We Stand on the Shoulders of Giants

We gratefully recognize and honor the dedication, passion, and commitment our Past Presidents have invested in building the International Listening Association. We stand on their shoulders as we begin our 40th year! We wish to specially recognize those Past Presidents joining us in Dublin. Please introduce yourself and thank these special individuals.

- Welcome Reception in honor of Lyman Manny Steil
- Wednesday afternoon coffee in honor of Debra Worthington
- Thursday morning coffee in honor of Judi Brownell
- Thursday lunch in honor of Sheila Bentley
- Thursday afternoon coffee in honor of Philip C. Tirpak
- Thursday music in honor of Wayne Bond
- Friday coffee in honor of Dick Halley
- Friday lunch in honor of Melissa Beall
- Friday coffee in honor of Ray McKelvy
- Saturday breakfast in honor of Margarete Imhof
- Saturday cocktail hour in honor of Margaret Fitch-Hauser
- Saturday harp concert in honor of Laura Janusik
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Dear ILA Convention Delegates,

Welcome to the International Listening Association’s 39th Annual Convention, *Listening Beyond Boundaries*. We hope you have an exciting, enjoyable and educational Convention experience. We have spent the past two years curating proposals, planning events, and organizing entertainment but the final ingredient is you! The listening that unfolds over the next few days will likely generate new research, class curriculum, training courses, public listening events, and friendships. In order to be environmentally sensitive, this is a slimline version of the Convention program. The full version is available online.

We are delighted to be able to hold our Convention on the historic campus of Trinity College Dublin. Please help us by following these safety-housekeeping announcements.

1. **Fire Prevention**
   - Trinity College buildings are smoke-free zones. Use of candles, naked flames or hot work is not permitted at convention.
   - If the fire alarm is activated, the fire exit closest to your room will be noted by your Room Steward. Please leave the room in an orderly fashion and go to the assembly point given to you by your Room Steward.

2. **Toilet facilities**
   - Toilet facilities are available on all levels of building.
   - Disabled toilet facilities are available at entrance level, lower level and on 3rd floor level (convention location).

3. **Facilities for disabled**
   - Elevator access is available at entrance level to convention rooms (3rd Floor) and also to lower level toilet facilities.

4. **Consumption of Food**
   - Prior approval has been received from the University to use the meeting rooms and lecture theatres to consume food and beverages during breaks, however, please do your best to keep food and beverages in the break area.
   - Jugs of water will be available during all coffee and lunch breaks.

5. **Overcrowding/Crowd control**
   - Access to the event is monitored and limited to room capacity by room stewards as per Trinity policy.
   - If all seats are filled in a room when you arrive, please select a different program to attend.

We look forward to a great 3 days together!

With best wishes,

Jennie Grau
2018 Convention Planner
International Listening Association

Helen Ralston
First Vice President
International Listening Association
Trinity College Arts Building Conference Centre Level 3 Floor Plan
# ILA 39th Annual Convention

**Listening Beyond Boundaries**

**Ground Level, Trinity College Conference Center**

## Registration

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<tr>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
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<tbody>
<tr>
<td>4:00 – 5:30 PM</td>
<td>8:30 – 10:30 AM</td>
<td>8:30 – 10:30 AM</td>
<td>9:30 – 10:30</td>
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## Wednesday Evening

**Welcome Reception**

In honor of ILA Past President Lyman (Manny) Steil
For everyone registered for Listening Beyond Boundaries the 39th Annual ILA Convention
Location: KC Peaches 27-29 Nassau Street Downstairs

## Thursday Sessions 1 - 4

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<th>Room 3051</th>
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<th>Room 3025</th>
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**Session 1**

- **Listening to Self: Tai Chi**
  - Master Charles Thackaberry
  - Irish Tai Chi Chuan Association
  - 8:00 – 8:30 PM

**Session 2**

- **Welcome: Exciting Things Are Awaiting You: how this ILA convention is different.**
  - Charles Veenstra
  - Helen Ralston
  - Jennie Grau
  - 9:00 – 9:30 PM

**Session 3**

- **Listening to Stories in Medicine: The Passion and The Peril**
  - Danielle Ofri
  - 9:42 – 10:30 AM

- **Stjm-mig: A New Kind of Item For Assessing Listening In Primary School**
  - Ulrike Behrens
  - 9:30 – 9:42 PM

**Session 4**

- **Talk the Way They Listen**
  - Michael Z Murphy
  - 10:54 – 11:30 PM

- **The Moth Project: Make Me Want to Listen**
  - Sandra Bodin-Lerner
  - 10:54 – 11:30 PM

## 9:30 – 9:42 Walking while Listening and Talking (12 minutes)

## 10:30 – 10:54 Coffee Break (24 minutes)

In honor of ILA Past President Judi Brownell

### Authors Area

Invite your favorite ILA author for a photo op or book signing

## 11:30 – 11:36 Walking while Listening and Talking (6 minutes)

**Listening Lounge:**
Jetlagged? Rest, relax and listen just for fun!

**Authors Area:** Invite your favorite ILA author for a photo op or book signing

---

- **T** Theory
- **R** Research
- **E** Education
- **B** Business
- **A** Arts
- **N** Narrative/Listening
- **HC** Healthcare
- **C/L** Complex Listening
- **S/O** Listening to Self/Empathy for Others
- **C/P** Civic/Public
- **S** Spirituality
- **M** Movement
<table>
<thead>
<tr>
<th>SESSION 5</th>
<th>SESSION 6</th>
<th>SESSION 7</th>
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<tbody>
<tr>
<td>ROOM 3051</td>
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<tr>
<td>ROOM 3027</td>
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<td></td>
</tr>
<tr>
<td>SESSION 5</td>
<td>SESSION 6</td>
<td>SESSION 7</td>
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<tr>
<td>54 minutes</td>
<td>60 minutes</td>
<td>36 minutes</td>
</tr>
<tr>
<td>Care Don't Carry: The Art of Responsible Listening</td>
<td>Why and How Organizations Need to Listen: The Organizational Listening Project</td>
<td>Listen Your Way to Project Success: How Project Management and Listening Skills Work Together to Deliver Project Results</td>
</tr>
<tr>
<td>Elaine O'Mullane</td>
<td>Jim Macnamara Keynote</td>
<td>Sasja Huijts</td>
</tr>
<tr>
<td>HC, C/L, S/O Presentation/Paper</td>
<td>C/P, R, Presentation/Paper</td>
<td>B, Presentation</td>
</tr>
<tr>
<td>Active Listening on Demand: In Search of the Professional Listening Competence of Dialogue Interpreters</td>
<td>Supporting Adults in Listening to Children and Adolescents: The Eco-Developmental Listening Model</td>
<td>T, E, Presentation</td>
</tr>
<tr>
<td>Anu Viljanmaa</td>
<td>Cynthia Hazel</td>
<td></td>
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<tr>
<td>AND</td>
<td>Anu Viljanmaa</td>
<td></td>
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<tr>
<td>Professional Listening in a Consent-Objection Negotiation in Child Welfare Decision-Making</td>
<td>Talk is Cheap, But Listening is Free: Free Listening with Urban Confessional</td>
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<tr>
<td>Tuula-Ritta Välikoski</td>
<td>Benjamin Mathes</td>
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<tr>
<td>S/O, A, Workshop</td>
<td>C/P, A, Workshop, Movement</td>
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<tr>
<td>E, R, Presentation/Paper</td>
<td>E, Webinar Interview and E, R, Webinar Presentation/Paper</td>
<td></td>
</tr>
<tr>
<td>12:30 – 1:36 LUNCH (66 minutes) In honor of ILA Past President Sheila Bentley Guest meal passes can be purchased when you register online</td>
<td>2:36 – 2:48 SILENT WALKING – give it a try (12 minutes)</td>
<td>3:24 – 3:48 COFFEE BREAK (24 Minutes) In honor of ILA Past President Philip C. Tirpak</td>
</tr>
<tr>
<td>TIME</td>
<td>SESSION 8 - EVENING</td>
<td>ROOM 3051</td>
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</tr>
<tr>
<td>3:48 – 5:00</td>
<td>Drinking and Listening at Work: Refining Content Analysis of Listening Behaviors in Work Conversations Between Don and Roger Throughout The Mad Men Series</td>
<td>Listening to Assess Literacy</td>
</tr>
<tr>
<td>R, A,</td>
<td>Presentation/Paper, Interview</td>
<td>Carol Christy</td>
</tr>
<tr>
<td>5:30 – 6:30</td>
<td>Listening to Song: A performance in honor of ILA Past President Wayne Bond</td>
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<tr>
<td></td>
<td></td>
<td>Carol Christy</td>
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<td></td>
<td></td>
<td>AND</td>
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<td></td>
<td></td>
<td>Listening Literature and Libations</td>
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<td></td>
<td></td>
<td>Walking tour for those registered AND paid approximately 1.5 hours following presentations</td>
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<tr>
<td></td>
<td></td>
<td>Margaret Fitch-Hauser Michael Z Murphy</td>
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<tr>
<td></td>
<td></td>
<td>Sherry Wien</td>
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<td>AND</td>
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</tbody>
</table>

Evening

5:30 – 6:30

Listening to Song: A performance in honor of ILA Past President Wayne Bond
Room 3051

Nóirín Ní Riain, with her sons, Owen and Micheál Ó Súilleabháin, will perform a selection of Celtic, sacred and original song, curated especially for the 39th Annual ILA Convention.

Nóirín & Owen are also presenting their listening research during the Friday convention sessions
www.Theosony.com
www.Owenandmoley.com
Complimentary for ILA Convention attendees/delegates and their guests.
<table>
<thead>
<tr>
<th>SESSION 9</th>
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<th>SESSION 11</th>
<th>SESSION 12</th>
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<tbody>
<tr>
<td>90 minutes</td>
<td>72 minutes</td>
<td>36 minutes</td>
<td>72 minutes</td>
</tr>
<tr>
<td>8:00 – 9:30</td>
<td>9:36 – 10:48</td>
<td>11:12 – 11:48</td>
<td>1:00-2:12</td>
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<tr>
<td>8-8.30 Business Meeting</td>
<td>Bouncing Over Boundaries: A Workshop to Become a Better Listener</td>
<td>Preparing for an Emotionally Difficult Listening Event</td>
<td>The Business Case for Listening</td>
</tr>
<tr>
<td>Charles Veenstra</td>
<td>Kathy O’Brien</td>
<td>Dick Halley</td>
<td>Dana Dupuis, Graham Bodie</td>
</tr>
<tr>
<td>8.30-9.30 Board Meets</td>
<td>Ontological Listening in Different Spaces</td>
<td>The Layers of Listening</td>
<td>Listening Beyond Paraphrasing</td>
</tr>
<tr>
<td>Lower Concourse</td>
<td>Francine Hultgren</td>
<td>Laura Hargraves</td>
<td>Avraham (Avi) Kluger, Raquel Ark</td>
</tr>
<tr>
<td>Charles Veenstra</td>
<td>Barbara Fowler, Roxanne Morgan</td>
<td>E, C/L, TED-like talk</td>
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### FRIDAY • SESSIONS 13 - 15

<table>
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<tr>
<td><strong>SESSION 13</strong>&lt;br&gt;36 minutes&lt;br&gt;2:24 – 3:00</td>
<td>Ingredients for Evaluative Listening&lt;br&gt;Margarete Imhof&lt;br&gt;Myriam Schlag</td>
<td>Gaining a “Sick Sense”: Learning to Listen to Ourselves and Others in the Chronic Illness Journey&lt;br&gt;Annie Rappeport&lt;br&gt;AND&lt;br&gt;The Art of Availability&lt;br&gt;Benjamin Mathes&lt;br&gt;HC, S/O, R, C/P, TED</td>
<td>High Impact Listening Education at Middle Tennessee State University&lt;br&gt;Janet McCormick</td>
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3:00 – 3:24 COFFEE BREAK (24 minutes) In honor of ILA Past President Ray McKelvy

<table>
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<th>SESSION 14</th>
<th>60 minutes</th>
<th>3:24 – 4:24</th>
<th>SESSION 15</th>
<th>60 minutes</th>
<th>4:30 – 5:30</th>
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4:24 – 4:30 WALKING while TALKING and LISTENING (6 minutes)

<table>
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<th>SESSION 15</th>
<th>60 minutes</th>
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<tr>
<td><strong>Practicing Listen First Conversations on Polarized Issues</strong>&lt;br&gt;Pearce Godwin&lt;br&gt;C/P, Workshop</td>
<td><strong>When you speak, you sing!</strong>&lt;br&gt;Jean François Mathieu&lt;br&gt;AND&lt;br&gt;At the Table: Paired Listening Across Time and Place&lt;br&gt;Michael Gingerich&lt;br&gt;Tom Kaden</td>
<td><strong>The Magic of Listening:</strong>&lt;br&gt;Physical, Emotional, Cognitive, and Relational Effects of Listening&lt;br&gt;Sheila Bentley&lt;br&gt;A, HC, S/O, Workshop&lt;br&gt;C/P, S, S/O, Discussion</td>
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Enjoy a free evening and explore Dublin!
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<th>SESSION 16</th>
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<tbody>
<tr>
<td>24 minutes</td>
<td>Irish Harp set up time. Sorry, this room is not available to ILA members until next session.</td>
<td>Listening to Help Refugee School Children Succeed</td>
<td>Can You Hear Me Now? Assessing Critical Listening Skills in College Students</td>
<td>Listening Lounge: Jetlagged? Rest, relax and listen just for fun! AND Authors Area: Invite your favorite ILA author for a photo op or book signing</td>
</tr>
<tr>
<td>10:30 – 10:54</td>
<td>Enjoy the Listening Lounge/Authors Area in Room 3027</td>
<td>Donna Schiess</td>
<td>Franca Ferrari-Bridgers Rosanne Vogel Sebastian Murolo</td>
<td>R., C/P, E, Paper/Presentation</td>
</tr>
<tr>
<td>10:54 – 11:00</td>
<td>6 minutes</td>
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<thead>
<tr>
<th>SESSION 17</th>
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<tr>
<td>72 minutes</td>
<td>Making the Irish Harp: The Four Stages of Listening</td>
<td>I Know You're Listening, But Not Your Listening!</td>
<td>Council (Listening Circle) Workshop</td>
<td>Getting Published: A Facilitated Discussion for Listening Scholars, Educators, Practitioners, and Those In-Between</td>
</tr>
<tr>
<td>11:00-12:12</td>
<td>Tomás MacUileagóid Aisling Connolly, Harpist</td>
<td>Michael Z Murphy Daniel (Dan) Corey</td>
<td>Avraham (Avi) Kluger Eran Halevy Nurt Halevy</td>
<td>Graham Bodie Margaret Fitch-Hauser Margarete Imhof Debra Worthington</td>
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<td>E. B. R. HC, Panel Discussion</td>
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<tr>
<td>12:12 – 12:18</td>
<td>6 minutes</td>
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<thead>
<tr>
<th>SESSION 18</th>
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<tbody>
<tr>
<td>12:18 – 1:00</td>
<td>Helen Meldrum Michael Gingerich Tom Kaden Benjamin Mathes Pearce Godwin</td>
<td>Kathy O’Brien</td>
<td>Jean François Mathieu</td>
<td>Graham Bodie</td>
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<tbody>
<tr>
<td>2-5 Hours</td>
<td>Afternoon</td>
<td>Experiential Listening: Putting Listening into Practice</td>
<td>2 hours</td>
<td>2018/2019 New Board Lunch and Workshop</td>
</tr>
<tr>
<td>1:00-6:00</td>
<td>Grab lunch with your new project partner, collaborator, colleague or friend and enjoy the city.</td>
<td>1:00-3:30</td>
<td>Board Members please gather on the Lower Concourse</td>
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<tr>
<td>4 hours</td>
<td>Cocktail Hour (cash bar) In honor of ILA Past President Margaret Fitch-Hauser Harp Concert, Aisling Connolly Harpist, In honor of ILA Past President Laura Janusik Formal Dinner and Awards Celebration Toast</td>
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<tr>
<td>6:00-10:00</td>
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Bon Voyage – see you next year in
Executive Board 2017-2018

President
Charles Veenstra
1st Vice-President
Helen Ralston
1st Vice-President Elect
Anita Dorczak
Immediate Past President
Kent Zimmerman
2nd Vice-President, Membership
John Backman
Secretary
Kae Van Engen
Member at Large, Public Relations
Gayle Pohl
Member at Large, Global
Kathy O'Brien
Member at Large, Special Projects
Sheila Bentley
Student Member
tba
Non-voting members
Executive Director
Nan Johnson-Curiskis
International Journal of Listening
Margarete Imhof
Listening Post Editor
Gayle Pohl
Web Editor
Nicole Bodin
Listening Education Editor
Erica Lamm

Founding Members

Any member who joined the Association during the first year and has maintained membership in the Association from that time forward shall be listed in the convention program each year as a founding member. (*deceased)

Andrew Wolvin* 0009
Lyman K. "Manny" Steil* 0001
Dale Steil* 0200
Lyman K. "Manny" Steil 0001
Dee Steil* 0200
Lyman K. "Manny" Steil 0001
Milda Steinbrecher 0031
Nanette Johnson-Curiskis 0075
Ralph G. Nichols 0062
Mild Steinbrecher 0031
Larry L. Barker 0011
Nadine Marsnik 0034
Ray McKelvy 0058
Joyce Donen Hirschhorn* 0010
E. Lucile Nichols* 0063
Terry H. Ostermeier 0035
Nanette Johnson-Curiskis 0075
Ralph G. Nichols* 0062
E. Lucile Nichols* 0063
Linda Marsnik 0034
Joyce Donen Hirschhorn* 0010
Carolyn Coakley Hickerson* 0068
E. Lucile Nichols* 0063
Ray McKelvy 0058
Carolyn Coakley Hickerson* 0068
Ray McKelvy 0058
Edith Walters Cole 0033
James East* 0069
Ella Erway 0073
Mary Forestieri 0007
Corinne Geeting* 0024
William M. Gering* 0046
Warren Gore 0094
Carol Grau 0059
Joyce Donen Hirschhorn* 0010
Nadine Marsnik 0034
Ray McKelvy 0058
Edith Walters Cole 0033
James East* 0069
Ella Erway 0073
Mary Forestieri 0007
Corinne Geeting* 0024
William M. Gering* 0046
Warren Gore 0094
Carol Grau 0059

ILA Lifetime Achievement Award Winners

The ILA Lifetime Achievement Award is presented to an individual who is recognized for lifetime achievements involving the ILA and its growth and development. Winners include:

Andrew Wolvin - 2015
Lyman K. "Manny" Steil - 2012
Ralph Nichols - 2006
ILA Hall of Fame Members

The Hall of Fame Award is presented to individuals who are recognized for notable achievements involving listening in academic, business, or other settings. Selection to the Listening Hall of Fame is the highest award of the Association. Winners have contributed to the advancement of effective listening over a number of years.


Organizational Members

Any Regular Member who pays annual dues to the Association at the rate established by the Executive Board for organizational members shall be listed in the Convention Program for that year as an Organizational Member.

Sinclair Community College: Kent L. Zimmerman, Heidi McGrew
Brio Enterprises: Dana Dupuis, Tom Thompkins
CUNY/Queensborough Community College: Franca Ferrari, Heather Huggins
Kean University: Sandra Bodin-Lerner, Jack Sargent

International Listening Association 39th Annual Convention Listening Beyond Boundaries
June 20 – 23, 2018 Trinity College, Dublin, Ireland  www.listen.org
International Listening Association

Life Members

Any member who pays a one-time fee, or a greater fee prorated over a five-year period, shall be listed in all future convention programs as a lifetime member. An asterisk shall be placed beside the names of Lifetime Members who are deceased.

W.Clifton Adams
Linda Albert
Alberta Arnold
William Arnold
Yoshio Asano
Teruko (Teri) Akita
Beverly Aweve
Emmanuel S. A. Ayee
Susan Ellen Bacon
Larry Barker
Kimberly Batty-Herbert
Melissa Beall
Sheila Bentley
Robert Bohlken
Richard Bommelje
Wayne Bond
Jay Brandon
Ila June Brown-Pratt
Jerry Catt-Oliason
Carolyn Coakley Hickerson *
Edie Cole
Judith Cole *
Pamela Cooper
Byung In Cho
Daniel Corey
Diana Corley Schnapp
Beth Courtier
Anita Dorczak
Carolyn deLisser
Peter deLisser
George Dwyer
Sakae Endo
Gregory Enos
Ella Erway
Margaret Fitch-Hauser
James Floyd
Mary Forestieri
Wendy Fraser *
Corrine Geeting *
William Gering *
Catherine Gifford
Michael Gilbert
Tim Gilmor
Warren Gore
Frances Grant
Carole Grau
Jennifer Grau
Michael Haller
Barnett C. Helzberg
Thomas Hickerson
Joyce Donen Hirschhorn*
Bill Holland
Richard Hunsaker
Margarete Imhof
Laura Janusik
Nanette Johnson-Curiskis
Mark LeBlanc
Nadine Marsnik
Sally McCracken
Ray McKelvy
Justin McKeown
Murlene McKinnon
Mary Ann Messano-Ciesla
Robert Metke *
John Murphy
Michael Z Murphy
Robert Neuleib
Linda Wilson Nichols
E. Lucile Nichols *
Ned Nichols *
Ralph Nichols *
Jack Nichols
Rick Nienow
Barbara Nixon
Kathy O’Brien
I. Warton Ong
Lisa Orick-Martinez
Kenneth Paulin
James Pratt
Sara Gayle Pyfrom *
Shelby Reigstad
Paul Rich
Alice Ridge
Charles Roberts
Arthur Robertson
Mailey Rohner
Liz Lavallee Shifflett
Dee Steil *
Lyman "Manny" Steil
Sandy Stein *
Hiroko Suzuki
Philip Tirpak
Frank Thomas
Charles Veenstra
Rosanne Vogel
Kittie Watson
Harvey Weiss
Gil Whiteman
Florence Wolff *
Andrew Wolvin
Debra Worthington
Ray Young
Convention Donors

We are especially grateful to our generous donors whose contributions enabled us to underwrite our invited speakers, offer student scholarships, provide artist honoraria and culturally enrich our convention experience. We hope everyone will consider donating to the ILA to support the advancement of listening in the world.

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- John and Shelly Benjamin
- Frank Borsa and Jeff Wallace
- Debbie Burko
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- Carole and Leonard Grau
- Stephanie and Jon Heller
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- Joyce and Morton Vogel
- Gail Wasserman and Ilene Miklos
- Morton Weiner
- Mark and Jane Weiss
- Michael and Ella Weiss
The International Listening Association has met as a body every year since its founding in 1979. On August 23-24, 1979, Lyman K. "Manny" Steil hosted the "Listening State-of-the-Art Symposium" in Minnesota. According to the letter sent to interested individuals, the meeting would serve as an opportunity to "share important information and experiences and to establish a network of professionals." Twenty-seven people met for the symposium and decided to establish the International Listening Association. The following have been locations for the annual meeting along with the presiding President and the convention theme.

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<tr>
<th>Year</th>
<th>President</th>
<th>Location</th>
<th>ILA Convention Theme</th>
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<tr>
<td>1</td>
<td>Lyman K. &quot;Manny&quot; Steil</td>
<td>Atlanta GA</td>
<td>Listening: 1980 and Beyond; Birth of the ILA</td>
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<tr>
<td>2</td>
<td>Lyman K. &quot;Manny&quot; Steil</td>
<td>Denver CO</td>
<td>Rocky Mountain High</td>
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<td>3</td>
<td>Sally Webb</td>
<td>Washington DC</td>
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<td>Bob Miller</td>
<td>St. Paul MN</td>
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<td>Andrew D. Wolvin</td>
<td>Scottsdale AZ</td>
<td>The Field of Listening: Directions in the 80’s</td>
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<td>Marguerite Lyle</td>
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<td>Building Bridges through Listening</td>
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<td>Larry Barker</td>
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<td>Carolyn Coakley Hickerson</td>
<td>New Orleans LA</td>
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<td>Judi Brownell</td>
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<td>Michael Gilbert</td>
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<td>15</td>
<td>Sheila Bentley</td>
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<td>Frankfurt Germany</td>
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<td>Portland ME</td>
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## ILA Convention Venues, Presidents, Themes

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<td>2014 Pamela Cooper</td>
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<td>2015 Philip Tirpak</td>
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<td>2017 Charles Veenstra</td>
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<td>2019 Anita Dorczak</td>
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[Link to Listening Beyond Boundaries Program Description with Presenter and Co-Author Bios Index](#)

To read descriptions and objectives for each Program and photos and bios for each Presenter and Co-Author click the link above.

Thank you for joining us in Dublin, Ireland

We look forward to seeing you again next year in …

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International Listening Association 39th Annual Convention Listening Beyond Boundaries
June 20 – 23, 2018 Trinity College, Dublin, Ireland

[www.listen.org](http://www.listen.org)