Listen: Pssst... Spread the Word!
by SusanEllen Bacon
Immediate Past President

Last year our ILA members did just that! So... at our convention in Kansas City we celebrated the many, many ways we let the world know about listening. During our lunch-eon we recognized people who were in front of camera’s (Kittie Watson & Dick Halley for ABC’s 20/20), behind the scenes doing background for the media (Carolyn Coakley & Charles Roberts) or organizing regional conferences (Sheila Bentley & Wayne Bond).

Bright blue buttons that said “I spread the word” were worn by members who let us know how they let others know about ILA and listening.

Here are just some of their stories... 

Shared listening with “Make a joyful Noise” singing group, National Council of Negro Women, Loaves & Fishes, Church Group and with Sherrill’s School of Cosmetology all in Raleigh, N.C.

—Francis Grant

Completed a presentation on listening to a group of 4th year education students.

—Heather Olmstead

Conducted a workshop for teachers at Illinois State for Delta Kappa Gamma.

—Bev Aweve

Conducted listening workshop for health professionals and told lots of friends about listening.

—Maria F. Loffredo Roca

Presented listening workshops for teachers. Now constructing required course for all freshman (listening and speaking) to full state HSPT mandate.

—Dan Corey

News interview with Channel 9, Kansas City 10:00 PM news, January 12 and Interview with “Missouri Net,” March 20.

—Diana Schnapp

Conducted a ‘free’ seminar on Listening for Chrysler Financial Corporation, interviewed twice

(Continued on page 8)
President's Perspective

by Janet Cherry

What a great way to celebrate the end of another successful year and the beginning of a year offering new opportunities and challenges—the convention in Kansas City. Congratulations and thanks to Susan Ellen Bacon and her Board for their contributions during 1997-98! Kansas City as a convention location measured up to its claim for beauty, great food, fun, entertainment, and shopping.

The convention theme, Listening: The Heart of Humanity, was a popular backdrop for the 65 sessions offered to participants. More than that, it spoke to the heart of this association. Without the 85 presenters and invitational speakers; 41 session chairs; the 21 members of the program planning committee; Connie Morris and her two super helpers, David and Chris; the special interest conference chairs, Virginia O'Keefe and Sheila Bentley; the research coordinator, Dick Halley; Edie Cole and Charles Roberts pulling together the Boutique and Book Display; and our Executive Director and the Assistant Director, Diana and Frank Schnapp, plus an outstanding supporting cast of many more, we would not have had a reason to pack up and head for K.C. Many thanks to all of you for your energy and effort. There were far too many special moments to mention here, but the spirit of listening (and responding) was alive and well. This spirit of sharing and caring is the heart of every association and the ILA members have warm and generous hearts.

The awareness of listening was brought to new levels during the past year through various channels of the media. We, the ILA membership, are the self-appointed ambassadors for the critical and powerful skill of listening. To us I propose an opportunity and a challenge through community service: let's collectively share listening around the world with 2000 individuals by the year 2000.

Those of you attending the convention received a packet of materials to initiate this project. Among the materials was a sign-up form and 22 were handed to me during the convention. I want to hear from many more of you! Send me an e-mail, a fax, a note or call will be great to tell me when, where, and for what group you shared a session on listening so we can track our numbers. (If you were not at the convention there are extra packets available by contacting either Diana or me.) Updates and feedback will be reported in the Listening Post.

I am excited about the year ahead, the privilege of serving as your president, and the many opportunities for sharing listening around the world. Keep in touch—I'm listening.

Editor’s Ink

by Barbara B. Nixon

Wow! What a convention! I've attended each annual convention since Memphis, and each one seems to bring new insights to me that I didn't imagine possible.

This year, I had a small friend travelling with me to Kansas City. His name is Samuel Taylor Nixon—a very big name for a very little guy. Sam was four weeks old the day we arrived in KC.

Bringing Sam with me was the best thing I could have done. I

(Continued on page 9)
Listening Spirit Assists the New CPRC

by Kathy Thompson and Carolyn Coakley

We trust that if you attended the ILA Convention in Kansas City, you are no longer wondering what Kelby/Tom, Andy, Carolyn, or anyone else will have to do to get a convention paper into his/her hands! Any individual wanting an ILA convention paper will find it at the Convention Paper Resource Center (CPRC) IF...IF...IF each 1998 (or 1997, 1996, 1995,...) ILA Convention presenter submits his/her paper for inclusion in the CPRC database.

Submitting a convention paper involves your completing four steps:

1. Submit two typed and reproducible hard copies (on white paper with clear, clean, dark print) of your ILA convention paper.

2. Submit one electronic copy of your convention paper on a 3.5" computer disk in WordPerfect or Microsoft Word (5.0 or above) format in PC or MAC platform.

3. Submit a typed/word processed identification page (included with each hard copy AND included on disk). (See cream-colored CPRC booklet for specific information to include.)

4. Submit a signed (by all authors) ILA - CPRC Reproduction Release Form (also included in the cream-colored CPRC booklet.)

After having completed the four-step process, surface mail all items to:

Kathy Thompson
ILA - CPRC Co-Chair,
Alverno College,
3401 S. 39th Street
P.O. Box 343922
Milwaukee, WI 53234-3922

We plan to post—by the end of May 1998—the first CPRC database on the ILA website at http://www.listen.org/ Thereafter, anyone who wishes to purchase an ILA convention paper may do so IF...IF...IF convention presenters (from 1980 through 1998) submit their papers. Ordering forms are in the cream-colored CPRC booklet.

To obtain additional information regarding the CPRC, please e-mail Kathy Thompson at kthompson@execpc.com or Carolyn Coakley at ccoak@vom.com.

We publicly express our gratitude to Tom Hickerson ("Kelby") and Andy Wolvin, who helped convention attendees sense the need for the CPRC; to Gene and June Wilson, who placed their faith in the CPRC and who placed their sculpture—The Listening Spirit—within all convention attendees' reach; to Charles Roberts, who served as our auctioneer; and to Manny and Dee Steil, whose bidding outlasted all others' and whose home now resounds with The Listening Spirit.

Your 1998 Board

President Janet Cherry
First Vice-President Charles Roberts
First Vice-President Elect Harvey Weiss
Second Vice-President Dick Halley
Members at Large Carol Cristy, Lisa Darnell, Kathy Thompson
Secretary Parthenia Franks
Listening Post Editor Barbara Nixon
JL Editor Steve Rhodes
Executive Director Diana Schnapp

IMPORTANT DATES

June 26, 1998 — Listening Post deadline
August 3, 1998 — Send 1999 ILA Convention paper, panel or program submissions to Charles Roberts
September 26, 1998 — Listening Post deadline
December 11, 1998 — Listening Post deadline
March 11-13, 1998 — 20th Annual Convention, Albuquerque, NM
March 2000 — 21st Annual Convention, Virginia Beach, VA
March 2001 — 22nd Annual Convention, Chicago, IL
A Tribute to Belle Ruth Witkin

Where you are, may peace be

by Carolyn Coakley

I miss Belle Ruth Witkin—the listening scholar who answered my questions, the listening researcher who designed my paths, and the listening author who enriched my writings. But what I miss the most is the caring friend who nurtured my spirit.

Belle Ruth and I began our friendship at the Doubletree Hotel in Scottsdale, Arizona. During the 1988 ILA Convention, we scheduled a time to get to know one another. As I walked away after our long conversation, I remember feeling deep respect for my new friend and her many listening contributions dating back to the early 1950s.

The following year in New Orleans, Louisiana, I travelled beside her as she guided her scooter onto the service elevator, through the Fairmont Hotel kitchen, and into the dining area. I remember feeling intense sadness for her having to experience such a distasteful route in order to eat with all other ILA convention attendees. That side-by-side journey—as disturbing as it was—led to our becoming dearer and dearer friends... until Belle Ruth began another journey on February 2, 1998.

When Belle Ruth left us, I lost one of my most nurturing supporters, for she had been “with” me throughout my fight against cancer. When I was first diagnosed in 1991, she wrote, “I am so very sorry that you have been going through such a bad time. I wish I were there to give you a hug and send some of my energy into your body.” Even though we were 3,000 miles apart then, I felt her warm hug and immense energy.

From a distance and during ILA conventions, she faithfully continued “our” fight against my cancer. She shared herself with me in so many healing ways—prayers, thoughts, hugs, smiles, articles, cartoons, poems, cards, leaflets, letters, phone calls, e-mails, books, tapes.

Her greatest gift of all, though, was her genuine concern and loving support as expressed here in one of her many messages: “This is just to tell you that I love you and am thinking of you. I value our friendship... You have my heart-felt prayers for your full recovery.”

When full recovery did not come, Belle Ruth put on her battle empathy: “You are an inspiration to me—especially when I get to feeling sorry for myself... and not pulling up my socks to get things done.” Oh, how I want to pull up her socks and have her pull up mine!

To me, Belle Ruth’s greatest gift was not that she was a scholar, a researcher, or an author. Rather, it was that she was a loving friend who enhanced my life in the unique way that only Belle Ruth Witkin could. I miss my friend, and I pray that she is now experiencing the message on her last card to me: “Where you are, may peace be.”

Editor’s Note: Please visit the ILA website at http://www.listen.org for Andy Wolvin’s touching tribute to Belle Ruth Witkin.

Who’s Who Deadline Extended

If you would still like to be included in Who’s Who in Listening, contact one of the following before June 1, 1998:

Lisa Darnell
ldarnell@unanov.una.edu
205-760-4596

Diana Schnapp
ilsenning@aol.com
913-685-9228 or 800-ILA-4505
1998 Award Winners Honored at Banquet

Hall of Fame
Nadine Marsnik — Nadine is both a Founding Member and a Lifetime Member of the ILA. She has served as an ILA officer and has been a featured speaker for annual conventions. She co-authored the text *Perceptive Listening* and has written articles for the *Journal of the International Listening Association*. Her presentations about cancer have helped establish the ILA clinical/helping interest area.

Special Recognition
Kathy Thompson — Kathy created several media events during the past year which brought regional and national recognition to the ILA. She was the first to make the Internet accessible for the association, resulting in front page coverage of ILA members in the *Wall Street Journal*. She has also reached radio and television resources. Her work with assessment and listening at Alverno College was the focus during a recent Milwaukee news story. Her suggestions have spurred several interviews with the media and brought many calls to the ILA central office concerning information on listening.

Listening in the Business Sector
Sheila Bentley — Sheila has served in all major offices of the ILA, including holding the presidency. She is a private consultant and trainer who has brought listening to the forefront of companies' interests across the nation. She chairs the MidSouth Regional Conference and this year chaired two half-day conferences for the business interest area during the national convention.

Listener of the Year
Ella Jenkins — Jenkins, now in her 70s, has spent more than 40 years actively entertaining, reaching and listening to children from all over the world. She has appeared on the "Today Show," "Barney and Friends," "Sesame Street," and "Mister Rogers’ Neighborhood" promoting and striving to make music accessible to all children. Jenkins has produced 28 albums and two videos. She received a special award from the National Association of Black Storytellers in 1996 and was also honored by the Smithsonian Institute for her many talents. She uses a unique call-and-response singing method to encourage children's participation in her programs. She encourages active participation while using music from diverse cultures. Simple melodies and interesting rhythms give Jenkins' singing a universal appeal. Many of the lyrics are sung in Spanish, Chinese, or other languages.

Graduate Thesis/Dissertation Award

President’s Award
Barbara Nixon—Barbara was presented the 1998 President's Award by outgoing ILA president Susan Ellen Bacon for her work as Listening Post Editor and Webmaster.

Nichols Award
The Institute for the Study of Intrapersonal Processes presented the Nichols Award, with $1,000 going to the first place winner.

1st place — Margarete Imhof for "What Makes a Good Listener? Listening Behavior in Instructional Settings."

2nd place — Carolyn Coakley, Terry Cunconan, Kelby Halone, and Andy Wolvin for “Contextual Characteristics Influencing the Listening Process: Implications for the Measurement of Listening Competence.”

3rd place — Sheila Bentley for "Bench-marking Listening Behaviors: Is Effective Listening What the Listener Says It Is?"

Brown Award
Charles Pscherer and Christopher Fleming from University of Maryland-College Park for their paper “The Effects of Active Listening on Productivity Inclination.”
New Email List: Listen-4
And Adding Threads to
Listen-2
by Mike Purdy

There are now more than 110
members on the Listen-2 email
list sponsored by the ILA. In
fact, sometimes discussion is so
brisk we have had to institute
new strategies to make Listen-2
more listenable. One new strat-
egy includes guidelines about
using discussion threads. (A
thread is a series of messages
on a specific topic, as well as the
responses to those messages.)
When I asked on Listen-2 for
input on the problems of follow-
ing all of the varied discussion
topics Ms. Pat Weber of Stress-
Free Sales and Customer Ser-
vice wrote the following:

"Mike, the Subject area is the
place where I check a thread of
discussion I'm following. So be-
ing careful that the subject is
correct before you press 'send' is
vital. This seems to be a prob-
lem on many lists I'm on—
people do not attend carefully to
the correctness of the subject
field.

"A big problem is when people
subscribe to a Digest format.
THEN there's an extra step be-
cause if you press reply then
the subject field gets filled au-
tomatically with: 'Re: LISTEN-2
digest 722.' Great! So that's the
downside of digest versions: ex-
tra work on the subscriber part
to keep thread subjects clear."

Pat Weber continues, "One topic
that was discussed on Listen-2
lately was the importance of
content/topic for listening.
There will always be vast dif-
fences in people's reading/
listening interests and we need
to accommodate that. Carefully
delineating the thread one is re-
sponding to is the key to allow-
ing the reader/listener to follow
one particular topic of interest
without getting bogged down in
having to read the other threads
of discussion that may be going
on simultaneously."

Other suggestions have been for
individuals to communicate pri-
vately when they have comments
that don't need to be on the list,
such as a supportive responses
or more in-depth discussion that
some members may not want to
read about. In fact, anytime
members of Listen-2, or the ILA,
want to create a new list for a
specific purpose we can do
that—Listen-1 and Listen-3
have not been created yet, but
can be activated at any time.

This week I created Listen-4, a
new list specifically for ILA busi-
ness, and for personal chat be-
tween ILA members that doesn't
belong on the more public Li-
sten-2 list. Feel free to subscribe
to this new list—that's everyone,
board members, committee
members—everyone can use it.
To subscribe to the list send an
e-mail message to:
Listproc@ecnnet.net
In the message text area type:
Subscribe listen-4
YourFirst YourLast
For example, (example: Sub-
scribe listen-4 Mike Purdy)

That's all. See you online.

Media Guide
Helps Share
Listening
by Lisa Darnell

At this year's convention, in-
coming ILA President Janet
Cherry charged us to share lis-
tening with world. Some of you
might not be sure how to be se-
lected to appear on the media to
share, so you haven't really pur-
sued that option. Or, perhaps
some of you know how, but are
anxious about appearing on the
media, lest you be caught with
no information to share.

To assist in correcting either or
both of these situations, conven-
tion attendees received a packet
that contained tips on a number
of things, including a Media
Guide. The Media Guide offers
suggestions for being selected as
an expert by the media, as well
as listening factoids to assist
you while you prepare for your
interview. The factoids are con-
veniently arranged by categories
(business, education, etc.) for
quick and easy reference.

If you were unable to attend the
convention, but would like to
have a copy of the Media Guide,
contact Diana Schnapp at 800-
ILA-4505. She has a limited
number of copies left, so call
soon, so that you might help us
to share listening with the
world.
How Albuquerque Got Its Name
by the Albuquerque Convention and Visitors Bureau

In 1706, the ambitious provisional governor of the territory, Don Francisco Cuervo y Valdez, petitioned the Spanish government for permission to establish the bosque as a formal villa. The Spanish required a minimum of 30 families in an area to establish a villa. Cuervo had only 18 in Bosque Grande. But Cuervo was a shrewd politician, and he came up with a plan he felt gave him a good chance of acceptance. The man responsible for preliminary approval of his application was Viceroy Francisco Fernandez de la Cueva, the Duke of Alburquerque. In his application, Cuervo declared that he wanted to establish the villa in the name of the Duke, and call it Alburquerque.

The petition (on which Cuervo had also carefully claimed 35 families, believing that a perfect 30 would look too suspicious) was accepted, and thus was born the city of Alburquerque. (The first “r” in the original name was later dropped. Legend has it that a sign painter for the railroad omitted it either accidentally or because he didn’t have enough room for the whole name. Another theory is the Latin translation of Alburquerque, which means white oak. Alburquerque Spain has a large number of white oak trees and thus was given the appropriate name. However, it is likely the “r” fell out of use casually and over a long period, probably due to its near-inaudibility when spoken.)

In 1846, the US claimed the territory for its own. The Civil War touched the city briefly when confederate troops occupied Alburquerque and installed eight defensive cannons (four of them are still on display in Old Town). Once the war had passed, Anglo settlers, who had been slow to move in before, began showing a much greater interest and began arriving in force—mostly merchants, tradesmen, artisans, doctors, and lawyers.

—From http://www.abqcvb.org/general/history.html. For more information about the site of our 20th Annual Convention, visit the Albuquerque Convention and Visitors’ Bureau at http://www.abqcvb.org/

Board Actions, cont’d

(Continued from page 10)

First Vice President Elect the duties and responsibilities connected to the convention book display.

6. Approve the initiative of finding out the procedure and logistics involved in having the Historical Society of St. Paul, Minnesota serve as the permanent site for the ILA archives.

7. Increase the price of ILA Bibliography of Sources from $8.00 - $10.00 for ILA members and $12.00 for non members so that the price of the bibliography will be more in line with the price of CPRC convention papers.

8. Feature on the website the ILA Bibliography of Sources so as to offer another outlet for the promotion of ILA.

Our Mission

“The International Listening Association promotes the study, development, and teaching of listening and the practice of effective listening skills and techniques.”
Threatened Lives Need Tender Listening
by Frances Bethea Grant

Did you attend the recent ILA Convention, themed “Listening: The Heart of Humanity,” in Kansas City?

Did you attend the session on Friday titled “Threatened Lives Need Tender Listening”? This program was a sequel to the 1997 program “Cancer Town Meeting.” This program presented an interactive discussion of the need for listening during life-threatening illnesses. It focused on shared observations by survivors, family members, and caregivers.

The presenters on this interactive panel were Carolyn Cookley, Frances B. Grant, Tom Hickerson, Nadine Chamberlain Marsnik, Ken Paulin, Kathy Wahlers, June Wilson, and Gene Wilson.

I want to thank all of you who attended this session for your support, hugs, tears, and cheers. You gave each member of this panel a sample of tender listening. I speak for the entire panel: we are grateful.

Editor’s Note: Please visit our website at http://www.listen.org for Frances B. Grant’s moving poem “The Cancer Connection.”

Listening in Germany, cont’d

(Continued from page 1)

that a good proportion of social, political, religious and economic life relied on oral communication skills. Listening skills must have been a highly appreciated skill in the population at one point.

The German word for listening, ‘zuhören,’ evokes another set of connotations, too. This word is rather close to both the word for belonging, ‘gehören’ and obeying, ‘gehoren.’ The one you listen to is the one you ‘belong’ to and the one you need to obey.’ Thus, listening implies a sense of belonging, sharing, and personal binds - with both the positive and the negative side effects that might go along with it.

Listening today is hardly valued as an academic skill. It is rather considered a natural human asset. Listening skills are taken for granted: He who can hear can listen. But there are also other voices. Last fall, a regional broadcasting station held a symposium designed to explore the lost art of listening. They brought together experts from different areas, such as technicians, media experts, psychologists, publishers, architects, social workers, teachers, business trainers, performing artists, philosophers, medical professionals and, last but not least, teachers. The program included activities such as going on ‘listening walks,’ discussing ‘perception with all senses,’ experimenting with ‘sound cocktails,’ investigating the implications of a ‘listening society.’

Growing awareness of listening can be observed, however tentative. National newspapers reported about a study pointing out how not listening to patients in the medical profession causes enormous cost, both in human and financial resources, due to delayed, prolonged, and mistaken treatment. It will take another while, however, before listening is acknowledged as a valid subject of research and as a professional field. Though some may have understood better than others: It was not long ago that someone had an ad in the paper offering nothing but: “I will listen to you!”
Notes From Diana's Desk

by Diana Schnapp
Executive Director

I don’t know if it was our largest convention ever, but Kansas City brought our largest attendance at a convention at least since Boston! Counting delegates, guests, speakers, and staff, we had 187 registered for convention and/or conferences plus two babies and one dog!

There were 137 registered for sessions. Not every single body showed up, but those who did seemed to have a wonderful time!

Thanks to Janet Cherry, Connie Morris, David Duty, Chris Powers and Frank Schnapp for keeping the “backstage” operating smoothly. The delegates sometimes never realize how much detailed work goes into making a convention run smoothly, but your ILA officers and staff make it happen.

The 1999 committee is already working to bring you another outstanding convention. Charles Roberts, Kimberly Batty-Herbert, Joe and Jean Harris, and Lisa Orick are already hard at work to plan our meeting in Albuquerque. Put it on your calendar. We will be at the Old Town Sheraton March 11-13 with room rates currently set at $98 per night. At this point convention fees will probably remain the same as this year, so you can begin to plan your expenses.

We’ll be returning to the traditional Wednesday (March 10) through Saturday night schedule (March 13) with time off on Friday afternoon and Board meeting on Sunday morning (March 14). More specific schedules will be available in the winter months.

If you’ve never presented a program, this is a good time to start. Charles Roberts will be collecting program proposals over the next few weeks. Good programs provide the strong foundation for a successful convention.

We have much to look forward to! Within the next month or so, you should be receiving your new membership directory. Most of you will receive just the printed pages to replace the pages you now have. Those pages will include all the updates I have received for the past year. If you have corrections or additions, better get them to me ASAP! Please, please, please send me address, phone, and e-mail changes! Both you and we miss out if our mailings cannot get to you because third class and bulk may not be forwarded or your forwarding time has run out.

Pssst, cont’d

(Continued from page 1)

for Detroit area radio shows, wrote an article on listening for a medical journal and one for a benefits magazine, worked on listening with ministers in training, and taped a one-half hour cable TV show on getting an “A” in listening.

— SusanEllen Bacon

Teaches teacher’s workshop on listening skills, Handed out stickers and IIA brochures and an AP story!

— Charles Roberts

Editor’s Ink, cont’d

(Continued from page 2)

knew many IIA members on only a professional level before. It’s amazing how well you can get to know people personally when they’re cuddling and cooing to your baby. I discovered there are lots of new grandparents who don’t live near (or near enough) to their grandchildren — and they got their baby fix with my Sam.

For those of you who were at the auction on Saturday night, I’d like to reiterate that Sam did not make a bid on the Listening Spirit... He didn’t have quite enough allowance in his piggy bank for that yet 😔

A big thank you goes to Lisa Darnell — my perpetual IIA roommate and friend. I appreciate your help with everything!
Three ILAers currently serve on the National Communication Association's Educational Policies Board: Mary Bozik, University of Northern Iowa; Deborah Hef- ferin, Broward Community College; and Andrew Wolvin, University of Maryland. Among its other functions, the EPB is spearheading the national K-12 speaking and listening competency standards.

Terry Ostermeier, University of Wisconsin-Whitewater, received the College of Arts and Communication 1998 Outstanding Research Award. Terry's research, presentations, and publications in intercultural listening were prominent in consideration for the award. The honor also carried a $500 cash award.

Rick Bommelje publishes a weekly e-mailed newsletter called ListeningLeader to nearly 600 subscribers who understand the value of listening in their lives. The Power of Listening is brought to them each week with real examples, stories, case studies and lessons learned. To subscribe to ListeningLeader send a message to Requests@lists.WebValence.com and type subscribe ListeningLeader in the subject line.

Recent Executive Board Actions
by Barbara Nixon and Parthenia Franks

At its meetings in Kansas City, the ILA Executive Board voted to:

1. Support the startup of the Convention Paper Resource Center, headed by Kathy Thompson & Carolyn Coakley. Kathy and Carolyn will commit to working on the CPRC for three years. The immediate startup will be announced at the 1998 convention.

2. Adopt the following mission statement for ILA: "The International Listening Association promotes the study, development, and teaching of listening and the practice of effective listening skills and techniques." The motion passed unanimously.

3. Pursue full sponsorship of Listening Awareness Month, and in doing so, to consider a) changing the name to International Listening Awareness Month, b) changing the month from April to March, and c) documenting said changes in Chases' Calendar, a public announcement source book used by many radio stations.

4. Authorize the website indexing of all ILA journal issues so as to provide a good search engine and to generate added visibility to ILA.

5. Assign permanently to the

(Continued on page 7)

The golden rule of friendship is to listen to others as you would have them listen to you.

—David Augsburger

For more quotes about listening, visit our website at http://www.listen.org/pages/quotes.html.

IMPORTANT ADDRESSES

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listening n (1996): the process of receiving, constructing meaning from, and responding to spoken and/or nonverbal messages

Visit the updated
ILA website online at
http://www.listen.org
Hosting provided by Green Bay Online