in Dublin? Get on the ball. Plan now for the 1994 Summer Conference in Sydney Australia. We will be convening on July 15th the last day of the International Communication Association convention and will hold a one day session on Saturday, July 16, 1994. We would like to devote this day and one-half to research, training and other topics of interest. If you want to be a part of the excitement downunder, you need to submit proposals or completed papers to William E. Arnold, Chair, Summer Conference Committee by November 1, 1993. Make your plans now. Speak to an international audience. We have been assured of true Aussie hospitality. *Note the slight change of convention times and deadlines for papers.*

For more information, write:  
Bill Arnold  
Department of Communication  
Arizona State University  
Tempe, AZ 85258-1205

...

*His thoughts were slow,  
His words were few,  
and never formed to listen.  
But he was a joy to all his friends --  
You should have heard him listen.*

--Author Unknown



## ILA LISTENING POST

### Listening Post Deadlines

The Deadline for all Listening Post materials (Including articles, ads, photographs to appear in the next issue) is December 9, 1993.

### LISTENING POST 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.

#### 1993 RATE

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 materials and ads to:

**LISA VICKERS, Editor**  
Dept. of Communication and Theatre  
University of North Alabama  
Box 5189  
Florence, AL 35632

## Important Addresses

<b>International Office:</b>	Executive Director Mary Wise Center for Information and Communication Sciences Ball State University Muncie, Indiana 47306
<b>The Listening Post:</b>	Lisa Vickers, Editor Dept. of Communication and Theatre University of North Alabama Box 5189 Florence, AL 35632
<b>The ILA Journal:</b>	William E. Arnold, Editor Dept. of Communication Arizona State University Tempe, AZ 85287-1205

# Convention '94

The Event to take place in Boston, March 3-6

by Sheila Bentley  
First Vice President

"What an event!" This is what Boston ILA convention attendees will be saying after the convention. Greg Enos has some exciting plans for us in Boston, including a trolley tour of such famous sites as the Old North Church (of Paul Revere fame), the USS Constitution, the Boston Commons, the site of the Boston Tea Party, Quincy Market, and other significant historical sites.

In addition, the 1994 program promises to be the best ever. We have had over 80 proposals submitted, and there should be something for everyone!

The hotel is beautiful--very elegant and undergoing even more refurbishing and polishing prior to our arrival.

Board members attempted to get a sampling of what Boston restaurants have to offer. As a public service to diets and waistlines so that we could give you recommendations on where and what to eat. (Be sure to express your gratitude for this service to the Board members.) We discovered that Boston has taste treats for all tastes--from the Italian North End to Chinatown to a wide array of cuisines at Quincy Market.

Start making your plans now; this is one Event you won't want to miss.

## Convention Planners Listen to Members

In years past members have expressed their wishes to see some changes at the annual convention. This year, convention planners have made a concerted effort to address those wishes. Some of the changes you can expect to see include:

### • Programs for each of the special interest areas.

The goal this year is to have a program for each of the four special interest areas -- education (elementary/secondary, higher education), research,

business/consulting, and general programs during each session.

Additionally, there will be several programs from a new special interest area that seems to be emerging, listening in clinical settings.

### • Preconferences attempting to better meet needs.

In an effort to better meet the needs of those who attend preconferences, organizers are trying something new. The educational preconference will be a mini-conference on Saturday, in hopes that it will be easier for teachers to attend if they don't have to take time out from school.

The Research Committee opted not to have a "pre" conference, but will have programs throughout the conference that give members much the same opportunities that the preconference has in the past. There will papers presented that reflect research interests, as well as opportunities for roundtable discussion.

The Business/Consulting Committee is planning a preconference for Wednesday that is certain to adhere to its tradition of a high quality learning experience.

### • A change in the Cocktail Party.

Plans are under way to host the Cocktail Party at the New England Aquarium. (You don't have to drink like a fish to enjoy drinking with the fish.)

### • Tour of Boston.

Plans are also under way to arrange for the membership to take a trolley tour of Boston. The tour points out some of the important Boston sites such as the Old North Church, the site of the Boston Tea Party, the docking place of the USS Constitution, the site of the Cheers bar, and Boston Gardens.

### • Optimum location of hotel.

After the tour, you may want to return to some of the sites for a closer look. The hotel is located within walking distance of several of these sites, such as the Freedom Trail, Boston Commons, and Quincy Market.

## Corporate Sponsors Wanted in Boston

We are actively seeking sponsors for convention events. The process is simple.

Let's say your cousin, the generous Boston businessperson, has an extra bag of money (minimum amount discussed with real prospects) that she/he would like to share with a worthy non-profit listening association.

As a sponsor of a luncheon, the generous sponsor would:

1. Be recognized at the luncheon.
2. Receive up to four single day registrations.
3. Be noted in ILA publications.

Give Greg Enos a call if you have a potential generous sponsor.

## Boston Gets Ready for ILA in 1994

Boston and the Swissotel are preparing for your arrival in March of 1994. To help with preparations, the Executive Board visited Boston during its September meeting. The Board "toured the tour" that the convention may offer to convention attendees which includes a trolley tour of the Hub. Board members also visited the meeting rooms we will be using, and were delighted to find them concentrated around a beautiful commons area.

The Swissotel (formerly the Lafayette) is currently going through a multi-million dollar enhancement. It is located at Downtown Crossing, in the heart of the shopping district (next door to famous Filene's basement) and is within walking distance of the Boston Common, the theater district and Quincy Market.

We have listened to many people and planned a program that includes a Friday afternoon tour, an evening event at the New England Aquarium, and the traditional Saturday banquet. Watch your mail and the Post for more details.

Get ready Boston, here we come!

# A *nnouncements*

## Executive Director of ILA Sought

This individual will serve as the day-to-day administrator of the ILA office and is recommended to the Board by the President. A letter of support must be submitted from the individual's organization stating that clerical support and office space are available and that the individual will be given appropriate time to conduct ILA business. In addition, the individual should send a letter stating his/her interest and a statement of goals for the three-year term. (Any questions pertaining to the commitment of time and the specific duties should be addressed to Mary Wise.) Nominations (with approval of the nominee) and applications should be sent no later than January 15, 1994 to:

Michael Gilbert  
Dept. of Educational Leadership  
University of Arkansas at  
Little Rock  
Little Rock, Arkansas 72204-1099  
FAX: (501) 569-8694

## Nominations Being Accepted for Journal Editor

The successful person will be recommended to the Board by the President for a two-year term beginning at a mutually-agreeable time in 1994. The main responsibilities are: (1) to solicit and oversee the review of articles and papers pertaining to the study of listening and related pieces, and (2) to produce as many issues of the journal as are appropriate (we have tried for at least one issue per year). Any questions about logistics and responsibilities should be addressed to Bill Arnold. Nominations (with approval of the nominee) and applications should be sent, no later than January 15, 1994 to:

Michael Gilbert  
Dept. of Educational Leadership  
University of Arkansas at  
Little Rock  
Little Rock, Arkansas 72204-1099  
FAX: (501) 569-8694

## New Member Recruiting Race is on Again

by Victoria Emmert  
Second Vice President

The ILA is offering a \$100 cash prize to the member who recruits the most new members between now and the 1994 convention in Boston.

To be eligible, have any new members you recruit put a note on their membership application that they were recruited by you. We will keep a tally of the number of applications that come in with your name on them.

In Memphis, we were delighted to welcome a number of new members to ILA. It seemed that most of the new members were recruited by Tony Clark, University of Florida.

Tony Clark won this year's \$100 cash prize. Which one of you will challenge him for the prize for the coming year?

Let's spread the work about ILA. You have only a few more months until the convention in Boston and your chance to win \$100.

## Call for Papers

Call for papers for a Reader in Intrapersonal Communication Processes and Social Cognition. The purpose of this book is to provide a collection of articles and essays for use by scholars and students. Articles, short essays, and creative perspectives are requested. A few example topics include: deception, listening, computer-as-self, communication apprehension, cognitive response perspective, and imagined interaction. Relevant articles dealing with gender or multiculturalism are encouraged. Send two copies, APA style, by December 1, 1993 to: Joan Aitken, Communication Studies, 203A Royall Hall, University of Missouri-Kansas City, KC, MO 64110-2499 (telephone 816-235-1689).

## Listening Bibliography

Phase I of the Listening Bibliography is still available. When purchasing, make your check payable to *International Listening Association*. Please send your check (\$7.00 for each copy) and your request to:

Alice Ridge  
Dept. of Comm. & Theatre Arts  
University of Wisconsin-Eau Claire  
Eau Claire, WI 54702

## Important Dates

November 1, 1993  
Deadline for submission of proposals for Summer Conference.  
Submit to:  
William E. Arnold  
Chair, Summer Conference Committee  
Dept. of Communication  
Arizona State University  
Temp, AZ 85258-1205

January 15, 1994  
Deadline for nominations for Executive Director and Journal Editor.  
Submit to:  
Michael Gilbert  
Dept. of Educational Leadership  
University of Arkansas at Little Rock  
Little Rock, AR 72204-1099  
FAX: 501-569-8694

January 17, 1994  
Deadline for Tomorrow's Scholars submissions.  
Submit to:  
Sheila Bentley  
1035 West Tree Dr.  
Collierville, TN 38017

March 3-6, 1994  
15th Annual ILA Convention

March 6, 1994  
Deadline for New Member Contest

## Visiting Professor Sought

Visiting professor or lecturer in Theatre and Communications: (annual contract, nontenure track, renewal possible) starting Spring 1994, in small undergraduate Speech Communication and Theatre program to teach courses including Public Speaking, Creative Dramatics and/or Children's Theatre, Oral Interpretation of Literature, Group Interpretation, Theatre Production, and other areas of expertise. Ph.D. in speech communication/theatre preferred. MFA and M.A. considered with professional credentials and prior teaching experience. Application review will continue until position is filled. Salary is competitive; commensurate with preparation and experience. Send letter of application, resume, references and three letters of recommendation to Kenneth Casstevens, Chair, Search Committee; Department of Theatre and Communication; The University of Texas at Tyler; 3900 University Blvd.; Tyler, Texas 75799. The University of Texas at Tyler is an Affirmative Action, Equal Opportunity Institution and encourages applications from women and minority candidates.

## Journal Calls for Papers

We need your research and you need to inform your colleagues of your research articles. We need three copies for our blind review process. We prefer APA style. If your article is accepted, we need the paper on a 3.5 disk in Wordperfect or ASCII. Reviews take approximately 8 weeks and the next issue is still open. Send your papers to:

William E. Arnold, Editor  
ILA Journal  
Department of Communication  
Arizona State University  
Tempe, AZ 85258-1205

## Report Cards Needed

Charles Swanson is working on a sabbatical project and needs your help. He is looking for examples (or sources) for report cards that include an achievement report for listening. Those cards can come from individual schools, districts, or states. He is willing to accept reports of listening and speaking together. At present, he knows of no report cards that include listening. If you have any examples, or know where he could locate some, please send your information to him at the following address:

Charles H. Swanson  
R. 7, box 524-A  
Fairmont, WV 26554

## Site Selection for 1997

The site selection committee is still seeking members who would like to serve as host for the 1997 convention. You must be willing to work with the hotel and the First Vice President in planning the convention. We are interested in sites in the sun belt or major metropolitan areas where our members are located. You will be given help and guidance by association members who have hosted before. It would help if you had access to high school, college, or university students and a campus which would provide media equipment. If you are interested, please write:

William E. Arnold  
Site Selection Committee  
Department of Communication  
Arizona State University  
Tempe, AZ 85258-1205

Have you published a book or an article, received a promotion or commendation, or has something equally exciting happened that you would like to share with your ILA friends? If so, send it to:

Lisa Vickers  
Dept. of Comm. & Theatre  
UNA Box 5189  
Florence, AL 35632

## Promote ILA and Win!

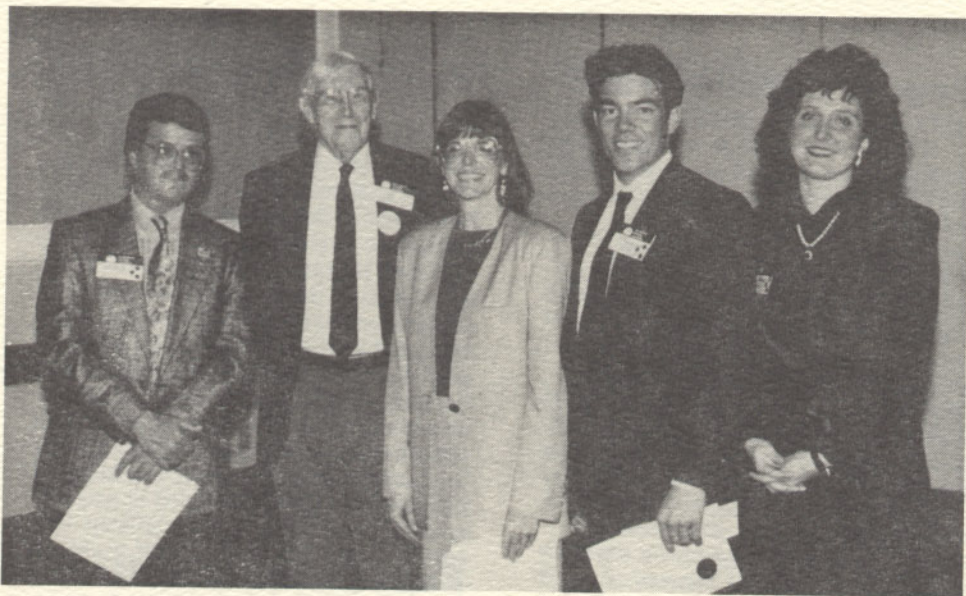
Do you use business cards? Do your cards let others know that you are an ILA member? Then this contest is for you. Submit your card, (which indicates you are an ILA member) to Michael Murphy at 77 Woodrow Ave., W. Paterson, NJ 07424. Winners will be announced at the convention in Boston, and will receive a personal body guard alarm system that has a 100 decibel siren that will sound in an instant. Harvey Weiss is the licensed distributor for this product which is made by Lion Security Products of Minneapolis, MN.

## First Elvis, then Ben, Who's Next?

You never know who you might meet at an ILA meeting! It's been suggested that Elvis is dead, but we met him in Seattle. We've been told Benjamin Franklin is gone, but Vickie Emmert met him when the Board had their meeting in Boston. There's no telling who we might meet next.



# Student Programs



James I. Brown (2nd from left) with a few of last year's Brown Award participants.

## The James I. Brown Award

by Kitte Watson

In November, 1987, the *Institute for the Study of Intrapersonal Communication Processes (ISIP)* established the James I. Brown Award in conjunction with the International Listening Association to honor one of ILA's pioneer researchers. The award was created to recognize the best research or theoretical papers presented each year by undergraduate and graduate students at the annual ILA Spring convention. Members of the ISIP Advisory Board attending the convention each year serve as judges for the award.

A fund to provide cash prizes to accompany the award was established by the ISIP Board of Directors. ILA members and friends of Dr. Brown have contributed to the fund over the past eight years. An initial fundraising effort was spearheaded by Peter Van der Schaft during the 1987 ILA Convention in Scottsdale. Interest from the fund provides cash prizes for award recipients. The first place James I. Brown award recipient receives a cash prize of at least \$250 plus a year's ILA membership. Cash awards are also given for outstanding undergraduate and high school student papers.

The primary purpose of the award was to stimulate more and higher quality research by undergraduate and graduate students in the area of listening. Based on the increasing number of student ILA papers submitted each year, it appears that the Brown award is having an impact on the listening discipline.

Past award recipients include:

- 1987 Donna Duberville,  
Michelle Naquin  
Rebecca Hanberry,  
Cheryl Francois, and  
Sharon T. Guillory--  
Undergraduates,  
McNeese State University
- 1988 Michael Zizzi--  
Graduate Student,  
University of Maryland  
  
Selena Wu--  
Student,  
High Point High School,  
Maryland
- 1989 Mitch Henry--  
Graduate Student,  
Auburn University
- 1990 Christie Lobdell and  
Jennifer Gluc--  
Graduate Students,  
Arizona State University
- 1991 Todd Thomas--  
Graduate Student,  
Auburn University

- 1992 Todd Thomas--  
Graduate Student,  
Auburn University
- 1993 Christa Arnold--  
Graduate Student,  
University of Florida

## Tomorrow's Scholars Program

The ILA is issuing a Call for Papers for the *Tomorrow's Scholars* panels of the ILA convention in Boston, March 3-6, 1994.

The theme of the convention is *Listening: An Agent for Positive Change*. High school, undergraduate, and graduate students are encouraged to write papers related to the convention theme, any paper of merit will be considered.

Papers may be from any theoretical perspective and use any research style. All student papers must have *Tomorrow's Scholars* clearly marked in the upper right-hand corner of the title page. If the student has never presented a convention paper, the paper should also be marked *debut*. The deadline for submissions is January 17, 1994.

All papers submitted will also be considered for the James I. Brown award, sponsored by the Institute for the Study of Intrapersonal Processes (ISIP). Each year, ISIP provides a certificate, \$200 cash, and a one-year membership in ILA to the top college division paper. Second and third places receive a certificate and \$150 and \$100, respectively. The top paper in the secondary division will receive a certificate and a minimum award of \$25.

Four copies of the completed study, with a separate title page including the student's name, institution, and address, should be sent to:

Sheila Bentley  
1035 West Tree Dr.  
Collierville, TN 38017

For further information, contact Todd Thomas, Student Program Committee Co-Chair at 812-855-6388.

# What's Happening

## News and Notes About ILA Members

**Terry Ostermeier** has had the article "Listening as a Theme of a Corporation Annual Report" published in the Journal of the Wisconsin Communication Association, Vol. XXIV, 1993.

**Mary Louise Shannon** has been selected one of Florida Community College's 1992-93 Outstanding Faculty Award winners.

Jean M. Watson  
6784 Slash Pine Cove  
Memphis, TN 38119-0535  
(w) 901-527-0208  
(h) 901-754-0535

Gloria Nicosia  
57 Hendrickson Ave.  
Lynbrook, NY 11563

Pan Awsumb  
Director of Operations and  
Development  
5900 Poplar  
Suite 201  
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(w) 901-767-2317

Elinor M. Craven  
Director of Outdoor Recreation  
1729 Belfort Dr.  
Baton Rouge, LA 70815  
(w) 504-342-8186  
(h) 504-272-1620

Reece Clemens  
Assoc VP Corporate and  
Community  
543 Kennedy Dr.  
Mansfield, OH 44904  
(w) 419-755-4700  
(h) 419-756-7882

Barbara Redmond Ed.D.  
225 Lincoln Pl.  
Brooklyn, NY 11217

Sandra Bateman  
662 Spring Creek-Law Rd.  
Jackson, TN 38305-9272

Emma M. Smith  
68 Apple Hill Rd.  
Sunapee, NH 03782

## Address Changes/Corrections

Walter Davis  
PO Box 1165  
Dunnellon, FL 34430-1165  
(h) 904-465-1505



## New Members

Ulrike A. Kaunzner  
Via L. Berti 2  
Bolonia  
Italy, 40131

Tara J. Tuck  
T.J. Tuck Associates  
65 Berkeley St.  
Reading, MA 01867

Alvin Kaplan  
Triboro Quilt Mfg. Corp.  
172 S. Broadway  
White Plains, NY 10605

Carol Christy  
8792 Summit Rd. SW  
Reynoldsburg, OH 43068

Patrick O'Neill  
20 Dacre Crescent  
Toronto, Ontario M6S 2W1  
(w) 416-361-3331  
(h) 416-769-8755

Fran Edmondson  
740 Forest  
Evanston, IL 60202  
(w) 708-866-4351  
(h) 708-866-6351

Gary Ferrington  
College of Education  
Univ. of Oregon  
Eugene, OR 97403  
(w) 503-346-3569  
(h) 503-343-9156



CUT OFF

# 1994 ILA Awards

## CALL FOR NOMINATIONS -

We invite your thoughtful nomination for the 1994 ILA Awards! Please review the criteria for each award and submit your nominations with supporting documentation. Send your nominations to the Awards Committee Chair:  
C.E. (Gene) Wilson • Copernicus, Inc. • 86 S. Wawaset Rd. • West Chester, PA 19382

**NOMINATION DEADLINE IS DECEMBER 15, 1993**

### 1994 ILA Research Awards

**QUALIFYING CRITERIA:** Nominations can be made for three (3) ILA Research Awards:

**THE LISTENING RESEARCH AWARD** is presented for outstanding achievement in research by an ILA member or group. The research should have been completed **no earlier than 1992**. Research results may be published or not. Nominations may be made by self-nomination, or by another ILA member, with recommendation of the ILA Research Committee.

**THE GRADUATE THESIS/DISSERTATION AWARD** nomination is open to any full-time graduate student who has completed outstanding research in the form of a thesis or dissertation completed **no earlier than 1992**. Nominations may be made by self-nomination, or by another ILA member, with written recommendation of the nominee's Advisor and the ILA Research Committee.

**THE UNDERGRADUATE RESEARCH AWARD** is open to any full-time undergraduate student who has completed an outstanding research project **no earlier than 1992**.

Nominations may be made by self-nomination, or by another ILA member, with written recommendation of the nominee's Advisor and the ILA Research Committee.

**INSTRUCTIONS:** Complete the Nomination Form and provide specific documentation why the nominee deserves the particular Research Award. If possible, please submit the full research of the nominee.

### 1994 ILA Special Recognition Award

**QUALIFYING CRITERIA:** Nominees should be individuals and/or organizations who have performed outstanding service to the ILA for an extended period of time, or have provided unusual or unique service to the promotion of listening.

**INSTRUCTIONS:** Please submit your nomination **and** specific supporting documentation outlining the specific service and unique contribution of the nominee. Please cite dates and unique contributions with particular evidence reflecting the impact, outcomes, or effects of such contributions.

### 1994 ILA Listener of the Year

**QUALIFYING CRITERIA:** Nominees should be nationally/internationally prominent Listeners. Nominees should epitomize the highest standards and principles of effective listening.

**INSTRUCTIONS:** Please submit your nomination and appropriate supporting documentation. Supporting data should be specific.

### 1994 ILA Hall of Fame Award

**QUALIFYING CRITERIA:** The Hall of Fame Award is presented to individuals who are recognized for notable achievements involving Listening in academic, business, or other settings. Selection into the ILA Hall of Fame is the highest award of the Association and nominees should have contributed to the advancement of effective Listening over a number of years.

**INSTRUCTIONS:** Please submit your nomination and specific supporting documentation outlining the nominee's explicit qualifications.

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