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, Viggen and the conference foyer.

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<td>Wednesday, July 16, 2003 4:00 – 8:00 p.m.</td>
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<td>ILA Executive Board Business Meeting</td>
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| Wednesday, July 16, 2003 8:15 – 10:00 p.m.         | Breakfast Room |
| Meet and Greet ILA Newcomers’ Meeting               | ***            |
| And Cash Bar Reception—Everyone is walkommen!       |                |
| [Members of the German Listening Association may also join us] | ***           |

Thursday July 19  
**Session 1**

9:00-9:15 a.m.  
Opening Ceremony

9:15 – 10:30 a.m.  
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
“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.

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Listening in Multi-Cultural Situations, 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.)

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Research in Listening: 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. Thursday, July 17
Lunch Skeppet

Session 3
1:15 – 2:30 p.m. Thursday, July 17

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

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.
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.

Panelist: Batty-Herbert, Kimberly, Clovis Community College

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.

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

Listening in Multi-Cultural Situations, Part II

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.

Chair and Panelist: Stein, Sandy

Teaching the Three Credit Gripen College Listening Course as an Intensive Workshop

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.

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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.

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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.

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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.

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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.

6:30 p.m.-8:00 p.m. Thursday, July 17
Dinner

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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 wolkomen!

Friday, July 18, 2003

Friday, 7:00 –9:00 a.m. Skeppet
Breakfast and Business Meeting-Business meeting begins 7:45 a.m.

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9:00-10:00 a.m. Friday, July 18th
8A  Multicultural Education: Listening to Stories 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

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

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.

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

10:30-11:45 a.m. Friday, July 18
9A Teaching Activities for the NCA K-12 Listening Standards
Gladan 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.
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10:30-11:45 a.m. Friday, July 18
9B Hate Speech, the Holocaust, and U.S. Arab Listening
Falkan
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. Friday, July 18
9C Listening in Life & Work Relationships 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. Friday, July 18
10A Student Poster Session 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.

12:15-1:30 p.m. Friday, July 18
Lunch Skeppet

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Session 11

1:30- 3:30 p.m. Friday, July 18
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
Chair: Richard Bommelje, Rollins College

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

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

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  

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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  Gladan
Intercultural Communication: Nigeria
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 18
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

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5:45-7:00 p.m.  Friday, July 18
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

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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.

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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

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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.

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

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.

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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.

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