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Dear members of the International Listening Association and Guests,

It is a great honor for me to welcome all of you to the 28th annual convention of the International Listening Association, particularly because we are truly celebrating the "international" nature of the organization this year by convening here in Frankfurt.

In these troubled times, it is particularly important to recognize the importance of effective listening in building bridges among diverse people around the world. If we do not listen, we cannot hear the real needs of others. If we do not listen, we cannot develop deep and true relationships. If we do not listen, then we focus exclusively on ourselves and we lose sight of the fact that we are each just small drops in the much greater ocean of humanity. Only when we honor the humanity of others can we be diplomats, ambassadors, and peacemakers. Listening is one of the most essential skills to develop if we want to be bridge builders of hope.

During these few days together in Germany, my hope is that we will honor each other by listening carefully and deeply to what we share and to where we differ. Let us then carry the gift of listening back to our families, our friends, our communities and build bridges of love and peace that can contribute to healing our ailing planet.

Maria L. Roca
Welcome from the Vice-President of the Johann Wolfgang Goethe University, Frankfurt
Prof. Dr. Andreas Gold

Dear participants of the convention and the listening workshop,

I would personally like to welcome the members of the International Listening Association and the guests of their annual convention to our university and our city. We are proud that your organization has chosen Frankfurt for their annual meeting and we want to do everything to make both the conference and your stay a memorable and worth while experience.

I hope that you will find the convention to be successful and fruitful in terms of interesting discussions, exchange of knowledge and ideas, and in terms of personal interactions and networking. To have the convention of the International Listening Association in Frankfurt also gives us the opportunity to join you in “listening” and to learn more about the field of listening which has still to grow both in terms of research basis and general awareness.

Although you came to Frankfurt to attend the convention, I encourage you to take the time to visit places in and around Frankfurt. It has been an important marketplace throughout its history and is today a rather busy, diverse, and modern city. You will hear people speak in many different languages. In other parts, Frankfurt keeps its very own local charm. I hope you will experience both sides.

All the best for your convention experience.

(Prof. Dr. Andreas Gold
Vice President of the Johann Wolfgang Goethe-University Frankfurt)
Greetings from the German Listening Foundation (Stiftung Zuhören) on the occasion of the 28th annual convention of the International Listening Association

Listening connects people in a very special way. He who can listen, creates space for the other person and, thus, secures the preconditions for creative cooperation. This is why listening is truly a critical factor for success, both for the individual and the society in general. The fact that the impact of listening has been underestimated to this day, may be attributable to the overestimation of the visual world in our educational landscape. There is, however, a change beginning to be visible. In the face of the immediate power of the picture which we experience on a daily basis and which contributes to the enslaving of the word, the power of listening appears to be a liberating re-discovery.

We believe that progress on the road to a society which is conducive to and appreciative of listening is mediated by passing on this discovery to others. This is the mission of the German Listening Foundation. The experience that listening is a skill which can be learned and taught is a core element in this context. The International Listening Association which holds their 28th annual convention in Frankfurt / Main can certainly be considered a pioneer in this work. The selection of interdisciplinary and practice oriented workshops shows how fostering listening skills for professionals and for particular situations can be brought about and what effects can be achieved.

In this shared spirit, the German Listening Foundation wishes all participants valuable impulses and productive ideas.

Stiftung Zuhören
Dr. Sebastian Hügel
About the International Listening Association

Purpose
The International Listening Association (ILA) is a professional organization whose members are dedicated to learning more about the impact that listening has on all human activity.

Foundation and Membership
ILA was formed in 1979 to promote the study, development, and teaching of effective listening in all settings.

Although listening is at the root of communication, it remains an interdisciplinary topic. The ILA membership is built up of an array of diverse professionals from the fields of education, business, government, medicine, human resources, training and development, the media and the arts. The ILA enjoys a diverse membership drawing from 17 countries and 49 states.

Activities
The ILA meets at annual conventions and regional conferences to share information, to support research efforts, and to promote the practice and teaching of effective listening. The ILA’s cooperative and engaging atmosphere provides the opportunity to share applied, theoretical and strategic ideas about listening.
AWARDS

Listening Hall of Fame
The highest award in the ILA, the Hall of Fame Award is presented to individuals who are recognized for notable achievements involving listening in academic, business or other settings.

Listener of the Year Award
Recipients of the Listener of the Year Award are nationally or internationally prominent listeners who have demonstrated the highest standards and principles of effective listening.

Past recipients of the Listener of the Year Award have included:

- Barbara Bush
- William Jefferson Clinton
- Hugh Downs
- Alex Haley
- Johnny Carson
- Ann Landers
- Sandra Day O’Connor
- Bryant Gumbel
- Jane Pauley
- James Earl “Jimmy” Carter, Jr.

Other awards include Special Recognition, ILA Research Awards, Award for Listening in the Business Sector, Outstanding Educator, and the President’s Award.

PUBLICATIONS

International Journal of Listening
Published annually since 1987, the Journal contains scholarly articles of research about listening.

The Listening Professional
Containing feature-style articles that appeal to the broader business community of listening professionals, and is published annually.

Listening Post
The association’s quarterly newsletter that features news of interest to members as well as articles about new research, teaching techniques and resources.

CONTACT
James W. Pratt, Executive Director
P.O. Box 744, River Falls, WI 54022 USA
Phone: 800-ILA-4505 Fax: 888-314-9533
E-mail: ilistening@aol.com
Website: www.listen.org
Executive Board 2006-2007

President
First Vice-President
First Vice-President Elect
Second Vice-President
Secretary
Member-at-Large, Public Relations
Member-at-Large, Global
Member-at-Large, Special Projects
Student Member

Maria Roca
Margarete Imhof
Lisa M. Orick-Martinez
Laura Janusik
Nanette Johnson-Curiskis
Katherine Thompson
Erin Tobiasz
Graham Bodie
Jennifer Gill

Immediate Past President
Listening Post Editor
International Journal of Listening Editor
The Listening Professional Editor
Web Editor
Executive Director
Special Advisor to the President

Barbara Nixon
Linda Diamond
James Floyd
Cyndi Grobmeier
Joyce Chen
James W. Pratt
Melissa Beall
International Listening Association
Committee Membership 2006-2007

**Awards**
1. Melissa Beall
2. Jerry Catt-Oliasen
3. Margaret Fitch Hauser
4. Richard Halley
5. Susan Timm

**Business Task Force**
1. Susan Timm
2. Rochelle Devereaux
3. Richard Anstruther
4. Sheila Bentley
5. Wayne Bond
6. Carole Grau
7. Jennifer Grau
8. Barbara B. Nixon
9. Lyman K. “Manny” Steil
10. Kathy Thompson

**Elementary/Secondary Task Force**
1. Jeannine Tate
2. Melissa Beall
3. Wayne Bond
4. Marva Shand-McIntosh
5. Carol Christy
6. Ray McKelvy
7. Suzie Berkheimer

**Global Outreach**
1. Erin Tobiasz
2. Margarete Imhof
3. Charles Lester
4. Terry Ostermeier
5. Roberta Ray
6. Vincente A. Waxwood

**Program Planning**
1. Margarete Imhof
2. Diana Corley Schnapp
3. Jennie Grau
4. Jeannine Tate
5. Susan Timm
6. Graham Bodie

**Public Relations**
1. Katherine Thompson
2 & 3 Bob & Mary Bohlken

**Research Committee Membership**
1. Graham Bodie
2. Tuula-Riita Välikoski
3. Laura Janusik
4. Margarete Imhof
5. Debra Worthington
6. Irma Ilomäki
7. Mike Purdy
8. Jerry Catt-Olisen
9. Maria Roca
10. Raynette Williams
11. Jennifer Gill
12. Dick Halley
13. Carol Christy
14. Ray Young

**Membership**
1. Laura Janusik
2. Christopher Bond
3. Mark Brady
4. Pete de Lisser
5. Jennie Gill

**Site Selection**
1. Diana Corley Schnapp
2. Kathy Thompson

**Task Force on Reinventing the Wheel**
1. Kimberley Batty-Herbert
2. Melissa Beall
3. Pete de Lisser,
4. Maria F. Loffredo Roca
How to find your committee:

The International Listening Association is proud of their international and interdisciplinary membership. We enjoy the platform for discussion with researchers, practitioners, students, and presenters who share the interest in and the passion for listening on the one hand and who look at listening from rather different angles.

The backbone of a functioning association is composed of the members and their ideas. The committees which have been created within the ILA try to keep the flow of ideas going and to focus the energy on particular topics which are of major concern for the Association and the proliferation of listening. Here is a short description of current committees:

Awards Committee: Proposes individuals for awards from the organization.

Business Committee: Serves the business community, network platform for trainers, coaches, counsellors in business communication.

Education Task Force: Is concerned about the teaching of listening in schools and colleges.

Global Outreach Committee: Coordinates the international activities of the organization.

Membership Committee: Looks at the needs of the membership and makes suggestions for how the organization can improve their service to both old and new members.

Nomination Committee: Puts together a slate of nominees for ILA offices.

Program Planning Committee: Supports the First Vice-President in planning the next convention.

Public Relations Committee: Plans and carries out projects to spread information on listening and the ILA and invites new members.

Research Committee: Looks at research issues and fosters research cooperation.

Site Selection Committee: Looks at prospective convention sites and proposes a where ILA should go.

The “Not to re-invent the wheel”-Task Force: Their name is their agenda!

If you would like to share your talents and interests with the committee, you are more than welcome to join a committee. Check the program overview for the meeting times of the committee which might sound interesting to you. The committees are open to everyone.
The Convention 2007 at a Glance

This is your day on Wednesday, July 18, 2007

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<th>Time</th>
<th>Mainhattan III</th>
<th>Mainhattan IV</th>
<th>Mainhattan V</th>
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<tbody>
<tr>
<td>10.00-5.00</td>
<td>ILA Executive Board Meeting</td>
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<tr>
<td>12.00-6.00</td>
<td>Registration in the lobby in front of the meeting rooms</td>
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<tr>
<td>6.30-7.00</td>
<td>NewComers meet the Board: Find out more at the Hotelbar</td>
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<td>7.00-9.00</td>
<td>Meet and Greet ILA NewComers and Lifetime Friends at the Hotelbar</td>
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This is your day on Thursday, July 19, 2007

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<th>Mainhattan III</th>
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<tr>
<td>8.30-9.00</td>
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<td>Opening</td>
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<tr>
<td>8.00-4.00</td>
<td>Register in the lobby in front of the meeting rooms</td>
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<tr>
<td>9.00-9.30</td>
<td>Chair: Erika Vora</td>
<td>Tuula-Riitta Välkoski and students:</td>
<td>Chair: Ray Young</td>
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<tr>
<td></td>
<td>Charles Veenstra: Listening and reconciliation between antagonistic communities</td>
<td>What happens when people do realize that listening which is taken for granted can also be researched and trained? The case in Finland</td>
<td>Ray Young &amp; William Faux: Non native English speaker’s perspective on difficult conversation with native English speakers: More than a language problem?</td>
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<td>Vora &amp; Asante: Listening across cultures in a turbulent world.</td>
<td>Emma Kaipomäki: Listening in organizations</td>
<td>Huei-Chun Teng: Relationship between EFL listening proficiency and speaking test performance</td>
</tr>
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<td></td>
<td>Erika Vora: Perspective-taking listening to diverse religious voices in a troubled world.</td>
<td>Disa Kamula: Starting to improvise: Listening, memory, and improvisional theatre</td>
<td>Seo Kyoko: Unlocking the blackbox in listening comprehension</td>
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<td>Molefi Kete Asante: Listening across cultures: Creating human possibilities.</td>
<td>Marjanna Artkoski: The physician’s dilemma: Cure or care. The concept of listening in the doctor-patient relationship</td>
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<tr>
<td>10.30-11.00</td>
<td></td>
<td>Sanna Ala-Kortesmaa: The effective listening in the legal mediation process in civil matters</td>
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<td>Sari Ortju: Listening in the performance review</td>
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<td>Coffee Break in the lobby</td>
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<td>11.00-11.30</td>
<td><strong>Chair: Lisa Orick-Martinez</strong>&lt;br&gt;<strong>Expert Panel:</strong> Assessment of listening: Perspectives and instruments</td>
<td><strong>Chair: Sheila Bentley</strong>&lt;br&gt;Sheila Bentley: The role of listening in leadership coaching</td>
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<tr>
<td>11.30-12.00</td>
<td></td>
<td><strong>Graham Bodie:</strong> Panel with Tuula-Riitta Välkoski, Richard D. Halley &amp; Laura Janusik: Listening: Past, present, and future</td>
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<tr>
<td>12.00-12.30</td>
<td>Business committee</td>
<td><strong>Sheila Bentley:</strong> The role of listening in leadership coaching</td>
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<tr>
<td>12.30-1.30</td>
<td><strong>Lunch Break</strong>&lt;br&gt;Nan Johnson-Curiskis: Archives Update</td>
<td><strong>PR Committee</strong>&lt;br&gt;Not Re-inventing the wheel</td>
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<tr>
<td>1.30-2.00</td>
<td><strong>Chair: Margaret Fitch-Hauser</strong>&lt;br&gt;<strong>Research Panel</strong></td>
<td><strong>Chair: Context Lead</strong>&lt;br&gt;Forum Follow-up for Education and Education Committee meeting</td>
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<tr>
<td>2.00-2.30</td>
<td>Sheila Bentley, Margaret Fitch-Hauser &amp; Jan Flynn: Measuring interactive listening</td>
<td><strong>Kimberly Batty-Herbert &amp; Bob Bohlken</strong>&lt;br&gt;c/o Nan Johnson-Curiskis: Swap Shop</td>
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<td>2.30-3.00</td>
<td><strong>Coffee Break</strong></td>
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<tr>
<td>3.00-3.30</td>
<td><strong>Chair: Margaret Fitch-Hauser</strong>&lt;br&gt;Debra Worthington &amp; Graham Bodie: Addressing the reliability of the WP-16</td>
<td><strong>Chair: Laura Janusik</strong>&lt;br&gt;Janusik, Laura: Establishing further validity for the Conversational Listening Span (CLS)</td>
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<td>3.30-4.00</td>
<td>Jan Flynn: Listening in the management literature</td>
<td><strong>Lisa Orick-Martinez &amp; Laura Janusik:</strong> Perceptions of listening between leaders and their subordinates</td>
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<tr>
<td>4.00-5.00</td>
<td><strong>Transfer to Campus Westend for the Grand Lecture Opening</strong></td>
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<tr>
<td>5.00-6.00</td>
<td><strong>Grand Lecture Opening:</strong>&lt;br&gt;Prof. Hartwig Eckert: On maximising information gain through listening</td>
<td><strong>Stay on for a pre-dinner party with hors d’oeuvres and drinks</strong></td>
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<td>6.00-</td>
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<td>8.00-12.00</td>
<td>Registration in the lobby in front of the meeting rooms</td>
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<tr>
<td>8.00-9.00</td>
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<td>Business Meeting</td>
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<tr>
<td>9.00-9.30</td>
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<td>You talk we listen</td>
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<tr>
<td>9.30-9.45</td>
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<td>Coffee Break in the lobby</td>
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<tr>
<td>9:45-10.15</td>
<td>Chair: Melissa Beall</td>
<td>Chair: Kent Zimmerman</td>
<td>Chair: Michael Purdy</td>
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<tr>
<td>10.15-10.45</td>
<td>Melissa Beall, Pam Cooper, Richard Halley, Bronia Holmes &amp; Kazuo Akasaka: Intercultural listening</td>
<td>Ashley Jones-Bodie: The treatment of listening in introductory Public Relations textbooks</td>
<td>Michael Purdy: Listening in alliance</td>
</tr>
<tr>
<td>10.45-11.15</td>
<td>Chair: Kent Zimmerman</td>
<td>Laurie Hayes: Is “Eh” merely a conversational tag-line” – the status of post-secondary instruction in listening in Canada</td>
<td>Hildegunn Otnes: Continuers, connectives and cohesive ties</td>
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<tr>
<td>11.30-12.30</td>
<td>Chair: Charles Lester</td>
<td>Chair: Graham Bodie</td>
<td>Chair: James Hayes</td>
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<td>Charles Lester: The relationship between spirituality, religion, and listening</td>
<td>Graham Bodie, Tuula-Riitta Välikoski, Laura Janusik, Richard Halley, Margaret Imhof, Margaret Fitch-Hauser &amp; Mike Purdy: The state of listening theory</td>
<td>James Hayes: Thanks for listening – Using listening theory to train volunteer programmer/DJs at a Canadian University Radio Station</td>
</tr>
<tr>
<td>12.30-1.30</td>
<td>Lunch Break</td>
<td>Diana Davis &amp; Don Close: The role of listening in postgraduate supervision</td>
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<tr>
<td>1.30-2.00</td>
<td>Forum Follow-up Business Context</td>
<td>Forum Follow-up Spirituality Context</td>
<td>Forum Follow-up Health Context</td>
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<tr>
<td>2.00-2.30</td>
<td>Enjoy the afternoon on your own (see suggestions at registration desk)</td>
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<td>7.00</td>
<td>Meet in front of the cathedral for a guided tour and organ concert</td>
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<tr>
<td>8.30-9.00</td>
<td>Awards Committee</td>
<td>Research Committee</td>
<td>Site Selection Committee</td>
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<tr>
<td>9.00-9.30</td>
<td>Chair: Christopher Bond</td>
<td>Forum follow-up Research Context</td>
<td>Chair: Maria Roca</td>
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<td></td>
<td>Christopher Bond, Jennifer Ware, Benjamin Wise, Elizabeth Stephens &amp; Nina Tinner: An examination of listening in healthcare contexts</td>
<td>Manny Steil: Understanding the differential forces that drive different listeners in different ways and in different times</td>
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<td>9.30-10.00</td>
<td>Coffee Break</td>
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<tr>
<td>10.00-10.30</td>
<td>Chair: Graham Bodie</td>
<td>Chair: Charles Roberts</td>
<td>Chair: Theodore Chaffee</td>
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<td></td>
<td>Graham Bodie, Laura Janusik, Margaret Fitch-Hauser &amp; Mike Purdy: Fostering productive, sound, and meaningful listening research</td>
<td>Charles Roberts: Attending to the international cruise passenger: Listening effectively to a globalized cacophony</td>
<td>Theodore Chaffee: The unbearable loss of lightness: Connective listening, intimacy, and the sensuous ear</td>
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<td></td>
<td>Maria Roca: The disciplines weigh in: Listening lessons from diverse perspectives</td>
<td>Fadeke Oresanya: Helping workers listen better to clients</td>
<td>Barbara Penington: Where did you learn that? Learning listening skills for the workplace.</td>
</tr>
<tr>
<td>11.30-12.00</td>
<td>Nominating Committee</td>
<td>Chair: Bronia Holmes</td>
<td>Membership Committee</td>
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<td>Global Committee</td>
<td>Vincenne Waxwood &amp; Stephanie Rogers-Johnson: Listening to resolve conflict</td>
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<tr>
<td>12.00-12.30</td>
<td>Lunch Break</td>
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<tr>
<td>12.30-1.15</td>
<td>“Mittagsvorlesung”: Prof. Dr. Gaby Knappe: How the Sirloin was knighted</td>
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<td>1.15-1.45</td>
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| 2.00-2.30 | Chair: Carol Christy  
Carol Christy: Oral readers monitoring listeners  
Margarete Imhof: Listening – What’s learning got to do with it?  
Jennifer Gill: c/o Christopher Bond  
Ask a listener  
John Ray & Roberta Ray:  
Listening and citizenship: The importance of listening in a functioning democracy |
| 2.30-3.00 | Coffee Break |
| 3.00-3.30 | Maria Roca: President’s Panel  
Planetary Listening Initiative  
Chair: Helen Meldrum  
Christopher Bond, Listening to health risk messages: Why is it different and what do we need to know?  
Helen Meldrum: Listening to patients: When women try to speak up about sensitive issues  
Program Planning Committee |
| 3.30-4.30 |  
5.30 | Transfer to Closing Banquet  
10.00 | Conclusion of the Banquet |

This is your day on Sunday, July 22, 2007

<table>
<thead>
<tr>
<th>Time</th>
<th>Location</th>
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<tbody>
<tr>
<td>9.00-12.00</td>
<td>Mainhatten III</td>
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<td></td>
<td>ILA Executive Board Meeting</td>
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<tr>
<td>9.00-12.00</td>
<td>Mainhatten IV</td>
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<tr>
<td>9.00-12.00</td>
<td>Mainhatten V</td>
</tr>
</tbody>
</table>
Listen and make the connection

Detailed Program Listing

A note on the room arrangement:

All convention rooms are on the second floor which is the floor above the street level. All three rooms are called “Mainhattan” and they are numbered with Roman numerals III-V. For your convenience, the current programs will be posted near the door of each room. In case you need more information, please refer to the Registration desk which is also located on this floor.
Thursday, July 19

Stop by Registration to pick up your packet of materials, including the printed program, meal tickets, name tag, and other information.

8.30 – 9.00: General Session

Mainhattan IV: Local Arrangements Committee

Opening and Welcome

A short greeting and a welcome to everyone. This session gives an overview of the convention.

9.00 – 10.30 Break-out Sessions

Mainhattan III: Chair: Erika Vora

Listening and reconciliation between antagonistic communities
Charles Veenstra

This paper discusses a situation where listening between peoples and nations is essential. In his presentation, Dr. Charles Veenstra will explain how certain beliefs and practices of Christian Zionists seem to preclude listening. Listening does not seem to be on the agenda for those who believe in Christian Zionism.

Perspective-taking listening to diverse religious voices in a troubled world
Erika Vora

The goal of this paper is to describe an effective use of perspective-taking listening in intercultural communication and to apply it toward reducing ethnocentrism and becoming ethno-relative.
**Listening across cultures: Creating human possibilities**
Molefi Kete Asante

This session is designed to help educators prepare students for functioning effectively in a turbulent world, where different religious or ideological perspectives are causes of intercultural conflict and misunderstanding.

**Mainhattan IV: Chair: Tuula-Riitta Välkoski**

**What happens when people do realize that listening which is taken for granted can also be researched and trained?**

**Listening in organisations**
Emma Kaipomäki

Internal communication of one IT service team in the Ministry of Labour. How does technology affect listening? Do you need listening if you have emails, text messages and internet? What kind of information needs face-to-face conversations?

**Starting to improvise**
Disa Kamula

Is it possible to improve one’s listening skills by improvisational theatre? Can CLS be assessed here? What is the phenomena of listening in a theatre on stage?

**The physician’s dilemma: Cure or care.**
**The concept of listening in the doctor-patient relationship**
Marjanna Artkoski

Many Finnish physicians seem to consider listening a self-evident fact in their work, but on the other hand it seems too easy for them just to appear to be listening to the patient. You don’t have to be a doctor to know how to listen”. How is the concept of listening defined by the physicians? Do the doctors undervalue the contributions of listening in a satisfied doctor-patient relationship? Some doctors openly admit that they very soon stop listening and do interrupt their patients badly. What are the costs of ineffective listening in doctor-patient relationships?

**The effective listening in the legal mediation process in civil matters**
Sanna Ala-Kortesmaa

What are the components of effective listening which are present in the mediation process? How can effective listening in the mediation process be assessed? (A question concerning the chosen method, e.g., LPFR 360 by Brandt or OLS by Cooper etc.). Should the parties and mediator be congruous about the mediator’s ability to listen effectively, what kind of an impact would the congruity have on a mutually agreed solution or a partial agreement?
**Listening in the performance review**  
Sari Ortju

Many organizations have the performance review once or twice a year in Finland. The nature of the listening is both a tool and a result in the situation. What are the expectations persons have about listening? How do they prepare for the performance review (superiors/subordinates)? Do they have any listening plans or inventories? Is a satisfied relationship possible to create by effective listening?

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**Mainhattan V: Chair: Ray Young**

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**Non native English speaker’s perspective on difficult conversation with native English speakers: More than a language problem?**  
Ray Young & William Faux

This study investigates non native speakers’ perceptions of difficult conversations between native and non-native speakers of English. Results from previous research suggest that feelings of misunderstandings from the native speaker result from communication competence and contextual factors not just language difficulties. The present study examines whether similar variables will be related to feelings of misunderstandings in the non native speaker of English.

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**Relationship between EFL listening proficiency**  
Huei-Chun Teng

The present study aimed to examine the relationship between EFL learners’ listening proficiency and their performance in speaking test. The main research questions explored in the study included: (1) Is there any significant correlation between EFL learners’ listening proficiency and their performance in repetition? (2) Is there any significant correlation between EFL listening proficiency and the performance in answering questions? (3) Which test type, repetition or answering questions, is influenced more by listening proficiency?

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**Unlocking the blackbox in listening comprehension**  
Seo Kyoko

This study is a descriptive analysis of verbal protocols which attempts to demonstrate strategic differences in comprehending audiovisual text in Japanese. The data were collected through a concurrent think-aloud procedure and qualitative analysis of data revealed striking differences between the two groups. The excerpts presented in the study will provide L2 teachers and learners with insight into why less-proficient learners do not achieve a high level of comprehension similar to that achieved by proficient learners.
Thursday, July 19

10.30 – 11.00 Coffee Break

11.00 – 12.00 Break-out Sessions

Mainhattan III: Chair: Lisa Orick-Martinez

**Expert Panel for Assessment of listening: Perspectives and instruments**

This panel is meant as a discussion group with a focus on listening assessment. Building on the overview of instruments developed for listening assessment which was prepared for the Listening Forum in Kansas City in 2006, the idea is to see what is available in terms of assessment instruments (What aspects of listening are measured? How is listening operationalized? What is the target population? What do we know about the validity of the instruments? What would be important to know or to look at on top of what we have?)

Mainhattan IV: Chair: Sheila Bentley

**The role of listening in leadership coaching**

Sheila Bentley

This interactive session will share techniques used in coaching sessions that were designed to develop leadership skills for nurse leaders in a five-hospital system. Because of the significant role that listening plays in positive patient outcomes and because the hospital system was incorporating shared governance into its management philosophy, listening skills became an important leadership skill. This workshop will include sample coaching plans, resources, and techniques for developing skills in listening for information, conveying empathy, building trust, and strengthening positive relationships in a medical environment.

Mainhattan V: Chair: Graham Bodie

**Panel: Listening: Past, Present and Future**

Tuula-Riitta Välikoski, Richard D. Halley, Laura Janusik

Panelists will discuss their own view of where we’ve been, where we are, and where we should be headed. Audience participation will be welcomed and encouraged after brief opinions are stated.
12.00 – 12.30 Committee Meetings

Mainhattan III: Business Committee
Mainhattan IV: PR Committee
Mainhattan V: Not Re-Inventing the Wheel Task Force

12.30 – 1.30 Lunch Break in the Hotel Restaurant
Nan-Johnson-Curiskis will give an Update on the Archives

1.30 – 2.30 Break-out Sessions and Listening Forum follow-up panels

Mainhattan III: Chair: Margaret Fitch-Hauser

Research Panel

The panel will consist of four research papers. The papers will look at various contemporary aspects of Listening.

The BF²: Measuring interactive listening
Sheila Bentley, Margaret Fitch-Hauser & Jan Flynn

This paper will present the final validated version of the BF², an instrument designed to measure listening in an interactive setting. This instrument has been developed over the past three years with the input of ILA members. The paper will report reliability, validity, and normative scores for the instrument.

Listening and Cellphones: A cross-cultural comparison
Debra Worthington, Margaret Fitch-Hauser & Kim Sei-Hill

An ever present force in our lives seems to be the cell phone. There seems to be nowhere we can go without being accosted by a cell phone conversation, whether we want to hear it or not. This study reports the results of a survey about cell phone usage and listening to cell phone conversations. Data collected in the United States and Korea will be reported. (Continued: 3.00-4.00)
Mainhattan IV: *Chair: Context Lead*

*Forum follow-up for Education and Education Commitee meeting*

Mainhattan V: *Kimberley Batty-Herbert & Bob Bohlken c/o Nan Johnson-Curiskis*

*Swap Shop*

A book of submitted activities dealing with the training/teaching of listening (discriminative, comprehensive, critical, relationship and appreciative) will be issued free of charge to the attendees. Each contributor will explain and demonstrate his/her activity to the gathered group.

2.30 – 3.00 Coffee Break

3.00 – 4.00 Break-out Sessions

Mainhattan III: *Chair: Margaret Fitch-Hauser*

*Research Panel Continued*

*Addressing Reliability of the LSP-16: An Extension and Review.*

Debra Worthington, Graham Bodie

This paper extends previously reported research addressing reliability issues of the LSP-16. Using a subject pool of over 500 participants, we examine the reliability estimates of the four LSP subscales and offer a revised version of the scale for attendees to aid us in testing.

*Listening in the Management Literature: A Comparison of the Coverage of Listening as a Management Skill in Lay Business Magazines and Academic Business Journals*

Jan Flynn

For some time now, lay business publications have written about listening as an important management skill; however, the academic business community has not follow suite. This research looks at material from the last 10 years and compares what has been written on listening and management in the lay business press with what has been written on listening and management in the academic business press to raise awareness of the need for more scholarly research on listening in the business venue.
Mainhattan IV: Chair: Laura Janusik

Establishing further validity for the Conversational Listening Span (CLS)
Laura Janusik

The CLS was developed and tested in 2004 as a way to measure conversational listening capacity. Think of it as mental juggling or multi-tasking. Capacity is a “snapshot” measure of the cognitive listening process. The CLS was found to provide a valid measure of working memory capacity due to its correlation with traditionally valid span task instruments. In an effort to seek further support for the contention that the CLS measures a unique aspect of the listening process, this study investigates how scores on the CLS converge and diverge with traditional listening assessment instruments including, among others, the Watson-Barker test and the HURIER assessment.

Perceptions of Listening between leaders and their subordinates
Lisa Orick-Martinez & Laura Janusik

This study (N = 600+) investigated the perceptions of listening between leaders and their subordinates using the Listening Practices Feedback Report (LPFR). Leaders were provided with the self-report version of the 28-item instrument, and the other report, with the same questions, was provided to 3 – 6 of their subordinates. Results of the similarities and differences between self-perceived listening practices and other-perceived listening practices will be discussed. Results can assist trainers and managers in understanding how to bridge the gap between self and other perceptions.

Mainhattan V: Chair: Christopher Bond

An exploration of listening in cyberspace: Learning, loving and living online
Christopher Bond, Erin Tobiasz, Jennifer Ware, Benjamin Wise, Nina Tinner & Raynette Williams

This graduate student panel will explore and define cyber listening through several Internet cyber cultures, communities, and technologies by using different methodological approaches and critical lenses. The Internet is continuously evolving and is constantly changing how we communicate, think, feel, and listen. It is through cyber listening that we, as users, become interconnected by experiencing learning, loving and living in new and exciting ways.
4.00 – 5.00 Transfer to Campus Westend for the Grand Lecture Opening

5.00 – 6.00 University Campus Westend

Grand Lecture Opening:  
On maximising information gain through listening  
Prof. Hartwig Eckert; Flensburg University

6.00 – Stay on for a pre-dinner party with hors d’oeuvres and drinks
Friday, July 20

8.00 – 9.00

Mainhattan IV: Business Meeting

9.00 – 9.30

Mainhattan IV: You Talk, … we’ll Listen

ILA’s Executive Board wants to know your opinion and needs your input on the concerns of the organization. We started this type of session in Sweden in 2003 and want to keep up the successful tradition.

9.30 – 9.45 Coffee Break

9.45 – 11.15

Mainhattan III: Chair: Melissa Beall

Intercultural Listening: How Can We Connect with Listeners Across Cultures?
Melissa Beall, Pam Cooper, Richard Halley, Bronia Holmes & Kazuo Akasaka

Communicating across cultures has become almost unavoidable in our global society, and the potential for failure to communicate often accompanies such interactions. Misunderstandings occur not necessarily because of an individual’s lack of proficiency in the target language, but rather on society specific considerations that are part of the individual’s culture. In an effort to understand cultural differences and similarities as they relate to listening, it is essential for us to start identifying both intracultural and intercultural listening strategies in order to establish some criteria for listening across cultures.
Mainhattan IV: *Chair: Kent Zimmerman*

**The treatment of Listening in introductory Public Relations textbooks**  
Ashely Jones-Bodie

The paper provides an analysis of the treatment of listening in popular introductory public relations textbooks, a total of seven currently popular textbooks used in introductory public relations education.

**Is “Eh” merely a conversational tag-line – the status of post-secundary instruction in Listening in Canada**  
Laurie Hayes

The author will report on a survey of how and where listening is or is not taught in post secondary educational institutions in Canada. The presentation will include a discussion of the results and their implications.

**Developing a college-level listening course**  
Kent Zimmerman

The session will explore the various components in four different college Listening courses. Sample course syllabi will be distributed. Issues such as course objectives, schedule, content, and activities will be discussed.

Mainhattan V: *Chair: Michael Purdy*

**Listening in alliance**  
Michael Purdy

This presentation is about listening with an attitude that creates alliance with the speaker. This is what I consider the attitude or mood of dialogue. The concept for this listening attitude grew out of real, difficult situations in relationship communication.

**Continuers, connectives and cohesive ties – verbal listening cues in teacher students’ computer mediated discourse**  
Hildegunn Otnes

The paper is based on studies of electronic, synchronous chats, and it has two main focuses:
1. to describe listening in a broad sense – also as a dimension in written dialogues (chats)
2. to find and systematize the various kinds of verbal listening cues.
Listening in crisis: Chaos and Silence
Edward Sewell

This paper is an exploration of the role of listening in a crisis environment with specific reference to the murder of thirty-three people at Virginia Tech on April 16, 2007. Using ethnographic methods, the paper addresses the role of listening from psychological, theological and media perspectives.

11.15 – 11.30 Coffee Break

11.30 – 12.30 Break-out Sessions

Mainhattan III: Chair: Charles Lester

The relationship between spirituality, religion and listening
Charles Lester

This presentation is about listening with an attitude that creates alliance with the speaker. This is what I consider the attitude or mood of dialogue. The concept for this listening attitude grew out of real, difficult situations in relationship communication.

Connecting pain and privilege
Asa Nausner

The paper will focus on what it means to speak from a situation of pain as well as what it might entail to listen to the voices of those in pain. For this purpose the work of three influential Christian feminist ethicists who suggest rethinking power and the theology of divine power is consulted.
Mainhattan IV: Chair: Graham Bodie

The state of listening theory
Graham Bodie, Tuula-Riitta Välikoski, Laura Janusik, Richard Halley, Margarete Imhof, Margaret Fitch-Hauser & Mike Purdy

The term “listening theory” is thrown around quite loosely. However, do we have theories of listening? This is a discussion-based panel that seeks to continue conversations started at last year’s fall forum. Audience participation will be welcomed and encouraged.

Mainhattan V: Chair: James Hayes

Thanks for listening – Using listening theory to train volunteer programmer/DJs at a Canadian University Radio Station
James Hayes

The paper describes the development and content of training materials for a “broadcast communication skills” workshop for volunteer programmer/DJs at a campus radio station in Thunder Bay Ontario, Canada. The materials are based on precepts from Listening Theory.

The role of listening in postgraduate supervision
Diana Davis & Don Close

This paper reports results of research into postgraduate research students’ perceptions of the role of listening in the supervisory context. It explores ways in which interactive listening shapes the supervisory relationship and the research learning environment. The centrality of the listening connection between student and supervisor is explored from a range of key perspectives with particular emphasis on the shaping role of listening in negotiating postgraduate research.

12.30 – 1.30 Lunch Break
Anne Pearce: The Art of Communication
1.30 – 2.30 Listening Forum Follow-up Sessions

Mainhattan III: Forum follow-up Business context
Mainhattan IV: Forum follow-up Spirituality context
Mainhattan V: Forum follow-up Health context

Enjoy the afternoon on your own (see suggestions at registration desk) or join one of our volunteer hosts to explore the area.

One option: Take a guided theme tour of Frankfurt: From the old town to the modern skyline. Meet at 5.30 in front of the hotel.

Fee: 5 Euro per person.

7.00 Meet in front of the cathedral for a guided tour of the cathedral and its organ
Saturday, July 21

8.30 – 9.00 Committee Meetings

Mainhattan III: Awards Committee
Mainhattan IV: Research Committee
Mainhattan V: Site Selection Committee

9.00 – 10.00 Break-out Sessions and Panels

Mainhattan III: Chair: Christopher Bond

An examination of Listening in healthcare contexts
Christopher Bond, Jennifer Ware, Benjamin Wise, Elizabeth Stephens & Nina Tinner

With the recent rise in bio-terrorism and the threat of pandemics, understanding listening and knowing how to listen in healthcare is crucial. The healthcare industry as a whole has repeatedly been scrutinized for poor listening; yet, past research in this area is very limited. Through recent research, panel participants will discuss the many obstacles to listening in healthcare and will offer solutions and definitions of effective listening.

Mainhattan IV: Forum follow-up Research context

Mainhattan V: Chair: Maria Roca

Understanding the differential forces that drive different listeners in different ways and in different times
Lyman K. “Manny” Steil

Based on 27 years of data collected from more than 15,000 individual listeners, this program would focus on the “Core Elements” that impact individual listeners in dramatically different ways. The conclusions speak to the heart of “Listen and Make a Connection.”
10.00 – 10.30 Coffee break

10.30 – 12.00 Break-out Sessions and Panels

Mainhattan III: Chair: Graham Bodie

Fostering productive, sound, and meaningful listening research
Graham Bodie, Laura Janusik, Tuula-Riitta Välikoski, Margaret Fitch-Hauser & Mike Purdy

We often talk about conducting listening research but not much attention is given to research nuts-and-bolts. This panel seeks to offer guidelines, suggestions, and opinions on how to conduct methodologically rigid, theoretically rich, and pragmatically meaningful listening research.

The disciplines weigh in: Listening lessons from diverse perspectives
Maria L. Roca

Maria Roca presents part two of a series she began in Minneapolis in 2005. Her work focuses on insight into the listening process learned from professionals in a variety of disciplines. In part one she presented findings from interviews with professionals in biology, philosophy, business strategy, art, and literature. In part two, Dr. Roca’s interviews include professionals in theatre, political science, nursing, elementary education, and anthropology among others. Interviewees were asked a series of questions looking both at what their discipline has to offer in deepening our understanding of the listening process and at what specific listening skills individuals need to master to succeed in their profession.

Mainhattan IV: Session Chair: Charles Roberts

Attending to the international cruise passenger: Listening effectively to a globalized company
Charles Roberts

This paper looks at some of the practical problems that must be overcome by the multi-billion dollar cruise industry if they wish to entice first-time cruisers from these countries and to keep them as repeat customers and suggests several changes that would allow the cruise lines to listen more effectively to their clientele.
Helping workers listen better to clients
Fadeke Oresanya

This paper analyses the roles of listening in a typical workplace setting and suggest how to help these workers develop their listening skills.

Organisational listening competence during stakeholder consultation
Judy Lawry

This paper presents conceptual development of a research project currently being undertaken to explore organisational listening competency during stakeholder consultation. The paper describes development of a novel qualitative research design as a result of integration of literature from a range of academic study areas including listening, communication, public relations, stakeholder engagement and service quality. The empirical study involves qualitative, descriptive case studies that explore listening competency within a specific situation—consultation between an organisation and its stakeholders.

Mainhattan V: Chair: Theodore Chaffee

The unbearable loss of lightness: Connective listening, intimacy, and the sensuous ear
Theodore Chaffee

This workshop explores the foundational place of connective listening in the intimate couple’s communicative process. It includes a consideration of the unbearable consequences of its loss and a presentation of the talking and listening skills required for its restoration. The final section focuses on the creative inclusion of all five senses to stimulate and intensify the process of connective listening.

Where did you learn that? Listening skills for the workplace
Barbara Penington

This study sought to determine the sources that managers and subordinates use to acquire their workplace listening skills. 98 managers and 94 subordinates representing a wide variety of jobs were asked to respond to the open-ended question: Where did you learn the listening skills that you now use in your job? A content analysis identified eleven categories representing these listening skill sources. Managers’ and subordinates’ responses are compared and used to develop conclusions regarding listening in the workplace.
12.00 – 12.30 Panel and Committee Meetings

Mainhattan III: Nomination Committee
    Global Committee

Mainhattan IV: Chair: Bronia Holmes

Listening to resolve conflict
Vincenue Waxwood & Stephanie Rogers-Johnson

This paper summarizes the different ways we listen and help others listen on the path to providing services in referral, brainstorming, shuttle conciliation, and face-to-face mediation at the Dispute Resolution Center of King County.

Mainhattan V: Membership Committee

12.30 – 13.15 Lunch break

1.15 – 1.45 Mainhattan IV:

Food for thought: How the Sirloin was knighted
Prof. Dr. Gaby Knappe
2.00 – 3.00 Break-out Sessions and Panels

Mainhattan III: Chair: Carol Christy

Oral readers monitoring listeners
Carol Christy

This paper looks at results from primary school children reading orally in different situations. Evidence indicates that during the reading process successful reading testees are also listening to and monitoring the individuals who are conducting the testing.

Listening – What’s learning got to do with it?
Margarete Imhof

This paper explores the relationship between listening behavior in educational settings and approaches to learning. A study was conducted with undergraduate students to empirically determine the degree to which these concepts covary. Results are interpreted against the backdrop of fostering listening and learning.

Mainhattan IV: Jennifer Gill c/o Christopher Bond
Ask a listener

Mainhattan V: Chair: Lisa Orick-Martinez

Listening and citizenship: The importance of listening in a functioning democracy
John Ray & Roberta Ray

Particularly in democracies, listening is necessary for meaningful and efficacious interaction between citizens and government. The crisis of democracy is really a crisis of listening. This panel examines the nature and extent of the problem of ineffective political listening; the problem’s causes, and offers suggested solutions.

3.00 – 3.30 Coffee break
Mainhattan III: President’s Panel

Planetary Listening Initiative
Maria Roca

Mainhattan IV: Chair: Helen Meldrum

Listening to health risk messages: Why is it different and what do we need to know?
Christopher Bond

We are faced with many health risks on a daily basis either on a global or individual level. With the threat of bio terror and pandemics, a need arises to best communicate these messages and to understand how individuals listen to these messages. This manuscript will examine how tailored health risk messages to preferred listening style affect compliance and receiver apprehension.

Listening to patients: When women try to speak up about sensitive issues
Helen Meldrum

Health care providers need to be trained to recognize barriers to effective counseling on sensitive topics (e.g., sexual function). This session will identify techniques that help women to be more comfortable seeking information.

Mainhattan V: Programm Planning Committee

5.30 Transfer to Closing Banquet

10.00 Conclusion of the Banquet and return to Frankfurt
ILA Past Presidents

Lyman K. "Manny" Steil    1980
Lyman K. "Manny" Steil    1981
Sally Webb        1982
Bob Miller          1983
Andrew D. Wolvin      1984
Marguerite Lyle       1985
Larry Barker        1986
Carolyn Coakley Hickerson 1987
William E. Arnold       1988
Kittie W. Watson       1989
Ethel C. Glenn       1990
Wayne Bond        1991
Judi Brownell       1992
Michael Gilbert        1993
Sheila Bentley        1994
Margaret Fitch-Hauser     1995
Philip Emmert         1996
SusanEllen Bacon      1997
Janet Cherry        1998
Charles Roberts       1999
Harvey Weiss        2000
Dick Halley         2001
Kimberly Batty-Herbert     2002
Melissa Beall        2003
Ray McKelvy        2004
Barbara Nixon        2005

Thank you all for your service to ILA!
### ILA Convention Locations & Themes

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<th>Year</th>
<th>Location</th>
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<td>Minneapolis/St. Paul, MN</td>
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<td>1984</td>
<td>Scottsdale, AZ</td>
<td>The Field of Listening: Directions in the 80's</td>
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<td>1985</td>
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<td>Building Bridges through Listening</td>
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<td>1986</td>
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<td>1987</td>
<td>New Orleans, LA</td>
<td>Listening in an Age of High-Tech—High-Touch</td>
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<td>Indianapolis, IN</td>
<td>Centering Listening in an Oral Culture</td>
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<td>Kansas City, MO</td>
<td>Listening: The Heart of Humanity</td>
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<td>Albuquerque, NM</td>
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<td>Virginia Beach, VA</td>
<td>The Listening Spirit</td>
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<td>2001</td>
<td>Chicago, IL</td>
<td>An Odyssey Toward Effective Listening</td>
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<td>2002</td>
<td>Scottsdale, AZ</td>
<td>Listening: The Foundation of Community</td>
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<td>2003</td>
<td>Stockholm, Sweden</td>
<td>Touch the World: Listen</td>
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<td>2004</td>
<td>Ft. Myers, FL</td>
<td>Listen to Bridge the Gulf</td>
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<td>2005</td>
<td>Minneapolis, MN</td>
<td>The Power of Listening</td>
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<td>2006</td>
<td>Salem, OR</td>
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<td>2007</td>
<td>Frankfurt, Germany</td>
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<td>2008</td>
<td>Portland, ME</td>
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<td>2009</td>
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CALL FOR PAPERS, PANELS, & PROGRAMS
INTERNATIONAL LISTENING ASSOCIATION CONVENTION
March 27, 28, 29, 2008
Holiday Inn by the Bay in Portland, Maine, USA
"Listening Lights the Way!"

Please use this proposal format for your submissions

Last name ________________________________ First name ______________________________
Affiliation______________________________________________________________________
Preferred mailing address_________________________________________________________
Phone________________ Fax__________________ E-mail______________________________
Program Title __________________________________________________________________

Please check one of the following proposal types:

☐ Refereed Paper* ☐ Student Submission ☐
Include a proposal description (500 words) that details the contribution and perspective of the paper. Please also provide a brief bio (1-2 sentences) for each presenter. Include the following information for all presenters: names, addresses, phone #, fax #, E-mail, institutional affiliation. If all authors are students, you may indicate the manuscript as a “student submission” on the cover page. [NOTE: Completed manuscripts will be sought from all accepted proposals for a top paper panel and award, and a top student paper panel and award, respectively.] The time frame for papers is 30 min, including presentation (20 min) and discussion (10 min).

☐ Refereed Panel Program* ☐
Include a complete proposal description (500-1000 words) that details the purpose and rationale of your panel. Please also provide a brief bio (1-2 sentences) for each presenter (and chair, if applicable). Include the following information for all presenters: names, addresses, phone #, fax #, E-mail, institutional affiliation.

☐ Practice Workshop* ☐
Include a brief workshop description (no more than 2 pages) that describes the nature of the workshop (e.g., interactive, round-table).

Proposed time frame for panel / workshop:  1/2 hour ☐  1 hour ☐  1 1/2 hours ☐
Identify track:  Business ☐  Education ☐  Research ☐  Intercultural ☐
                     Spiritual ☐  Appreciative ☐  General ☐  Health ☐

*For all submissions, attach a brief description clearly explaining the content of your proposal, suitable for program listing if accepted (3 sentences). Submissions in the reviewed categories will receive a certificate of recognition if accepted.

AV Needs: Flip Chart, Overhead, VCR, Computer/Projector
Identify any special room or setup requirements:________________________________

Mail hard copy (received by October 1, 2008) to:
Dr. Lisa M. Orick-Martinez, Central New Mexico Community College
CHSS/JMMC / 4700 Morris NE, Albuquerque, New Mexico 87111 USA
or E-mail to: Lisao@cnm.edu or-line form: http://www.listen.org, FAX 505-224-5800
A Message from the Program Planning Committee

by Margarete Imhof, First Vice-President

Listening to others is a great means of making a connection. It is the basis for a relationship which might carry on and develop into mutual understanding, positive working climate, and even friendship. This is not an automatic process, but one thing is for sure: If the listening part is missing, nothing happens.

We’re so pleased that you’ve joined your International Listening Association colleagues for our 28th annual convention, with the theme of “Listen and Make the Connection.” This year, we celebrate our second annual convention outside the United States. We certainly hope to spread the word about listening.

Thanks to the creativity and versatility of the authors who submitted for the convention, we were able to put together a great program. We had submissions from five different continents – which we found exciting to receive.

In this convention we combine aspects of the familiar way in which we hold our annual conventions and the more European traditions. We have been invited by the Goethe university and their friends to a grand opening lecture. On Saturday, we have a “Mittagsvorlesung” which translates into “Food for thought” and typically features a special topic of general interest by a well-seasoned researcher.

We also want to provide time for networking and enjoying the area together. We are grateful that we could arrange for a guided tour of the Cathedral and its organ.

Committee meetings will be held at various times throughout the convention, at the request of many members who are on multiple committees. If you’re considering joining a committee, be sure to get in touch with the committee chair, or just stop by the scheduled meeting. See page 10 for details on how to find your committee.

A special thanks to the 2007 Program Planning Committee and the reviewers for the convention submission, Melissa Beall, Graham Bodie, Jennifer Grau, Laura Janusik, Lisa Orick-Martinez, and Erin Tobiasz.

Last but not least, we would like to recognize the sponsors of this convention: We are grateful to the German Science Foundation (DFG), the Friends of the Goethe University, the President of the Goethe University, the Stiftung Zuhören (German Listening Foundation), the Hoer-Company Publishing Company, Aufbau Verlag, and Finken-Verlag, and Wolf-Dieter Batz from Phenix-MTK for their support in various ways.

Questions or comments? Contact Margarete Imhof, First Vice-President or Local Arrangements Chair Christin Picard, or stop by the registration room, and anyone there with a Staff ribbon will be delighted to assist you.
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