

# ILA LISTENING POST

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ISSUE NUMBER FORTY-EIGHT JANUARY 1994

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## Update on the New York Regional ILA

by Carole Grau

On October 23, 1993, at Montclair State College, the New York Regional ILA had the good fortune to listen to Dr. Judi Brownell presenting a seminar called, "Listening and Leading: Influencing Group Dynamics." All of the attendees agreed that the presentation was outstanding from the point of view of the information shared (we needed a suitcase to take away the handout), the delivery skills of the presenter and the participation opportunities for the audience. The audience consisted of many regulars: Wayne Bond (the host), Lynne Judd, Jean Harris, Marcia Kestenbaum, Karen Nichols, Robin Bierbacher, Carole Grau, Alberta Arnold, Alan Ehrlich, Cornelia Russell, Sybil Conrad, James and Roberta Gallagher, Daralee Schulman and Diane Diresta. Catherine Gifford, unable to attend sent a number of her St. John University students who got very actively involved in the stimulation. Students from Montclair State Speech and Theater Department also enjoyed interacting with Dr. Brownell and the other students in attendance. The new faces were Joseph Besso, Juliette Cerna and Kaye Demetz. Thirty-four people in all attended. Our next regional meeting will take place in April. The topic will be memory. Since Boston and the March convention is so convenient to the New York region, we expect it to be unnecessary to bring back highlights of the convention. Let's just be there and get all the excitement and enrichment first-hand.

### ILA Vision 2000 Do You Have a Crystal Ball?

We will be holding a committee meeting at this year's annual convention for an exciting new committee, the ILA Vision 2000 Committee. This committee will be wrestling with the task of developing a vision for what ILA should be like by the year 2000--its size, what it has achieved, what we offer our members, etc.

Our very capable and visionary Executive Director, Mary Wise, has written a thought-provoking paper to help us get started on this undertaking, and I will be forwarding this paper to the Committee members to read to help them get started on creating the ILA of the future.

If you would be interested in being a part of this committee, please let me know so that I can send you the necessary preparatory materials.

Contact me at the following address:

Sheila C. Bentley  
First Vice President  
1035 West Tree Drive  
Collierville, TN 38017  
901-853-7690

### Give a Listening Ear

'Tis the season for giving. Each of us in ILA has the opportunity to remind people throughout the year of giving a most priceless gift--the gift of listening.

There is a commemorative stamp that is "Recognizing Deafness." We can remind people we don't need to hear in order to *Listen*. When I acknowledge your beautiful smile, I listened with my eyes.

What a privilege to be a part of an organization which teaches people worldwide that *listening is love*. I am a grateful member of ILA.

--Sandy Stein  
Member-at-Large,  
Public Relations

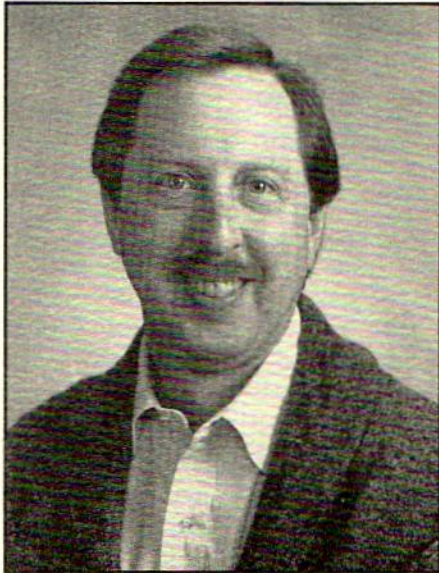
### Call for Program Proposals

Please get any program proposals or suggestions for the 1995 Little Rock convention to me as soon as you can. I will begin collecting program proposals during the Boston meeting. As an added incentive, I will award the first person turning in a proposal to me at the convention a special prize during the awards banquet.

If you have an idea for a program but don't know who the best people are to present it, give me a call. Together, we'll try to figure out which of our ILA members can give you the information you are looking for.

-- Margaret Fitch-Hauser  
First Vice President Elect

# President's Perspective



Welcome to 1994! I trust your work and your families are all well. I hope you are planning to join us in Boston, March 2-6, for our annual pre-conferences and convention. Sheila Bentley and Greg Enos have been working busily to plan a provocative and exciting time for all.

One issue I will present to the Board at our next meeting is a recommendation for a new Executive Director--HOWEVER, I do not have a nomination yet, owing to limited interest in making suggestions or in indicating a desire for the position. Mary Wise has done an excellent job, but her professional priorities demand that she devote her energies in other directions. The job requires one who can attend to the day-to-day operations of ILA, with more intense activity generated with membership renewals in the fall and preparing for the annual convention in late winter. (Organizational support is necessary.) I am most interested in hearing from you--soon!

Also, we need someone to manage the task of editing the ILA *Journal*. Bill Arnold has provided superb stewardship but is ready to turn the reins over to another. Please volunteer or suggest a person whom you know is willing to oversee the *Journal* activities.

Margaret Fitch-Hauser is working hard on the first issue of the new ILA magazine. She hopes to inaugurate this newest publication venture with a flair and wide readership. I know she

would welcome any applicational pieces you have in mind for review.

My thanks to the Executive Board for their work for and commitment to ILA. We are moving into a new era of growth and their leadership has helped to direct the upcoming issues and concerns.

## Students in the ILA: The Other Side of the Podium

*(Editor's note: In an effort to continue to serve our student members, we are once again featuring a student column, written by students, for students. Following is an article by one of ILA's newest student members. If you are a student, and are interested in contributing to the Post, please contact me.)*

### It Makes Sense to Me

--by Karen Novotny

As a newly joined member of ILA, I have gained new found knowledge regarding effective listening. I literally knew nothing about ILA until board member Lisa Vickers introduced myself and three colleagues to the organization through a class assignment. As a student of Ms. Vickers, ILA quickly became our client for a public relations campaign. Our goal was to increase awareness and membership of the organization.

Not only did we utilize the information by **listening** to each other but, we were able to strengthen our other senses as well. We **saw** an opportunity to actually gain hands on experience. We **felt** our way through the entire campaign working out even the smallest details. After all, we had never conducted a campaign as such before. We managed to keep our **noses** to the grindstones and meet our deadlines. We were able to **taste** victory on a project we had reason to be proud of. Of equal importance, we expanded our knowledge about ILA and are trying to practice really "listening" and not just hearing.

Thanks to your organization we were able to take information that we acquired in the classroom and apply it to the real world setting. More organizations should assume the active role like ILA and get students involved.

## ILA LISTENING POST

### Listening Post Deadlines

The Deadline for all Listening Post materials (including articles, ads, photographs to appear in the next issue) is March 30, 1994.

### 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.

#### 1994 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

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1902-64th NE  
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Diana Corley Schnapp  
9107 W. 132nd St.  
Overland Park, KS 66213  
(913) 897-1494

## Were You There When...?

The ink is dry on the program, and we are set to add to the pages of Boston's rich history. You should have received your Convention information packet by now. We've got a strong program this year, with something for everyone. Come and be part of it. Important dates to remember.

Be sure you get your hotel reservations made by **February 2** in order to ensure you receive convention rates.

The cut off date for early registration is **February 11**. Your registration must be received by then (not just be in the mail or postmarked by then) in order to get the early registration rates.

Registration for the Business Pre-conference must be received by **February 11**. While we should be able to accommodate some registrations on the day of the conference, we can't always guarantee meals and materials if we don't have a pretty accurate count ahead of time.

The Education Mini-Conference is on Saturday, March 5. If you are registered for the full convention, you can attend the Saturday Mini-Conference at no additional cost, but you must preregister by **February 11**, as space is limited.

We look forward to having you with us as we add the names of members of the International Listening Association to the register of important people who have contributed to Boston's history.

## Boston is ready . . . for you

The city of Boston knows that ILA is on the way so don't delay in completing your preregistration package by February 2.

Please consider the following:

- You should make your Swisotel reservation by February 2, to ensure you receive a room at the guaranteed rate. Although we are the major group in the hotel, rooms not reserved by ILA members will be sold. Be sure to specify that you are with ILA.

- Thursday night we will be at the New England Aquarium, home to more than 800 aquatic "creatures" and the sea lion show. We will spend time at the Aquarium and then go off to Quincy Market, where we will be on our own for dinner.

- Friday afternoon has been reserved for the city tour. The Blue Trolley will pick you up at the Swisotel and provide a narrated tour of the city. You will be able to get off at 18 different stops and reboard the trolley as often as you like. The cost will be \$20 (a real deal).

**Be where the action is:**

**Off to Boston you go to experience**

**Sheer Madness (who dunnit play), Faneuil Hall, Quincy Market, and more**

**Tour the Aquarium, Science Museum, or just relax**

**Opportunities to learn about "Listening: An agent for positive change" will bring us together so why**

**Not mix business and pleasure, renew old ties or build new ones.**

**Come to Boston for Convention '94!**

# Election of Officers

## President Sheila Bentley



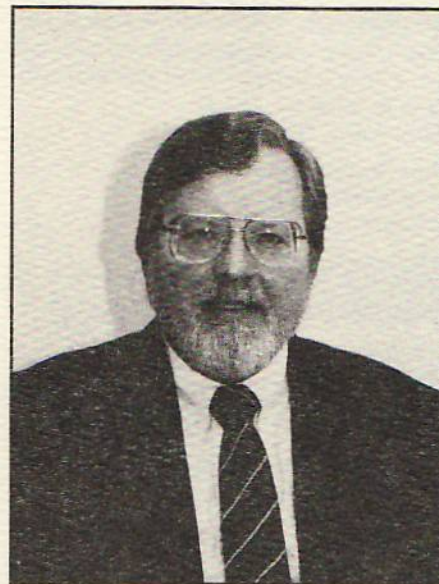
Sheila Bentley has been an ILA member for ten years and has been an active presenter at ILA Conventions since joining. She values her dual role in both consulting and higher education because it gives her insight into the needs of both groups of ILA members. Sheila has served as First Vice President, First Vice President Elect, Second Vice President, and Secretary, has chaired the Site Selection and Nominating Committees, and has served on the program planning and membership committees. She also served as Local Arrangements Chair of the 1993 Convention in Memphis. Sheila's goals for ILA are: 1. Keep doing what we are doing right. 2. Create a vision for ILA for the future. This vision will establish a 5-year plan for membership goals (both in terms of numbers and additional targeted special interest groups), and goals for what we want ILA to offer its members--what types of services, what events, and what publications. She would especially like to see the development of special summer conferences that rotate throughout the country and coincide with regional meetings.

## First Vice President Margaret Fitch-Hauser



Margaret Fitch-Hauser has been a member of ILA for fourteen years. She has presented papers at all but two of the ILA conferences. Three of her papers have placed in the top three papers of the Ralph G. Nichols Research Award, one of which received top honors for this award. In addition to several articles in the ILA Post, Margaret is a contributing author to Bostrom's *Listening Behavior: Measurement and Applications*. She has served on the ISIP Advisory Board, the ILA nominating committee, and as Second Vice President. She has served as Chair of the James I. Brown Award committee, and is currently serving as Chair of the Research Committee. Margaret serves as Chair of the Department of Communication at Auburn University, and has a consulting and training business, *Leadership Communication*. Her goals for ILA include making the association a clearing house for information about listening and intrapersonal aspects of communication, and increasing the credibility of ILA while maintaining the supportive atmosphere which exists among all the interest areas in ILA.

## First Vice President Elect - Philip Emmert



Philip Emmert is Director of the School of Speech Communication at James Madison University. He has been a member of ILA for eight years. At the nine ILA conferences he has attended, he has delivered ten papers, three of which have placed in the top three papers for the Ralph Nichols Award. Phil has authored and edited numerous books, articles and book chapters in communication. He has co-chaired two research pre-conferences, served as chair of the Research and Nominating Committees, and served as Member-at-large on Executive Board. He has served on the Advisory Board of the ISIP for six years. He has served as chair of the James I. Brown Award for three years. He has also served as a reviewer for the *ILA Journal*.

Phil's goals for the ILA include better defining the focus of the organization, increasing membership, improving the organization's visibility, making ILA more affordable to members, and continuing the warm and supportive spirit that makes the ILA unique among professional organizations. Phil says, "I believe we are living in a time of challenging change that will require all of us to become more effective listeners. The ILA must accept change and help others cope with change in their lives."

**Second Vice  
President  
SusanEllen Bacon**



SusanEllen Bacon has been a member of ILA for 10 years. Her professional background includes twenty years of teaching, conducting research, lecturing and speaking on listening. She has served as Chair of the Business and Consulting Task Force, Chair of the Elementary Task Force, and ILA Secretary. She was the recipient of the 1991 Research Award and named "Nation's Favorite" Inservice Speaker by a trade magazine. Past coordinator of Listening and Learning at Kent State, SusanEllen co-authored a workbook and instructors manual on listening. President of *Training Ltd.*, a consulting business specializing in communication training, her clients include professional trade associations, municipalities, hospitals, universities, state agencies, and school districts.

**Secretary  
Bev Aweve**



Bev Aweve is a charter and lifetime member of the ILA and has attended the two St. Paul summer conferences plus the past eight conventions. She has presented and chaired programs about listening at both the ILA conventions and other professional associations, as well as inservice sessions for her colleagues at McHenry High School in McHenry, Illinois where she has taught for the past 27 years. She also has served for several years on the ILA's secondary task force. Bev states, "It is towards the elementary and secondary levels that I feel more ILA expertise can be directed."

**Member-at-Large  
(Special Projects)  
Kimberly Batty-  
Herbert**

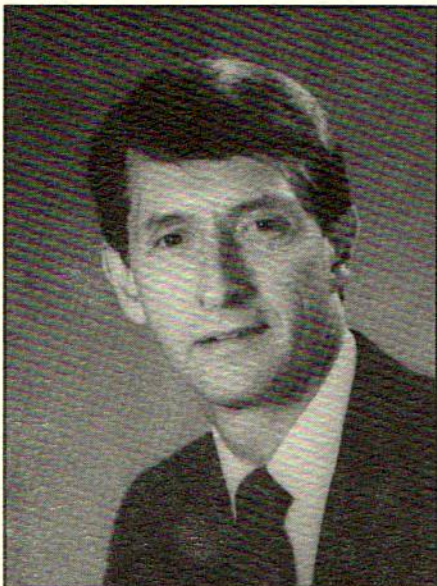


Kimberly Batty-Herbert has been a member of ILA for five years. She has attended every convention since joining and presented a program in Seattle. She has been teaching communication courses including an independent course on listening at Clovis Community College, Clovis, NM, since 1985. Kimberly currently serves as President of the Faculty at Clovis. She has been active making presentations on listening to various educational and governmental institutions as well as to the private sector. She is excited and motivated personally to contribute to the success of the ILA, in this her first office.

# Election

(cont.)

## Wayne Bond



Wayne Bond, a full professor in the Department of Broadcasting, Communication Studies, Dance and Theatre at Montclair State College, has been a dedicated member of ILA for thirteen years and is a lifetime member. He has served on numerous committees, presented at conventions, and served as Treasurer in 1985, as First Vice President in 1987 and 1988, and as President in 1991. 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-four years of teaching communication and theatre education 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. The National Hospice Inc. awarded Wayne national recognition for Outstanding program design for Hospice training which focused on empathic listening training for volunteers. In August, 1993, Wayne was also invited to present a seminar on listening, "Many Hear, Few Listen: Training for Hospice Volunteers," at the National Convention of Hospice Volunteers held in Boston, MA. He has served as President of the Montclair State College Senate.

Wayne has also presented communication and listening workshops, seminars, and speeches for business, community organizations, and in education setting throughout the nation as well as in Japan for the U.S. Navy Dental Corps.

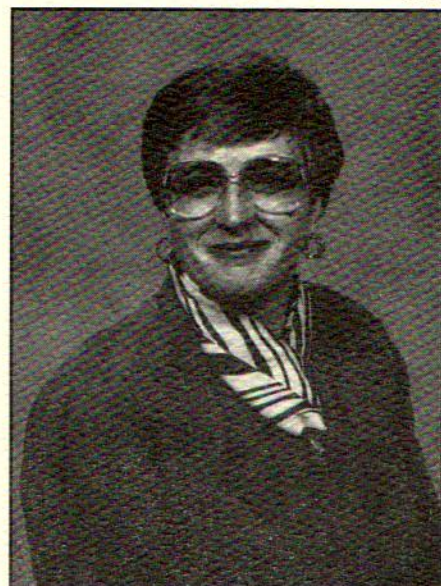
## Edie Cole



Edie Cole is charter member #33 of ILA, and has attended all the annual conventions since the organization's inception. She served as Secretary in 1988, has served on the Archives Committee and the Public Relations Committee. In 1992, Edie received the ILA Presidential Services Award. She has presented at several conventions, and this year became a lifetime member of ILA.

Edie is currently an adjunct professor of speech at Capital University and the coach of a newly activated Speech Team.

## Diana Corley Schnapp



Diana Corley Schnapp has been a member of ILA for nine years and has attended nine conventions and one summer conference. She has served numerous times as program chair, and is slated to present in Boston in 1994. She has served as Treasurer and Second Vice President of ILA, as a member and as Chair of the Publications and the Membership Committees, and as a member of the Research and Public Relations Committees. Diana has articles relating to listening published in the *ILA Journal*, *Hemispheres: United Airlines*, *Christian Woman Magazine*, as well as her doctoral dissertation. She states, "I am very interested in the future of ILA and in making a positive contribution toward the success of the organization. By serving on the Nominating Committee, I hope to help to identify those among us who can provide the kind of leadership to maintain our quality and make the association even stronger."

## Lisa Vickers



Lisa Vickers has been a member of ILA for six years, and has attended all of the annual conventions since joining. She has served as program chair and presenter at many of the annual conventions. Lisa has served on the Local Arrangements Committee, Program Committee, and the Student Programs Committee. She is currently a member of the Executive Board, serving as Editor to the *Listening Post*. Lisa is an instructor at the University of North Alabama, where she is faculty advisor for a newly formed student chapter of the Public Relations Council of Alabama.

## Harvey Weiss



Harvey Weiss is founding member #16 of ILA. He has attended all the conferences but one, and has also attended two summer conferences. He served as Member-at-Large on the first Executive Board, has served as the ILA Archives Chair, and has been a member of the Program Committee. In 1983, 1984, and 1991, he received the Program, President's, and Recognition Award, respectively. He is currently serving as Secretary of the Executive Board.

## Election Procedure

The 1994 ILA nominees will be introduced at the business luncheon, after which the floor will be opened for new nominations.

If no new nominations are received, the officers will be elected by acclamation. If new nominations are received, an election will be held on Saturday morning.

If you are unable to attend the convention and wish to vote through an active member who will be in attendance, sign the proxy form, place it in a sealed envelope with the work "PROXY" and the member's name written on the outside, enclose it in another envelope and mail it to Mary Wise, Executive Director, Center for Information and Communication Sciences, Ball State University, Muncie, Indiana 47306.

### PROXY

I, \_\_\_\_\_,

hereby give my proxy to

\_\_\_\_\_ to vote in the election at the ILA Annual Convention held in March 1993.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

## 1994 ILA Officer Nominations

President (ascends) .....	Sheila Bentley
First Vice President (ascends to President) .....	Margaret Fitch-Hauser
First Vice President-Elect (ascends to First Vice President) .....	Phil Emmert
Second Vice President .....	SusanEllen Bacon
Secretary .....	Bev Aweve
Member-at-large (special projects) .....	Kimberly Batty-Herbert
Nominating Committee: .....	Wayne Bond Edie Cole Diana Corley Schnapp Lisa Vickers Harvey Weiss

## Registration Reminder

Convention registration packets have been mailed. The materials include information about registering for the convention, making hotel reservations, and touring Boston with ILA. Remember to make your reservations by the deadline, so that we can be assured of seeing you in Boston.

If you have not received your material by January 30, 1994, call the Executive Director, Mary Wise, at (317) 285-1889.

# Announcements

## Updated Bibliography Now Available

Phase II of the Listening Bibliography is now available. 1123 items. A clean, mean work. Duplications have been weeded out. Errors corrected. We cut our teeth on Phase I, now we offer a better product. Phase II at the same price, \$7.00.

To order, use the order form below and send check (\$7.00 for each copy), made payable to ILA to:

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

## Reminder -- Students

January 17, 1994 is the deadline for Tomorrow's Scholars submissions.

Submit to Sheila Bentley, 1035 West Tree Dr., Collierville, TN 38017.

## What's Happening -- News and Notes

Mary Bozik and Kathy Oakland, University of Northern Iowa, serve as literacy consultants to a federal grant on distance learning in Iowa schools. In addition, they have been awarded a \$500 grant from the Iowa Star School's Project. The grant, "An Investigation of Teacher Change Associated with Distance Learning in Education," will determine how the Star School's curriculum institutes and technology workshops affect the use of distance education among language arts teachers in Iowa.

Wendy Carol Fraser's book, *Brown Bear Goes to Washington*, is now available for purchase. The book, described as "A little book for the adult who wants to spend time with a child (3-7) to talk about travel...", is one of the "Travel and Learn" series of books.

## Top Ten Reasons To Attend The 1994 ILA Convention

- There are 24 education programs, 15 business programs, 19 research programs, and 19 general programs.
- The puppet lady is back (and she's bringing her son!)
- We have our first father-son team of presenters, and they are from Russia.
- There are at least two medical doctors presenting this year.
- You can learn how to play musical instruments by ear.
- You can gain a perspective on listening from a blind person.
- You can learn how to improve your personal relationships, your conflict resolution skills, or your communication skills with the opposite sex.
- You can learn how to become a better listening consultant.
- You can learn how to listen to disadvantaged groups, such as inner-city children or the homeless.
- You can learn how to teach listening--whether it is in the business world, the education world, or even the medical field.



## Order Form ILA Bibliography First Edition (1,000 entries)

Number of copies requested \_\_\_\_\_ at \$7.00 each (includes postage) Total enclosed \$ \_\_\_\_\_  
Make check payable to *International Listening Association* (U.S. Funds only). Sorry, no charges.

Mail to: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Return this form to: Alice Ridge, Dept. of Comm & Theatre Arts, University of Wisconsin - Eau Claire,  
Eau Claire, WI 54702 (715)-836-3419. Allow 3 weeks for delivery.

Please send me information about the International Listening Association