

## 2017 ILA Convention Presenters

**Melissa Beall** is a long-time member of ILA and has served on the Executive Board and on numerous committees. Among the awards she cherishes are ILA Hall of Fame, Central States Communication Association Hall of Fame, ILA Distinguished Educator, and the Don Yoder Distinguished Faculty Award from the Basic Course Division of the National Communication Association. She is the executive chair of the Global Listening Centre and has presented listening workshops across the globe. Melissa is a professor at the University of Northern Iowa where she is Chair of the UNI Graduate Faculty and a member of the governing board of United Faculty - the UNI branch of AAUP. As she eases into retirement, she will continue to present listening and intercultural workshops wherever she can.

**Sheila Bentley** has over 30 years of experience in the business of listening with 30 years of consulting on a range of listening, communication, and leadership topics. Her clients include businesses such as Dell Computers, Nike, FedEx, Autozone, The Disney Store, International Paper, Methodist LeBonheur Healthcare, Honeywell, Johnson & Johnson, The New York Times, Pfizer, the U.S. Army, Bank of America, the U.S. Border Patrol, the IRS, and numerous other government, professional, education and nonprofit agencies. Sheila also has served as adjunct faculty at Arizona State University and at the University of Memphis. Since retiring, Sheila has been active on several community boards, ranging from the Collierville Environmental Commission to the ATD Memphis chapter. She has been a member of ILA for over 30 years, and is a Past President of the International Listening Association and currently serves as Member-at-Large, Special Projects on the ILA Board.

**Carol L. Benton, Ph.D.** is a professor and program coordinator of the Communication Studies degree program at University of Central Missouri. Carol teaches undergraduate and graduate courses in Interpersonal Communication, Improving Listening, Family Communication, Mindful Communication, and Nonverbal Communication. In addition, she has provided workshops and trained groups in the areas of nonverbal awareness and gender/diversity studies. Carol is the author of published articles, book chapters, and academic papers exploring the performance of personal and intimate narratives as well as mindfulness in intrapersonal and interpersonal interactions.

**Graham Bodie** is Professor of Interpersonal Communication in the Department of Communication Studies at Louisiana State University and Agricultural & Mechanical College. My research, teaching, and consulting center on how to improve listening behavior for better relationships - with friends, family, co-workers, customers, clients, siblings, kids ... heck, even the cashier at the gas station wants to be listened to! I truly believe in the power of effective listening for living more productive and fulfilling lives.

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**Dana Dupuis.** For over 20 years, Dana has worked as a leadership development and communications expert inside a broad range of companies. Her recent work (as CEO of Brio Enterprise LLC) focuses on small to medium-sized businesses and the way communication in the work place directly affects how work gets done and its influence on overall success and profitability.

**Anita Dorczak** has been practicing family, criminal and personal injury law for over 25 years and mediating conflicts for ten years. She is a Certified Elder Mediator (Family Mediation Canada), a Certified Listening Professional (International Listening Association), and has a Certificate in Mindfulness Based Stress Reduction (Mindfulness

Institute). She holds a M.A. degree in English philology and a Ph.D. in semiotics and the Theatre of the Absurd from (University of Alberta, Edmonton, Canada).

**Nicole (Nikki) Freeman**, Ed.D, has been teaching at the University of Central Missouri for seven years. She also serves as the Assistant Director of Forensics (speech & debate) and Coordinator of the Basic Course. Her professional emphasis areas include organizational communication, communication education, and speech/debate. Nikki's personal interests include engaging in tools and techniques to foster physical and emotional health and wellbeing and how to integrate such practices into academe.

**Frédéric Galbrun**

Post-graduate student, Social Work  
University of Montreal

**Michael Gilbert, Ed.D.** has been involved in the research and teaching of listening and interaction skills since the early 1980s. He has published and presented widely. Following his 45 years in pre-collegiate and university education, he is currently the CEO of ATOIRE Communications, LLC, coordinating a network of communication trainers nationwide. He has served ILA in a number of capacities, including as president 1994-95.

**Jennifer Grau.** For more than twenty years, Jennie Grau, trainer, coach, facilitator, and presenter has changed the way people work by changing the way they speak, listen, and resolve conflict together. Jennie is the President of Grau Interpersonal Communication whose clients include Fortune 500 corporations, non-profit organizations, educational institutions, and government entities. Her work has been noted in the Wall Street Journal, US News & World Reports and Lansing State Journal. In 2011, Jennie received the Listening in the Business Sector Award from The International Listening Association. She holds a B.A. in interpersonal communication from Oberlin College and an M.A. in organizational communication from Michigan State University.

**Dr. Dick Halley** taught classes in Listening for over 40 years. After retirement he helped design the CLP program for ILA and served as its lead facilitator for several years. He has written 3 books on listening. One is in revision and will hopefully be available by the convention to support his presentation. His theoretical work has been based on cognitive processing research and extensive applied experience.

**Teresa Elder Hanlon is a DMin Candidate at St. Stephens College in Edmonton.**  
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**Robert Hurst is Associate Professor and Director of Graduate Studies in the Department of Film and Media Studies at the University of Kansas.**

**Margarete Imhof** is professor in Educational Psychology and has been active in listening research and education for 20 years. In her recent work she looks at intercultural listening and at the specifics of media-assisted listening. She is currently the editor of the International Journal of Listening.

**Laura Janusik** is a dynamic professor, researcher, speaker, and business consultant. She is a Professor and the McGee Chair of Communication at Rockhurst University. Laura has received numerous honors including top paper awards at the National Communication Association the International Listening Association (ILA), and Central States Communication Association. She is a recipient of the Nichols Award and the Brennar Award, presented for scholarly achievement by the ILA and Rockhurst University, respectively, as well as the ILA Hall of Fame Award.

Laura is the past president of the International Listening Association, and is published both nationally and internationally. She holds a Ph.D. in Communication from the University of Maryland at College Park and an M.B.A. from Rockhurst University in Kansas City, MO.

**Shaughan A. Keaton** is an Assistant Professor of Communication Studies at Young Harris College in Young Harris, Georgia, USA. His research specializes in listener goals and communicator styles, intergenerational/intercultural communication and social psychology and sport communication. Publications feature an edited volume, *The Influence of Communication in Physiology and Health*.

**Jennifer Murphy Romig** teaches first-year legal research and writing as well as an advanced legal writing course in blogging and social media for law students and lawyers. She also advises the Moot Court Society. In 2013, Romig founded the blog Listen Like a Lawyer which focuses on listening skills for law students, law professors, and practicing lawyers. Romig received her JD in 1998 from the University of Virginia. She practiced law at Powell, Goldstein, Frazer & Murphy LLP in Atlanta, where she litigated patent, trademark, and trade secret cases and other commercial matters. Romig serves on the Legal Writing Institute's LWI Lives committee and is section chair of the Association of American Law Schools' Section on Legal Writing, Reasoning and Research.

**Rowie Kirby-Straker** has taught public speaking for the past 10 years, and served as director of a speaking center for the last five. Before teaching in higher education, she worked as an environmental educator in the Caribbean, where she served as a liaison between a government department and the public. Rowie enjoys exploring innovative approaches to making messages relevant to listeners in ways that engage and motivate them.

**Mary Lahman**, Professor of Communication Studies at Manchester University, incorporates appreciative inquiry and diversity-affirming ethics into her teaching of intercultural communication, listening, and general semantics. In addition to writing

*Action & Awareness: A General Semantics Approach to Effective Language Behavior* (a free e-textbook on the Institute of General Semantics website), Mary co-authored another textbook, *Communication Across Contexts: A Listening-centered Approach* (Kendall Hunt, 2014) with departmental colleagues, and has published scholarly articles in *Health Communication, Family Communication, ETC: A Review of General Semantics, Listening Education, Teaching Professor, and Communication Teacher*. She won The Sanford I. Berman Award for Excellence in Teaching General Semantics in 2014.

**Erica J. Lamm, Ph.D., CLP** is an assistant professor of communication at Concordia University, Nebraska. She earned her MA and Ph.D. in communication from the University of Maryland, and is currently pursuing an MBA at Concordia. She created the university's first listening course, and it is one of her favorite courses to teach.

**Dr. Shannon M. Leinen, Ph.D, MBA** is the MBA Program Director for Concordia University, Nebraska's College of Graduate Studies. Her published research in Communication Studies focuses on media dependencies and influences and how they direct society. Shannon has served in Higher Education in several capacities including, Admissions, Women's Soccer Coach, Communication Professor, Forensics Coach, and Business Professor. She is an active academic researcher, conference presenter, and journal reviewer.

**Deborah Leiter, PhD** teaches communication at the University of Wisconsin-Platteville and researches communication as author-audience relationships in a wide variety of communication situations. She is also the co-chair of the Mystery and Detective Fiction Area of the Popular Culture Association.

**Kay Lindahl, CLP**, is founder of The Listening Center, author of the award winning book, *The Sacred Art of Listening*, and a Certified Listening Professional. For the past twenty five years, the daily practice of Centering Prayer has been transforming her life. In addition, she has been engaged in circle work for over fifty years. She is the co-founder of Women of Spirit and Faith, an organization dedicated to circle principles and feminine expression of leadership. Kay is co-editor of a book about women's leadership styles and practices; *Women, Spirituality and Transformative Leadership: Where Grace Meets Power*.

**Tim McKenna-Buchanan**

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**Helen Meldrum** is Associate Professor of Psychology at Bentley University

**CP Moreau** is a PhD student in Rhetoric at Carnegie Mellon University (Pittsburgh). Currently, his research investigates writing instruction pedagogy for experts who communicate to non-experts. He has previously taught composition at Columbia, New York, St. Joseph's, and Temple Universities. His presentation at ILA will discuss the relationship between new media affordance and rhetorical listening.

**Michael Z Murphy**, an ILA life member, is a retired urban educator and currently is a communications professor at Union County College. Over the course of his life (in alphabetical order), he has listened as actor, advisor, brother, brother-in-law, certified massage therapist, citizen, dad, director, father-in-law, friend, grandfather, lover, mentor, neighbor, playwright, poet, son, stage manager, student, traveler, uncle. He has lived without television for 28 years which he believes has enhanced his listening skills.

**Sylvia Oberle** is a nationally recognized expert in creating effective community partnerships and developing communications strategies for building trust and social capital. She has 40 years of experience as a journalist, consultant and non-profit executive working on a range of community issues, most recently in housing, public education and neighborhood safety.

**Elaine O'Mullane** is a pediatric research nurse/assistant in the National Children's Hospital, Dublin, Ireland and affiliated with the Department of Pediatrics, Trinity College Dublin as a Pediatric Clinical Lecturer. Her work to date has been predominately in the area of pediatric clinical trials and child growth. An interest in pediatric ethics and informed consent led to her undertaking a master's degree in Advancing Healthcare Practice with an ethnographic research project that explored the culture of listening amongst children's nurses. This project has ignited an ongoing interest in the topic of listening to children in the healthcare setting.

**Elizabeth S. Parks** is a doctoral candidate at the University of Washington in the Department of Communication. Her research explores themes related to language and discourse, diversity and difference, philosophical ethics, critical and cultural theory, deaf and disability studies, hybridity and interpersonal listening.

**Dr. Michael Purdy** is Emeritus Professor of Communication Studies in the College of Arts and Sciences of Governors State University (Illinois). He is co-author/editor of *Listening in Everyday Life* with Deborah Borisoff (NYU). Michael has authored articles for the *International Journal of listening* and more than 20 papers on listening and related subjects on Academia.edu.

**Arthur Robertson** has worked for over 50 years with colleges, churches and other organizations in revealing the application of the Bible to various areas of life. Thirty years ago, through the generous mentoring of Manny Steil, Art began teaching effective listening to Fortune 100 companies. He has written several books on listening and

Scripture and will soon publish a book that integrates Scripture with the teaching of effective listening. Art believes that the Bible emphasizes the tremendous value of effective listening and its impact on healing and will demonstrate that in his presentation.

**Terrence V. Stange**, Ph.D., is a Professor at Marshall University, Graduate College, Reading Education, in Charleston, West Virginia, United States. Dr. Stange earned his Ph.D. in Reading at The University of Oklahoma, Norman, Oklahoma, and currently teaches graduate level courses for Candidates pursuing a Master's Degree or Certification in Reading Education. Dr. Stange's research interests include listening comprehension, assessment of language processes, text level complexity, and children's capacity and potential to progress.

**Dr. Lyman K. (Manny) Steil**, is ILA's founding member #1 , Past President, Past Executive Director, Lifetime Member, Listening Hall of Fame inductee, CLP, a recipient of ILA's Lifetime Achievement, and a presenter at 37/ annual ILA Conventions. He is the CEO and President of Communication Development, Inc. and the International Listening Leadership Institute. Steil is the author and co-author of 5 books, including Listening Leaders: The Ten Golden Rules to Listen, Lead & Succeed

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**Molly Stoltz** a tenured Assistant Professor in Communication Arts at Valdosta State. She earned her Ph.D. in 2008 after defending her dissertation which sought to establish a philosophical model of the listening process. She uses this philosophical approach to listening to conduct listening research in the spiritual and religious context. Molly is a long-time member of the ILA. She has been published in the International Journal of Listening, regularly teaches a stand-alone undergraduate listening course, and frequently conducts listening training.

**Kaila Dawn Todd** is a first year graduate student pursuing a Master of Arts in Speech Communication at the University of Central Missouri. Kaila holds a graduate assistant position as a public speaking instructor and assistant coach for the Talking Mules Speech and Debate Team. Research interests include exploring contemplative or relational pedagogy and mindfulness in higher education, as well as the intersection of religious communication, families, and prisoners.

**Minna Törrönen** , M.A., is senior level professional in communication and education. She has extensive experience with further education and advanced training and with multimedia productions in Finnish church related NGO of development co-operation. Her current work as PhD candidate at University of Tampere, Finland, focuses on supportive communication in online counseling, especially on interpersonal communication in private online conversations between anonymous support seeker and counselor.

**John Winter**

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John has worked as an operations consultant in numerous companies over the past 10 years. His interest in listening stems from a deep background in mindfulness training and its application within organizational development. He holds an M.Div from Harvard University.

**Tuula-Riitta Välikoski** is an Adjunct Professor of legal communication at the University of Eastern Finland and an Assistant Professor of communication at the University of Tampere, Finland. Her research interests are cell phone communication, legal communication and listening in different professional settings. Besides her academic career she has trained communication skills to Finnish prosecutors and legal judges for years.

**Dr. S.A. Welch**

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**Dr. Kathleen Wheeler** is the program director for the M.Ed. in Literacy for Concordia University, Nebraska's College of Graduate Studies. Before coming to higher education, she taught reading in a range of diverse settings in grades 1-8. Dr. Wheeler is a member of the International Literacy Association and the Eastern Nebraska Reading Council. She has presented at the Association for Supervision and Curriculum Development, Association for Middle Level Education, National Association of Secondary School Principals, Nebraska State Reading Conference, Nebraska Middle Level Academy, Heartland Summit Conference for Lutheran School Educators, and Iowa Middle Level Conference. She has served as pro bono curriculum consultant for school districts in Nebraska (Kearney, Waverly, Omaha Nation, Santee Nation, Winnebago Nation, North Platte, Walt Hill, Pierce, Grand Island, and Scottsbluff).

**Dr. Sherry Wien**

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**Andrew Wolvin** is a Professor in the Department of Communication at the University of Maryland. Internationally-recognized for his research in listening behavior and listening pedagogy, he is an International Listening Association Founding Member, Past President, and Hall of Fame recipient. In 2015, he was recognized for his contributions to the study of listening with an ILA Lifetime Achievement Award.

**Debra L. Worthington** is a Professor of Communication at Auburn University. She is co-author of the listening textbook, *Listening: Processes, Functions, and Competency* and is co-editor of the upcoming publication, *The Sourcebook of Listening Methodology and Measures*. Other research has focused on individual differences in listening as well as the impact of mobile technology on listening behaviors. She is a past president of the International Listening Association.