

**International Listening Association
24th Annual Convention Program
Touch the World: Listen
July 16-20, 2003
Hotel Park Inn Haninge**

Haninge, Sweden

NB: As of June 25, primary rooms are: "Breakfast Room," Falken, Gladan, Gripen, Vigen and the conference foyer.

<u>Session, Day, Date, & Time</u>	<u>Scheduled Room</u>
<u>Wednesday, July 16, 2003</u>	
4:00 – 8:00 p.m. ILA Executive Board Business Meeting	Private Dining Room

<u>Wednesday, July 16, 2003</u>	
8:15 – 10:00 p.m. Room	Breakfast

Meet and Greet ILA Newcomers' Meeting And Cash Bar Reception—Everyone is walkommen! [Members of the German Listening Association may also join us]	
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<u>Thursday July 19</u>	Session 1
9:00-9:15 a.m. Opening Ceremony	Falken

9:15 – 10:30 a.m.	Falken
1A Connecting Conversations: Gender Issues: Toward a Feminist Theory of Globalization	
Moderator: Michael Purdy, Governors State University, IL, USA	
Conversationalists: Nikki Townsley, University of Colorado at Boulder, USA Susan L.Erikson, University of Denver, USA Joanna Starek, University of Colorado at Boulder, USA Katarina Schough, Uppsala University, Sweden Kristina Tryselius, Karlstad University, Sweden	

10:30-10:45 a.m. Coffee Break	Foyer

10:45 a.m.- Noon
2A

Session 2

Thursday, July 17
Gladan

“100% Responsible Listening-Turn Fantasy into Reality, with Practice”

Chair and Panelist: H. Peter deLisser, Responsible Communications

Most conversations are fantasy. We make up what we think people say-unless we are skilled listeners. Becoming a skilled listener requires Coaching, Fundamentals and Practice, like anything else we do well. Participants in this coaching session will practice the Five Fundamentals of Listening in Eight Practice Drills.

10:45 a.m. - Noon

Thursday, July 17

2B Listening in Multi-Cultural Situations, Falken
 Part I

Chair: Sheila Bentley, Bentley Consulting, USA

Panelists: Vincenne Waxwood, University of Maryland, USA

 Sheila Bentley, Bentley Consulting

 Bronia Holmes, University of South Carolina,
 USA

 Hiroko Suzuki, Interlink, Inc. (Japan)

 Diana F. Davis, James Cook University,
 (Australia)

Are we listening to each other from an ethnocentric perspective? In this two-part panel, the participants will explore practical listening situations in a multi-cultural setting. Focus will be placed on the characteristics of listening in Australia, Japan, and USA. Tips for non-Japanese listeners will also be presented. Sensitivity to and observation of cultural differences and similarities will be discussed. We will attempt to identify a number of universal qualities that good listeners exhibit regardless of cultural variation. Ultimately, our goal is to stimulate enough interest in this topic to encourage further research in this area. (Part II will be continued after lunch as session 3D, same room.)

10:45 a.m. - Noon

Thursday, July 17

2C Research in Listening: Gripen
 Classroom Listening and Peer Mentoring

Chair: Ray Young, Valdosta State University

Maria Loffredo Roca, Amy Oxendine, and Tara E. McLaughlin, Florida Gulf Coast University, “Will that be on the test? An examination of the listening behavior of high and low performing college students.” This paper examines the classroom

listening behavior of a small group of high and low performing college students. Students were interviewed in depth and content analysis was performed.

Ray Young, Valdosta State University, “Emotional and directive listening in peer mentoring: A quantitative study.” This is a quantitative study about how emotional and directive listening by peer mentors helped protégés feel a sense of individuality and connectivity to the organization.

10:45 a.m. - Noon

Thursday, July 17

2D

Listening and Virtuous Anxiety

Viggen

Panelists: Chauncey Bell and Shirah Bell, PhD., Alameda, California

The presenters will introduce a pioneering interpretation of listening they have been developing in research and practice, based in Continental Philosophy and the biology of cognition. This interpretation has been a foundation for the development of innovative new practices in major corporations around the world. They will lead an exercise to reveal important aspects of the interpretation. From the presenters' varied work – he as a business consultant and she as a spiritual director – they will speak about the impact of conventional and unconventional interpretations of anxiety on listening, and relate the two to the management of change in individuals and organizations.

12 p.m. – 1 p.m.
Lunch

Thursday, July 17

Skeppet

Session 3

1:15 – 2:30 p.m.

Thursday, July 17

3A “Listening in the Workplace:
an experiential exercise”

Gripen

Panelists: Lora Vahue, Consultant, & Tim Pearson, Executive
Director, MindJazz

This interactive program involves exercises to enhance the listening process and includes: Listening in the Workplace: an experiential exercise: Dear Experiential Game Player, Play a role in our game. Connect the dots between communication and leadership. Use your personal resources, Listen, and have fun! Yours, The MindJazz Players.

1:15 p.m. – 2:30 p.m. Thursday, July 17
3B Utilizing Classroom Activity Gladan
to Strengthen Listening

Panelist: Batty-Herbert, Kimberly, Clovis Community
College

Utilizing Classroom Activity to Strengthen Listening: Listening instruction involves refining individual's skills yet often courses focus on theory and research rather than skill training and practice. This workshop examines the value of practical application and focuses on the need to incorporate classroom activities to improve listening effectiveness.

1:15 p.m. – 2:30 p.m. Thursday, July 17

3C Using the Watson-Barker Viggen
Listening Test in Grades
4-6

Chair and Panelist: Charles Roberts, East Tennessee State University
This program provides information about the research on and use of the Watson-Barker High School test for students in grades 4-6.

1:15 p.m. – 2:30 p.m. Thursday, July 17
3D Listening in Multi-Cultural Situations, Part II Falken

Part II of the 2B Panel, with Sheila Bentley, Vincenne Waxwood,
Bronia Holmes, Hiroko Suzuki, and Diana F. Davis

2:30 p.m.-2:45 p.m. Thursday, July 17
Coffee Break "Breakfast Room"

Session 4

2:45 p.m.-4:00 p.m. Thursday, July 17
4A Listening: A Key to Gladan
Shrink-Wrapping the World

Chair and Panelist: Stein, Sandy

Ms. Stein will demonstrate how we can use simple strategies to reduce the distance between us culturally and inter-personally. We can leave one another at the conference and not need to be far away again.

2:45 p.m.-4:00 p.m. Thursday, July 17
4B Teaching the Three Credit Gripen
College Listening Course
as an Intensive Workshop

Chair/ Panelist: Ruth Spillberg

Teach the world through listening by offering this course as an intensive in your winter or summer intercession. Intensive courses appeal to a diverse segment of the community because of their condensed time commitment. With

attention to careful planning and varied learning activities, the college instructor can put together a positive and powerful. This is a hands-on learning experience for all to savor and enjoy.

2:45 p.m.-4:00 p.m.

Thursday, July 17
Falkan

4C Listening to the Voice

Elinita Maki, University of Tampere Finland, "The General Impression of the Use of Voice and Explaining Features"

The aim of the study is to clarify the effects of perceived acoustic variables of voice on forming the general impression evaluated by naive listeners.

Kent Adelman, Malmo University, Sweden, "Reported Listening and Using Voices: Students' Profile in Educational Settings"

Eight Swedish teacher education students were videotaped for 12 hours for half a year with a tutor and an observer. When students interact and construct meaning they also use the voices they have been listening to across various contexts as contextual resources. Their intertextual behavior with signaled reported listening in the utterances show how the students use these resources and thus, how their reported listening contributed to the interaction.

2:45 p.m.-4:00 p.m.

Thursday, July 17
Viggen

4D Listening Research: Listening Proficiency

Alejandro J. Casambre, Quezon City, Philippines, "Listening Proficiency, Speech and Scientific Attitudes in three Philippine Linguistic Contexts." This paper is comparative inquiry into the Listening Proficiencies of high school students in monolingual Tagalog, monolingual non-Tagalog and multilingual Philippine Contexts.

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Session 5

4:15 p.m.-5:30 p.m.

Thursday, July 17

5A Listening: Have we really gotten any better?

Falkan

Chair/ Panelist: Sheila Bentley, Bentley Consulting

This session explores the process of becoming a better listener. We can become more efficient by identifying target behaviors, measuring the behaviors, setting goals—including quantity, quality, and manner of Performance and then assessing the impact in the trek to becoming better listeners.

4:15 p.m.-5:30 p.m.

Thursday, July 17

5B Listening Research In the Professions

Gripen

Tuula-Ritta Vilikoski, University of Tampere, Finland, "Do Finnish prosecutors listen in their trials?"

An investigation of the communicative nature of Finnish criminal trials from the point of view of the prosecutor

Vincenne Waxwood, University of Maryland, citizen of the world, "Room without a View."

An ILA member explores the theories and practical listening approaches of architects as they embark on their duties.

4:15 p.m.-5:30 p.m.

Thursday, July 17

Gladan

5C Listening and Healing: Listening With a Loving Heart

Chair/Panelist: Kenneth Paulin.

Listening with understanding to self and others will be examined. Specific suggestions will be provided for connecting with our own inner voices.

Session 6

5:30 p.m.-6:30 p.m.

Thursday, July 17

6A Listening in the Professions

Falkan

Panelists: J. Richard Hoel, Attorney, Johnson Controls,

Barry Spillberg, Telephone Engineer, City of New York,

G. Robert Cooper, Attorney, Otto son, Earthen, Brats, Kelly & Cooper, Wheaton, IL,

Panelists will provide perspectives of listening within their own professions followed by open discussion of ILAer's role in creating better listeners for professions.

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6:30 p.m.-8:00 p.m.

Thursday, July 17

Dinner

8:15 p.m.-9:30 p.m.

Thursday, July 17

7A Meet and Greet Newcomers Reception

Breakfast Room

Repeat of Wednesday evening program for new members and guests to meet Executive Board members to learn more about the organization. All members and guests walkommen!

Friday, July 18, 2003

Friday, 7:00 –9:00 a.m.

Skeppet

Breakfast and Business Meeting-Business meeting begins 7:45 a.m.

9:00-10:00 a.m.

Friday, July 18th

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8A Multicultural Education: Listening to Stories
Falkan
from Other Cultures.

Adonica Schultz Aune, University of North Dakota, "Listening to Stories from Other Cultures."

Listening to Stories from other cultures plays a major role in learning about other people. This is one teacher's account of teaching diversity through listening.

Melissa L. Beall, University of Northern Iowa, "The impact of geography, climate, and conditions on Scandinavian cultural traditions."

Just as stories form culture, the environment, too, plays a role in cultural traditions. Scandinavian weather and environment shaped rituals, rites and traditions.

9:00-10:00 a.m.

Friday, July 18

8B Expanding the View of Listening

Gripen

Chair: Richard Halley, Weber State University

Jeannine S. Tate, Fairfax Co. Public Schools, "School Leaders and the Strategic Value of Listening."

This paper addresses how school leaders listen to teachers to make sense of their work. Careful listening to faculty members seems to be key for allowing principals to make sense of their day-to-day routines.

Richard Halley, Weber State University, "Expanding the Concept of Active Listening."

This paper is intended to expand the meaning of active listening. It will include an exploration of appropriate development of values and critical preparation for the listening event.

9:00-10:00 a.m.

Friday, July 18

8C Research in Educational Settings

Gladan

Larisa Kudriavtseva, Russia, "Three Dimensions Involved in the Teaching of Listening Comprehension in the English Classroom."

The presentation consists of two parts: theoretical and practical. The listening activity "Fads" involves primarily pre-listening and "complete-while-listening" tasks.

Lynn L. Cooper, Wheaton College, IL, USA, “Inter-rater Reliability: A way to understand why and when observers agree in their assessments of listening competency.”

Inter-rater reliability provides a test of how well a listening instrument performs. Eight “good listeners,” (recent award-winning college teachers) were assessed by their students to see what patterns existed in this context.

10:15-10:30 a.m. Friday, July 18
Coffee Break Breakfast Room

10:30-11:45a.m. Friday, July 18
9A Teaching Activities for the NCA Gladan
K-12 Listening Standards

Pamela Cooper, Northwestern University, and Melissa Beall, University of Northern Iowa

These two life members of ILA have served for 12 years on the NCA Task Force for Speaking, Listening, and Media Literacy Standards. Today they will share some of the teaching activities for Listening.

10:30-11:45a.m. Friday, July 18 Room____
9B Hate Speech, the Holocaust, and Falkan
U.S. Arab Listening

Chair: David Wendt, Keokuk High School, IA, USA

Mark Miller, Clark University, MA, USA, “Comparing Hate Speech Laws in the U.S. and Canada.”

The language of hate speech is a major topic of legal and communication scholars today. An analysis of hate speech content and context and the legal ramifications will be discussed through current laws and court decisions.

David Wendt, Keokuk, HS, “Using Listening and Ethnography to Teach the Holocaust.”

Wendt will discuss the use of personal narratives to establish a time line as an alternative strategy for classroom Holocaust instruction.

Charles Veenstra, Dordt College, IA, USA, “Listening Between Arabs and Americans.”

Veenstra will share his research on the current controversy involving the US view of people from the Middle East and their communication differences. He will

focus on listening and how that focus may help increase understanding of Arabs and encourage more even-handedness in dealing with issues in the Middle East.

10:30-11:45 a.m.
9C Listening in Life & Work Relationships

Friday, July 18
Gripen

Chair: Kenneth Paulin, Consultant, MI, USA

Lori Joubert, "Emancipatory Listening-A Way to Empower in the workplace through Listening Partnerships."

This paper explores listening as a feature of interpersonal communication in organizations. In the paper, Joubert looks at how listening partnerships can help employers and employees understand each other.

Kenneth Paulin, "Listening to Silence."

Paulin will provide the opportunity for a five-minute silent meditation and then lead the audience through an examination of the need for more silence in our lives, personally, and professionally.

11:45 a.m. – 12:15 p.m.
10A Student Poster Session

Friday, July 18
Foyer

Students may bring their current listening research and place on posters. They will then be available to talk about their listening research with anyone who wishes to visit with them throughout the conference. Margarete Imhof and Edie Cole will provide a constructive critique at the end of the conference.

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12:15-1:30p.m.
Lunch

Friday, July 18
Skeppet

Session 11

1:30- 3:30p.m.

Friday, July 18
Gladan

11A The Intimate Touch: Listening with Body, Mind, Heart, and Soul.
Chair/Panelist: Theodore Emerson Chaffee, Licensed Marriage and Family Therapist, Portland, ME

The intimacy couples seek can be created and maintained by developing listening behaviors that correspond to the talking styles characteristic of the four dimensions of human growth and experience.

1:30- 3:30p.m. Friday, July 18
.11B Touch the World through Harmony & Leadership Coaching Falkan
Chair: Richard Bommelje, Rollins College

Hiroko Suzuki, Interlink Inc., Japan, "Japanese Style Listening."
This session provides Insights into better understanding and the ways to produce intercultural Harmony. Let's touch the world!

Richard "Rick" Bommelje, Rollins College, and Leadership and Listening Institute, "Leadership Coaching and the Dynamic Listening Process."

This program will explore an effective and proven 6-step leadership coaching model that is based on helping professionals to make dynamic changes in their lives

1:30- 3:30 p.m. Friday, July 18
11C An Examination of Personality Types and Listening Effectiveness of Educators Gripen

Chair/Panelist: Michael Gilbert, Central Michigan University, USA

Professor Gilbert will explore how effectively different types of educators listen.

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1:30 p.m. –3:30 p.m. Friday, July 18

11D The Gift of Empathic Listening Breakfast Room
Chair/ Panelist: Wayne Bond, Montclair State University

This program will focus on establishing an operative definition of empathic listening, examining the process of applying the skill to personal and professional situations, its result in building self esteem and examining activities and strategies for the teaching and training of empathic listening.

3:30-3:45 p.m. Friday, July 18

Coffee Break

Foyer

Session 12

3:45-5:45 p.m.

Friday, July 18

12A Listening to Emotions in the Workplace Gripen
Chair and Panelist: Carole Grau, Taliaferro/Grau Associates

Agitated and emotional colleagues are too frequently a part of our workplace. In such an environment, effective communication is difficult to achieve. In addition, that environment depletes our energy. This session explores licensing's role in de-escalating intense emotional communication.

3:45-5:45 p.m.

Friday, July 18

12B Listening in Multicultural Environments-
Intercultural Communication: Nigeria

Gladan

Panelist: Somuyiwa, Adebayo

Nigeria is a multi-cultural society, with over 120 million people. Lagos State is the former capital of Nigeria and still remains the commercial nerve center of the country. It has more people living in it, from different cultural backgrounds, than anywhere else in Nigeria. The paper is about how these people relate and how the government relates with them.

3:45-5:45 p.m.

Friday, July

18th

12C Listening Research and Applications

Falkan

Chair: Richard Halley, Weber State University

Laura Janusik," Listening Span: A Proposed Measure of Conversational Listening."

Many argue that traditional listening tests measure memory instead of listening. The new Listening Span measures one's cognitive capacity to process and store conversations.

Richard Halley, "Using Wolfram's A New Kind of Science to help conceptualize the effects of current listening behavior on future events. This paper helps us explore the future effects of our current listening behavior by working with Wolfram's ideas about "A New Kind of Science" and his cellular automata

5:45-7:00 p.m.

Friday, July 18th

13A Committee Meetings See Locations in Foyer

7:00 - 8:00 p.m.

Dinner On your Own

8:15 – 9:30 p.m.

Friday, July 18

14A **Connecting Conversations:**

Falkan

“Implications for Reorganizing Health Care Systems – What Communication Practices Can Help Create a Healthier World?”

Moderator: Klara Pihlajamaki, Consultant and Trainer, SISU & University of Stockholm, Sweden

Stimulus Speakers:

Barbara Blackstone, Slippery Rock University, Pennsylvania

Michael Purdy, Governors State University, IL, USA

Takehide Kawashima, President, International Association for Health-Communication Sciences, Tokyo, Japan

Kazuo Akasaka, Vice President, International Association for Health-Communication Sciences, Tokyo, Japan

8-9:30 a.m. Saturday, July 19
15A **Connecting Conversations** Falkan
Religion and Spirituality – What are the boundaries of and connections to peace and understanding?

Moderator: Albert Porter, Little Rock, AR, USA

Stimulus Speakers:

Alan Ward, Professor Emeritus, University of Arkansas @Little Rock
Dick Halley, ILA Past President
Col. Sung Gyung Kim, Korea Military Academy, Seoul, Korea
Theodore Emerson Chaffee, Portland, ME

9:30-10:45 a.m. Saturday, July 19
Coffee Break Foyer

Session 16

10:45-12:00 p.m. Saturday, July 19
16A Touching the world one person at a time Falkan

Panelists: Kathy Thompson, Alverno College
Diana Schnapp, Rockhurst University

Effective listening begins one on one. More than ever, spiritual communities are being called on to answer the needs of individuals in dealing with birth, death, loss, illness, and other challenging life events. Both Kathy and Diana have been involved in using listening as a pastoral care service. Diana will report on listening skills used in pastoral care by various faith communities. Kathy will describe her training as a Pastoral Care Associate at the first Unitarian Church in Milwaukee, Wisconsin and will demonstrate some of the skills used in both preparing to listen and serving in various circumstances.

10:45-12:00 p.m. Saturday, July 19
16B Listening Strategies in the K12 Classroom Gladan

Chair: David Wendt, Keokuk High School Iowa

Panelists: Richard Hunsaker, McKendree College
Robert Neulieb, University High School

Diane Ritzdorf, Arapahoe High School
Morris Snively, Belleville East High school
David Wendt, Keokuk High School Iowa

The discussion will focus on listening strategies as instructional resources in the areas of leadership, media, at-risk and forensics activities.

10:45-12:00 p.m. Saturday, July 19
16C Listening Research in Action Gripen

Chair: Laura Janusik, University of Maryland

Panelists: Laura Janusik, University of Maryland
Michael Purdy, Governors State University

Margarete Imhoff, Goethe Institute, Germany

A challenge to research is that our colleagues are dispersed, making collaboration difficult. Join three listening researchers as they discuss their current quantitative and qualitative works-in-progress. After brief descriptions, an open dialogue will be facilitated to assist those interested in learning more about research or seeking perspectives on current ideas.

12:00-1:30 p.m. Saturday, July 19
17A President's Luncheon Skeppet

Session 18

1:45-3:00 p.m. Saturday, July 19
18A Listening Technology Creates Falkan
Professional Field of Sound Training
Chair and Panelist: Dr. Billie M. Thompson,

The Tomatis Method has expanded worldwide and a new international professional association with Standards of Practice adds a new level of professionalism to Listening Training.

1:45-3:00 p.m. Saturday, July 19
18B Listening in Relationships Gripen

Chair: Carol Richards, Bemidji State University, MN
Kazuo Akasaka, Amori University of Health and Welfare, Japan, "Changes in listening behavior between husband and wife."

Man surely also has menopause. There are those who are and who are not conscious of menopause. Even those who are not conscious at the time will eventually become aware of it. Menopause is a difficult time in life for everyone.

Carol Richards, "Somebody Stop Me!: Interrupting as a Sign of Membership."

Despite the fact that interrupting others' speech is on most lists of undesirable behavior, it often happens. Richards explores how it may function to encourage speech among friends.

3:15-3:30 p.m. Saturday, July 19
Coffee Break Foyer

Session 19

3:15-5:15 p.m. Saturday, July 19
19A Touching the World Through Gladan
Intercultural Communication Competence

Panelists: Pamela Cooper, Northwestern University and J. Richard Hoel, Attorney

Based on their experience living and working abroad, the presenters will share information about effective speaking and listening in intercultural settings. This

will be done primarily through a narrative approach. A model of intercultural communication will be presented. Audience members will be asked to share their own anecdotes, narratives, and experiences. Based on all this information, the participants will discuss what these tell us about intercultural communication competence.

3:15-5:15 p.m. Saturday, July 19
19B Listening in Service and Service Learning Falkan
Chair: Nanette Johnson-Curiskis, Minnesota State University at Mankato and
Capella University

Michael Purdy, Governors State University, IL, "Listening in Service:
Connecting!"

"Listening as connecting" is an elemental way of serving others in a supportive relationship. It is most important to emphasize this relationship in the everyday world of work and service.

Nanette Johnson-Curiskis, "Touch the World with Service Learning in the
Effective Listening Classroom."

Educators can "touch the world" by facilitating learning through Service Learning. The service learning movement, advantages and disadvantages of service learning, and models for service learning in the Effective Listening class and in a Performance of Literature classroom will be shared.

3:15-5:15 p.m. Saturday, July 19
19C Listen and Lead the World: Gripen
Global Listening Leader
Insights & Strategies
Panelists: Lyman K. Steil, Communication development,
Inc., & International Listening Institute
Richard Bommelje, Rollins College & Leadership & Listening
Institute

Outstanding Leaders in every realm of the Global enterprise are outstanding listeners. "Listen and Lead the World" highlights the insights and practical listening strategies of more than 100 Global Listening Leaders.

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Session 20

5:15 – 6:30 p.m. Saturday, July 19
20A Listening and Educating Viggen
in the Professions
Chair: Kathy A. Leeper, Concordia College

Kathy, A. Leeper and Roy Leeper, Concordia College, "Listen: A Mandate for Public Relations in Higher Education."

Public Relations in higher education can function more effectively and avoid certain crises when its structure focuses on listening.

Carol A. Christy, University of Idaho, "The Reliability of Pre-Service Teachers to Detect Oral Reading Miscues," Christy will present results of a study that looks at whether specific training helps pre-service teachers become more accurate listeners when children read aloud on high stakes tests.

5:15-6:30 p.m. Saturday, July 19
20B Unique Listening Situations Gripen

Chair: Barbara Penington, University of Wisconsin, Whitewater
Monique Myers, Emerson College, Boston, MA, "Listening in Restraining Order Court: Participants' Perspectives and Suggestions.

This essay details listening behaviors in a Restraining Order Court in Denver, CO, USA. Data from interviews indicates both problematic and empowering listening behaviors as well as suggestions for improvement.

Barbara Penington, "Listening in Mother-Adolescent Daughter Relationships: A Preliminary Investigation into Emergent Themes Using a Multiethnic Sample."

This qualitative study examines listening in the mother-adolescent daughter context through an analysis of both interview and interactional data drawn from two different ethnic groups.

5:15-6:30 p.m. Saturday, July 19
20C **Connecting Conversations** Falkan

Eldercare – What Communication challenges emerge as elders become the majority in our global society?

Moderator: Carole Grau, Taliaferro/Grau Associates, Brooklyn
Stimulus Speakers

Laurie Hayes, Colorado State University, Ft. Collins, CO
Others welcome!

7:15-9:00 p.m. Saturday, July 19
Awards Banquet Swedish Smorgasbord Skeppet

We will plan a special session with members of **The German Listening Association** and notify everyone during the conference

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Sunday, July 20

9:00 – 12:00 Noon Sunday, July 20

Busses will pick us up at the Hotel and take us to Stockholm for the Beauty on Water Boat Tour on the M/S Östanå I. Café is open, cash only, no credit cards. Busses will return us to the Park Inn Haninge.

ILA Executive Board Meeting 12:15 – 1:45 p.m.

2:00 – 5:00 p.m.

Sunday, July 20

ILA Closing Ceremony/Reception/WCA Opening Ceremony Falkan

(Refreshments provided by the Haninge Municipality)

Moderators: Melissa Beall, President, ILA, and Sharon Ratliffe, President, WCA

Connecting Conversation: Intercultural Listening: Collected Reflections, Collated Refractions, William J. Starosta, Howard University, Washington, DC, USA

ILA Executive Board Meeting 8:00 – 9:30 p.m.

Tuesday, July 22, Optional One Day Tour of Stockholm with WCA