23rd Annual Convention
Sweden

24th Annual Convention
Sweden

International Listening Association

Ramada Valley Ho Resort & Convention Center
Scottsdale, Arizona

March 6-9, 2002
President: Richard Halley
First Vice President: Kimberly Batty-Herbert
First Vice President Elect: Melissa Beall
Second Vice President: Maria Loffredo Roca
Secretary: Laura Janusick
Members-at-Large, Global: Klara Pihlajamäki
Member-at-Large, Public Relations: Daryl Vander Kooi
Member-at-Large, Special Projects: Margarete Imhoff
Student Member: Amy Oxendine
Immediate Past President: Harvey Weiss
International Journal of Listening Editor: Margaret Fitch-Hauser
Interim Listening Post Editor: Barbara Nixon
Webmaster: Barbara Nixon
Executive Director: James Pratt
Local Arrangements Chair: William Arnold

Special thanks to proof readers:
Olga Sears
Terry Christessen
Michael Purdy

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<td>ILA Newcomers</td>
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<td>10:00</td>
<td>Perspectives on Intercultural Listening</td>
<td>Listening Models and Frameworks</td>
<td>Using Critical Listening to Arbitrate</td>
<td>Effective Listening in the Community</td>
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<td>College Listening Courses</td>
<td>Perspectives on Listening</td>
<td>Teaching Physicians/Listening &amp; Loneliness</td>
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<td>8:00</td>
<td>ILA Leadership Listens</td>
<td>Listening at Home/ Voluntary Simplicity</td>
<td>The Intent to Communicate/ Attorney’s Listening Styles</td>
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<tr>
<td>9:15</td>
<td>Listening in Professional Communities</td>
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<td>Silence/ Malaysians/ Foundation of Dialogue</td>
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<td>11:00</td>
<td>Swap Shop</td>
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<td>Listening to the Silence</td>
<td>Activities for K-12 Standards</td>
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<td>The Sacred Art of Listening</td>
<td>Enforced Silence/ Magical Listening/ Listening Speaks</td>
<td>Mr. Sandman/ Promoting School Engagement</td>
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<td>3:15</td>
<td>The Cement That Builds...</td>
<td>Measuring Personality/Narrative Themes</td>
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<td>Harold Kinzer</td>
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<td>Amy Oxendine</td>
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<td>Ken Paulin</td>
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<td>Carolyn Perry</td>
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<td>John Ray</td>
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<td>Daniel Rosenblum</td>
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<td>Diana Schnapp</td>
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<td>Hiroko Suzuki</td>
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<td>Kathy Thompson</td>
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<td>Daryl Vander Kooi</td>
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<td>Kent Zimmerman</td>
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ILA Newcomers: What's in it for me?
Lisa Darnell – University of North Alabama
Connie Morris – Wichita State University
The session will address what's "in" ILA. Experience a brief overview of the ILA, our past, present and future. We will also try to assist attendees with discovering ILA resources that meet their specific needs.

ILA Executive Board Meeting

Welcome!
Gather in the hotel lounge for a "no host" reception to greet old friends and forge new foundations of community.

Members Sharing Stories of Listening and Community
Richard Halley – Weber State University
Michael Purdy – Governors State University
Klara Pihlajamaki
Listening theory/research is valuable, but real listening begins with human experience, and personal stories. This session asks participants to bring and share personal stories of listening. The session explores the question: What kinds of experiences help us become genuinely better listeners?
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<tr>
<td>7:00AM</td>
<td>ILA Newcomers: What's in it for me?</td>
<td>Research Dialogue</td>
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<td>(Repeat from Wednesday 6:00PM)</td>
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<td>Lisa Darnell - University of N. Alabama</td>
<td>Phil Emmert – James Madison University</td>
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<td>Connie Morris – Wichita State University</td>
<td>Victoria Emmert – James Madison University</td>
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<td>Charles Roberts – East Tennessee State University</td>
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<td>Andrew Wolvin – University of Maryland</td>
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<td>7:30AM</td>
<td>Getting Reporters to Listen to You – Part I</td>
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<td>CONTINENTAL BREAKFAST</td>
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<tr>
<td>8:00-9:30AM</td>
<td>Getting Reporters to Listen to You – Part I</td>
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<td>Lou Hampton – The Hampton Group, Inc.</td>
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<td>Chair: Sheila Bentley</td>
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<td>What does it take to get reporters interested in your story, and then get them to report it accurately? In this interactive session, ILA member Lou Hampton reveals how to get quoted and be remembered. You’ll also identify media opportunities you may have overlooked to help promote your business or organization. Lou’s Washington, DC-based consulting firm works with internationally recognized politicians, celebrities, and executives on their message development and delivery skills. Added bonus: even if you never talk to a reporter, these media techniques will sharpen all your communication.</td>
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funding, conduct research, and publish from individuals already successful in listening research. This session is a continuation of the 2001 ILA research mini conference in Chicago.

Listening in the Global Business Community
Jean Harris – Harris Associates
Chair: Nan Johnson-Curiskis
As products and services from all over the world continue to be in demand globally, the need to improve listening across cultures is evident. In this interactive session, the facilitator reviews general barriers to listening across cultures and identify strategies for removing them. Since the southwestern U.S. abounds in opportunities for cultural and business exchanges, and Mexico has recently become the second largest trading partner of the United States, exercises will focus on practicing to listen successfully to Mexican business representatives.

Getting Reporters to Listen to You - Part II
(Continued from 8:00AM)
Lou Hampton
Responding: Matching What You Say with What They Prefer
Michael Gilbert – Central Michigan University
Chair: Tony Kroll
Discover communication preferences based on needs of individuals as described by Kahler’s Process Communication Model. Content will include perceptual preferences (feelings, thoughts, beliefs, reflections, reactions, and actions) and communication channels (directive, requestive, nurturative, and emotive).

Connie Morris - Wichita State University
This session describes the role listening plays and how it is graded in job interviews, team oral reports, panel discussions, and manuscript speeches within business and professional communication courses.

Global Committee
Special Interest Meetings:
Education
Research
Business
Curriculum and Assessment Committee

Sunday March 10, 2002

ILA Executive Board Meeting
Whether we have an intention of building community in a classroom, a boardroom, or a medical office, effective listening is the mortar which helps us build cohesiveness. In this seminar attendingees have the opportunity to learn how to become a community and then analyze how this happened. What listening strategies made it possible to weld a new group of people into an interdependent community? Participants share their ways and means of facilitating connections and community through listening and create an action plan to double the effort.

**SESSION B**
Research
Ocotillo

**Measuring Personality Characteristics of Effective Listeners**
**Rick Bommelje** – Rollins College
Chair: Jessica Buckingham

This investigation analyzes the correlation between listening effectiveness and personality style. Using the Watson Barker Listening Test and the Hogan Personality Inventory, 124 adults were surveyed. The findings are explored.

**A Measure of Listening: Exploring Listening Theory via Narrative-Interpretive Themes**
**Pam & Jerry Catt-Oliason**
**Marvin Cox** – Boise State University

A study of how eleven leaders from five organizations define, value, and measure listening. Through multiple analytical methods, definitions and listening themes emerge.

**SESSION C**
Education
Saguaro

**Speaker Efforts to Improve Listening: A Philosophical Dilemma**
**James Floyd**
Chair: Diana Schnapp

This paper examines the issue of whether speakers should be urged to make listening easier. In a sense such an approach may actually reward and encourage the very listening habits that instruction in listening attempts to discourage.

**Listening: A Foundation in Business and Professional Communication Courses**
**L. Keith Williamson** – Wichita State University

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**SESSION C**
Education
Saguaro

**Teachers Assessing Oral Reading: Did You Hear That?**
**Carol Christy** – University of Idaho
Chair: Dick Halley

Informal assessments of reading are gaining in importance and teachers need new strategies to reliably measure student performance. Research, conducted in 2001, indicates that teachers and test administrators may be well trained in how to mark what they hear, but not in how to listen to what the students are actually producing. Those who attend the session will have the opportunity to mark a miscue analysis of a child reading orally. Interference factors will be identified and some suggestions for improving the practice will be presented.

**Pick Your Genre, Pick Your Movie, Pick Your Seat**
**Harvey Weiss**

Participants view clusters of movies identifying the specific characteristics that determine a genre. All movies possess similarities in terms of music, scenery, plot, character development, etc. This activity encourages listeners to be critical viewers and listeners.

**LUNCHEON**

**Getting the Public to Listen and Stay Tuned to the News**
Chair: Sheila Bentley

This session will be a panel presentation with representatives from several Phoenix television stations and a Pulitzer Prize winning reporter and editor from a Seattle newspaper. The session will cover topics such as: How do news programs get viewers to listen to the news? How are news stories selected? How are the stories organized and...
told to encourage viewers to stay tuned? What techniques do news programs use to attract and sustain listeners? How do reporters listen to their subjects in order to encourage them to talk to the reporters?

100% Responsible Communication

Peter DeLisser – Responsible Communication
Chair: Harvey Weiss
This 90 min. interactive coaching session reinforces six fundamentals of listening: 1) SELF-revealing statements, 2) asking real questions, 3) making general words specific, 4) confirming stated emotions, 5) confirming unstated emotions and, 6) accepting responsibility for non verbal reactions. This session provides an opportunity for participants to practice one method of teaching listening skills. This method was developed as a result of needing to teach business managers and educators how to listen.

Who Are We as Listeners? Individual Listening Profiles Across Situations

Margaret Imhof – The College of N J, Trenton
Chair: Wayne Bond
Using the Barker & Watson Listener Preference Profile (2000), this study investigates the adaptability of individual listening profiles to varying listening contexts (study, family, friends, work) and listening goals.

Mr. Sandman, Bring Me a Listener!

Barbara Nixon
Chair: Kathy Thompson
It's 8:30 at night, and you're facing a classroom of 15 tired and distracted adult learners. How can you help motivate them to remain active listeners? Share your best techniques!

Methods of Promoting School Engagement

Harold Kinzer – Utah State University
Nancy Birch – Utah State University

Presenters describe how to use school and curriculum redesign, school policy changes, changes in teacher evaluation and rewards, changes in school assessment, changes in instructional practices, and school efforts to respond to community culture as methods of mitigating the effects of structural barriers to listening.

Listening: The Cement That Builds Relationships and Community

Sandy Stein
Chair: Ray McKelvy
We are each members of numerous communities.
Carolyn Perry
Respondent: Deb Hefferin
A new publication of a teaching activities book for NCA's K-12 Standards on Speaking, Listening, and Media Literacy is being produced by NCA members. The workshop leaders are members of the Task Force who have worked on this project since its inception. The workshop will provide a brief overview of the activities book. The major portion of the workshop will focus on participants actually engaging in the activities.

LUNCHEON

The Sacred Art of Listening
Kay Lindahl – The Listening Center
Chair: Kimberly Batty-Herbert
Experience silence, reflection, and presence as three foundational qualities which nurture the spiritual aspect to the art of listening. This session is a study in approaches and practices that provide access to this sacred art.

Listening to the Needs of Community: A Rhetorical Analysis of One Organization’s Attempt to Enforce Silence
Tony L. Kroll
Chair: Daryl Vander Kooi
Listening to the needs of a community is a primary responsibility for service organizations. Recent efforts by the Catholic Church to silence religious leaders are used as a case study to consider organizational structures of consciousness.

Magical Listening and Community
Michael Purdy – Governors State University

SESSION B
General
Ocotillo

The Ways of Listening in Japan
A Study Through Vocabulary: How the Japanese Listen
Sakae Endo
Chair: Carol Christy
The traditional Japanese word for hear and listen is kiku but it has a much broader meaning. The Japanese can listen to wine, tea, and incense. Professor Endo located 163 compound verbs in old and new Japanese dictionaries. It is through these words that we can learn about the ways of listening in Japan.

An Experience in Japanese Style Listening
Hiroko Suzuki
In the second half of the session, participants are able to realistically feel the depth of the Japanese listening style, kiku. Unique and enjoyable activities, participants receive suggestions for their own listening training.

SESSION C
Education
Saguaro

Concept Key in Teaching and Improving Listening
Margaret Fitch-Hauser – Auburn University
Will Powers – Texas Christian University
Chair: Kay Lindahl
This paper focuses on the use of an innovative instructional technique called Concept Keys. The technique involves students receiving keys to effective communication and listening on a regular basis via e-mail. An instructor may use the Concept as a teaching point or as a basis for exercises and assignments. Using this method has been proven to actively engage students in their learning process and stimulate their thinking about the applicability and importance of fundamental ideas at the root of effective communication.
Poster Session
Student Papers
Brown competition papers

Taking Listening On-Line
Susan Ellen Bacon – KALPA Learning Systems
Chair: Jean Harris
Can we or can’t we? Will it or won’t it? Should we or shouldn’t we? These questions and more are answered by someone who has gone “live” and lived to tell about it. Strategies, corporate successes, and the ‘language’ of the web are included.

Presenting Across the Globe
Margarete Imhof – The College of N J, Trenton
Klara Pihlajamaki
Lyman Steil
Chair: Lisa Orick
Seasoned overseas presenters provide tips on presenting to a multi-cultural audience. Learn how to speak, listen and, act properly from the experts.

Web Advisory Committee Meeting
ISIP Meeting
2003 Local Arrangements Meeting
Public Relations Committee Meeting
Membership Committee Meeting

Scottsdale ArtWalk
Meet in the hotel lobby to enjoy a world-renowned Scottsdale tradition. Experience some of this country’s premier collections from virtually every school of artistic thought as you leisurely stroll along Old Town’s quaint streets. This “at your own pace” tour been described as the perfect night out in Scottsdale.

Swap Shop
Carol Christy – University of Idaho
Chair: Bob Bohlken
Share your listening activities, exercises, assignments, and training tips in a highly interactive session designed for anyone involved in listening instruction or training.

Reality TV and Reality Listening
April Roth – Auburn University
Chair: Margaret Fitch-Hauser
Survivor, Who Wants to be a Millionaire, The Real World, COPS, are all a co-adunation of the familiar game show, soap opera, and reality television genres. Survivor’s fusion of conventional elements obscures the fundamental intentions of these genres, to entertain, thrill, amuse, and provide insight into everyday life. Instead, Survivor showcases the human tools of manipulation, deception, and betrayal as justifiable means to a superlative end. Also, the setting adds to the distraction from listening. This paper presents the argument that the success of the show is largely based on the spectacle and not the content of the interactions.

Listening to the Silence
Ken Paulin
Chair: Michael Purdy
Silence is the common air we breathe. It is a vast pool always available to us where we can renew and refresh ourselves. We need more silence in our lives…more stillness in our homes. We need in our increasingly complex world, to silence ourselves – and to listen.

Teaching Activities for the K-12 Standards of Speaking, Listening, and Media Literacy: A Workshop
Pamela Cooper
Melissa Beall
Arlie Daniel
ment, Pedagogy, and Practice,
Victoria Emmert – James Madison University
This panel reports on the efforts of a group of listening scholars to review and refine our understanding of listening behavior at a summer weekend "listening summit" in Washington, D.C.
Respondent: Andrew Wolvin – Univ. of Maryland
Chair: Laura Janusik

Silence, Communication and Culture
Parthenia Franks – Morehouse University
Chair: Edie Cole
This paper addresses silence and listening in the Caribbean culture, arguing that silence for some Jamaicans, serves as a communication spring board for creativity, rejuvenation, and cultural identity.

Listening, Malaysian Culture, and Gender
Ena Bhattacharyya – Univ. Technology Petronas
This session explores culture and gender as it impacts the listening ability of Malaysian IT/IS and Engineering students in obligatory English courses. A distinction can be seen amongst these students in relation to the said categories.

Listening: Foundation of Dialogue among Civilizations
Saeid Golkar – Tehran International Studies and Research Institute
2001 has been recognized as the year of dialogue among civilizations by the United Nations. Fortunately, this concept has been accepted by different people, groups, and countries. Dialogue is a process involving two skills: talking and listening. The difference between dialogue and monologue is listening. We are witnessing listening gaining value as a human activity in the modern age. In this paper we show that dialogue among civilizations provides a source for dealing with conflict and violence.

ASSOCIATION BUSINESS MEETING
CONTINENTAL BREAKFAST
Perspectives on Intercultural Listening
Melissa Beall – University of Northern Iowa
Kimberly Batt-Herbert - Clovis Comm. College
James Pratt – U of Wisconsin, Cedar Falls
Chair: Barbara Nixon
These three panelists participated in the first joint meeting of the ILA and the Speech Communication Association of Puerto Rico, December 2001. Each brings a unique perspective of that convention and shares their panel presentation.

Beall discusses her interviews with Asian students and their perspectives of the similarities and differences in the importance of listening as well as in listening behaviors in Asia and the U.S. Batt-Herbert shares her experiences as a listener during various intercultural presentations emphasizing self-monitoring. Pratt discusses how growing Hispanic populations in Wisconsin have impacted dairy farming and the changes in listening behavior we might expect because of this.

A Closer Look at Listening Models and Frameworks
Kathy Thompson – Alverno College
Sheila Bentley – Bentley Consulting
Judi Brownell – Cornell University
Dick Halley – Weber State University
Kelby Halone – University of Tennessee
Laura Janusik - University of Maryland
Andrew Wolvin - University of Maryland
Chair: Victoria Emmert
In this highly interactive session, seven ILA scholars briefly present their respective listening
models. Individuals have the opportunity to ask questions of each author during a structured poster session to follow. The desired outcome is to acquire a collective deeper understanding of the multidimensionality of listening and bring us closer to an agreement on the essential components of the listening process.

Using Critical Listening to Arbitrate
Kent Zimmerman – Sinclair Community College
Bob Bohlken & Tommy Neuman
Chair: James Floyd
After reviewing the basic procedures used in Better Business Bureau arbitration hearings, participants will be asked to evaluate the evidence in a sample arbitration case, and arrive at a reasoned decision.

Effective Listening in the Community – Experiential Approaches
Nan Johnson-Curiskis – Gustavus Adolphus
Betsy Anderson – Gustavus Adolphus
Jessica Buckingham – Gustavus Adolphus
Chair: Laura Janusik
As major requirements for a semester course in Effective Listening students are challenged to think experientially for two projects. Students design a positive, effective listening campaign that highlights the value of effective listening for our campus. The second assignment requires students to market an effective listening workshop for a target audience of their choice. Both projects underscore the importance and the value of effective listening in a variety of settings and communities. Students who have participated in these assignments will share their observations and discuss successes and frustrations with the projects. Tee shirts, ads, posters, radio spots, table tents, videos and other paraphernalia designed by students as well as specifics of each assignment will be displayed and discussed.

Motivation is assumed in most effective listening models, yet studies have not focused on motivation's effect from the listening perspective. Does one's intent to communicate determine how one processes and stores stimuli? This study focuses on college students' ability to comprehend and recall given their differing intents to communicate.

An Exploration of Attorneys' Listening Styles
Daniela Polojan – Loyola University
Michelle Kirtley Johnson
Using the Listener Preference Profile, the paper analyzes attorneys' listening styles. Specifically, it focuses on whether attorneys listen the way they advocate.

9:00-9:15AM
Convention Center Lobby

9:15-10:45AM
SESSION A
Research
Palo Verde

LISTENING IN PROFESSIONAL COMMUNITIES: AN EXAMINATION OF LISTENING IN THREE DIVERSE CULTURES
Maria Loffredo Roca – Florida Gulf Coast Univ.
Amy Oxendine – Florida Gulf Coast University
Carol Pratt – Florida Gulf Coast University
Chair: Lisa Darnell
Three separate but parallel studies were conducted examining the role of listening in teaching, in the public relations field, and in organizations promoting environmental messages. Through in-depth interviews and surveys, the role of listening in each of these specific communities was examined.

SESSION B
Research
Ocotillo

Conceptualized Listening: Perspectives from a Washington Listening Summit
Listening is . . .
Kelby Halone – University of Tennessee
Listening Antecedents/Process/Outcomes,
Sheila Bentley – Bentley Consultanting
Approaching Listening Theory, Research, Assess-
Continental Breakfast

ILA Leadership Listens
Kimberly Batty-Herbert & Melissa Beall
Future ILA presidents want to listen to you! At tend this session to provide insight into where you would like to see the organization evolve over the next several years.

Listening at Home to the Ones You Love
Bob Bohlken – Northwest Missouri State University
Chair: Tom Wirkus
The electronic era has increased our ability to rapidly send messages over great distances but has done little to improve our communication in the home. With the divorce rate and number of broken homes increasing, interpersonal listening awareness and training become far more important in our society than electronic global interaction. This program provides insight into, and exercises for listening to the ones you love.

Achieving Voluntary Simplicity
Roberta & John Ray – Montana Tech of the University of Montana
This panel examines the role listening plays in enabling individuals to achieve voluntary simplicity in their lives. Voluntary simplicity means that, through our free choice, we should seek to simplify our lives in order that we may live more purposefully and, to use Thoreau's words, more deliberately.

The Intent to Communicate: What Role Does Motivation Play in Listening?
Laura Janusik – University of Maryland
Chair: Lisa Orick
College Listening Courses in the Global Community
Barbara Nixon
Chair: Betsy Anderson
Join us for an interactive session of sharing what YOU are doing teaching listening courses in your college or university... or get ideas for launching a NEW listening course!

Perspectives on Listening
Listening Dimensions
Terry Cunconan – Central Missouri State Univ.
Listening Psychology
Deborah Duran – National Cancer Institute
Listenability
James W. Lohr – Jim Lohr Insurance Agency
Listening Leadership
Lisa Orick – Albuquerque TVI
Respondent: Isa Engleberg – Prince George’s Community College
Chair: Andrew Wolvin
This panel discussion engages listening scholars in various perspectives on listening that can offer some new directions for listening theory and research.

Teaching Physicians to Listen
Daniel Rosenblum – Potomac Physicians Assoc.
Chair: Melissa Beall
This paper is a summary of a future textbook aimed at medical students and young doctors which teach specific listening skills for information gathering, modeling and compliance, validation, and empathy.

The Relationship between Listening and Loneliness
James Pratt – University of Wisconsin
The relationship between loneliness, depression and listening skills is explored in this study. Standardized tests were administered to a group of university students, and the results are reported.

SEDONA – MONTEZUMA CASTLE
Visit Montezuma Castle to view prehistoric Indian cliff dwellings dating back to 1200 AD. Continue on to Sedona with views of the Chapel of the Holy Cross and a scenic tour of the dramatic red rock areas, which have long been an inspiration to artists, filmmakers and visitors from all over the world. Enjoy time for lunch and shopping in the many art galleries & shops, before heading up Oak Creek Canyon for a spectacular view before returning back to Phoenix. Optional Jeep tour at additional charge.

FRANK LLOYD WRIGHT’S TALIESIN WEST
This custom tour travels through beautiful north Scottsdale to Taliesin West, the distinctive home of renowned American architect Frank Lloyd Wright. Enroute to Taliesin West, which is now a national landmark, your guide will inform you about Frank Lloyd Wright’s vast influence on the Valley of the Sun and orient you to the compound. Then enjoy “Panorama,” guided tour showcasing Wright’s brilliant ability to integrate indoor and outdoor spaces through architecture. You will also visit Taliesin West’s Cabaret Cinema, Music Pavilion, Seminar Theater and Wright’s private office. The compound, linked by dramatic terraces, walkways and splashing fountains, overlooks the Valley of the Sun and the beautiful Sonoran Desert from the base of the McDowell Mountains.