

24th Annual Convention
Sweden

23RD ANNUAL CONVENTION

International Listening Association

Ramada Valley Ho Resort &
Convention Center
Scottsdale, Arizona



March 6-9, 2002



23rd Annual Convention

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

SESSION OVERVIEW

	Palo Verde	Ocotillo	Saguaro	Joshua Tree
THURS.	ILA Newcomers			
7:00				
8:00	Getting Reporters to Listen to You	Research Dialogue	Global Business Community	
9:45	Getting Reporters to Listen —Pt. II	Responding: Matching What you Say...	Teachers Assessing/Pick Your Genre	
1:30	Getting the Public to Listen	100% Responsible Communication	Who Are We as Listeners?	
3:15	Group Listening	The Ways of Listening in Japan	Concept Key in Teaching Listening	
4:30	Poster Session	Taking Listening On-Line	Presenting Across the Globe	
FRI.				
10:00	Perspectives on Intercultural Listening	Listening Models and Frameworks	Using Critical Listening to Arbitrate	Effective Listening in the Community
11:15	Listening...Pace of Life/Sex Role Assumptions	College Listening Courses	Perspectives on Listening	Teaching Physicians/Listening & Loneliness
SAT.				
8:00	ILA Leadership Listens	Listening at Home/Voluntary Simplicity	The Intent to Communicate/Attorney's Listening Styles	
9:15	Listening in Professional Communities	Conceptualized Listening	Silence/Malaysians/Foundation of Dialogue	
11:00	Swap Shop	Reality TV	Listening to the Silence	Activities for K-12 Standards
1:30	The Sacred Art of Listening	Enforced Silence/Magical Listening/Listening Speaks	Mr. Sandman/Promoting School Engagement	
3:15	The Cement That Builds...	Measuring Personality/Narrative Themes	Speaker Efforts/Bus. & Professional Courses	

Convention Participants—Cont.

Margarete Imhoff	2, 8, 10
Laura Janusick	2, 11, 12, 16, 18
Nan Johnson-Curiskis	6, 12
Harold Kinzer	21
Michelle Kirtley Johnson	17
Tony Kroll	6, 20
Kay Lindahl	9, 20
Maria Loffrado Roca	2, 17
James Lohr	14
Ray McKelvy	21
Connie Morris	4, 5, 23
Tommy Neuman	12
Barbara Nixon	2, 11, 14, 21
Lisa Orick	5, 10, 14, 16
Amy Oxendine	2, 17
Ken Paulin	19
Carolyn Perry	20
Klara Pihlajamaki	2, 4, 10
Daniela Polojan	17
Will Powers	9
Carol Pratt	17
James Pratt	2, 11, 14
Michael Purdy	2, 4, 5, 19, 20
John Ray	16
Roberta Ray	16
Carol Richards	21
Charles Roberts	5
Daniel Rosenblum	14
April Roth	19
Diana Schnapp	22
Lyman Steil	10
Sandy Stein	21
Hiroko Suzuki	9
Kathy Thompson	11
Daryl Vander Kooi	2, 20
Harvey Weiss	2, 7, 8
L. Keith Williamson	22
Tom Wirkus	16
Andrew Wolvin	5, 11, 14, 18
Kent Zimmerman	12, 13

Table of Contents

Executive Board	2
Convention Sessions	4
Sight Seeing Tours	
Awards Banquet	
Convention Participants	
Easy Reference Session Guide	
2003 Call for Papers	

Wednesday March 6, 2002**7:00PM**

Palo Verde

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.

Executive Board Rm.

ILA Executive Board Meeting

Hotel Lounge

Welcome!

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

**8:00-10:00PM**

Palo Verde

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?

Convention Participants:

Name:	Page(s):
Betsy Anderson	12, 14
William Arnold	2
SusanEllen Bacon	10
Kimberly Batty-Herbert	2, 11, 16, 20
Melissa Beall	2, 11, 14, 16, 19
Sheila Bentley	5, 7, 8, 11, 13, 17
Ena Bhattacharyya	18
Nancy Birch	20
Bob Bohlken	12, 16, 19
Rick Bonmelje	8, 22
Wayne Bond	8
Judi Brownell	11
Jessica Buckingham	12, 22
Jerry Catt-Oliason	22
Pam Catt-Oliason	22
Carol Christy	7, 9, 18
Edie Cole	18
Pamela Cooper	19
Marvin Cox	22
Terry Cunconan	14
Arle Daniel	19
Lisa Darnell	4, 5, 17
Peter DeLisser	8
Deborah Duran	14
Phillip Emmert	5
Victoria Emmert	5, 11, 18
Sakae Endo	9
Isa Engleberg	14
Margaret Fitch-Hauser	2, 9, 13, 19
James Floyd	12, 22
Jan Flynn	13
Parthenia Franks	18
Michael Gilbert	6
Saeid Golkar	18
Richard Halley	2, 4, 7, 11
Kelby Halone	11, 13, 17
Lou Hampton	5, 6
Jean Harris	6, 10
Deb Hefferin	20

ILA COMMITTEES

Thursday March 7, 2002

7:00AM

SESSION A

General
Palo Verde**ILA Newcomers: What's in it for me?**

(Repeat from Wednesday 6:00PM)

Lisa Darnell - University of N. Alabama**Connie Morris** – Wichita State University

This 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.

7:30AM

Convention
Center Lobby**CONTINENTAL
BREAKFAST**

8:00-9:30AM

SESSION A

General
Palo Verde**Getting Reporters to Listen to You – Part I****Lou Hampton** – The Hampton Group, Inc.

Chair: Sheila Bentley

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.

SESSION B

Research
Ocotillo**Research Dialogue****Phil Emmert** – James Madison University**Victoria Emmert** – James Madison University**Michael Purdy** – Governors State University**Charles Roberts** – East Tennessee State University**Andrew Wolvin** – University of Maryland

Chair: Lisa Orick

Learn how to get started on research, acquire

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.

SESSION C
Business
Saguaro

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.

9:30-9:45AM
Convention
Center Lobby

BREAK



9:45-11:15AM
SESSION A
General
Palo Verde

Getting Reporters to Listen to You - Part II

(Continued from 8:00AM)
Lou Hampton

SESSION B
General
Ocotillo

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).

5:00-6:00PM
Palo Verde

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.

Ocotillo
Saguaro
Joshua Tree
Executive BR

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

7:00PM
Summerfeild's
Lounge



**No Host
Cocktail Hour**

8:00PM
Pow Wow

Awards Banquet



Sunday March 10, 2002

8:00AM
Executive BR

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 at tenees have the opportunity 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 award 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

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.

11:30AM
Pow Wow

LUNCHEON



1:30-3:00PM
SESSION A
General
Palo Verde

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?

SESSION B
Business
Ocotillo

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.

SESSION C
Research
Saguaro

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.

3:00-3:15PM
Convention
Center Lobby

BREAK



3:15-4:15PM
SESSION A
Business
Palo Verde

Group Listening: How to Get Group Members to Listen to Each Other

Sheila Bentley – Bentley Consulting
Chair: Rick Bommelje

This interactive session reveals strategies for improving the listening effectiveness of team

The connection of community is created in human dialogue. The foundation of dialogue is the magical listening of the whole person in harmony with the community. What is magical listening in community creation? How do we begin to listen magically?

Listening Speaks: A Communicological Perspective
Carol A. Richards – Bemidjii State University

The human science of communicology (semiotic phenomenology) may be just the new approach to researching listening that Michael Purdy calls for in "Listening, Culture, and Structures of Consciousness."

SESSION C
Education
Saguaro

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.

3:00-3:15PM
Convention
Center Lobby

BREAK



3:15-4:45PM
SESSION A
General
Palo Verde

Listening: The Cement That Builds Relationships and Community

Sandy Stein

Chair: Ray McKelvy

We are each members of numerous communities.

Carolyn PerryRespondent: **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.

12:00PM
Pow Wow

LUNCHEON

1:30-3:00PM
SESSION A
General
Palo Verde

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.

SESSION B
Research
Ocotillo

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

members in teams or committee meetings and for overcoming some of the barriers and biases, such as hierarchy, stereotypes, personality types, and communication styles.

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**Maragret 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.

4:30-6:00PM**SESSION A**Research
Palo Verde**Poster Session**Student Papers
Brown competition papers**SESSION B**Business
Ocotillo**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.

SESSION CGeneral
Saguaro**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.

5:00-6:00PM

Executive BR

Web Advisory Committee Meeting**6:00-7:00PM**Palo Verde
Saguaro
Ocotillo
Executive BR**ISIP Meeting****2003 Local Arrangements Meeting**
Public Relations Committee Meeting
Membership Committee Meeting**7:00PM****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.

11:00-12:00PM**SESSION A**Education
Palo Verde**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.

SESSION BResearch
Ocotillo**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 coadunation 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.

SESSION CGeneral
Saguaro**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.

SESSION DEducation
Joshua Tree**Teaching Activities for the K-12 Standards of Speaking, Listening, and Media Literacy: A Workshop****Pamela Cooper****Melissa Beall****Archie Daniel**

Session C
General
Saguaro

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.

Friday March 8, 2002

7:30AM
Palo Verde

ASSOCIATION BUSINESS
MEETING
CONTINENTAL BREAKFAST



10:00-11:00AM
SESSION A
General
Palo Verde

Perspectives on Intercultural Listening
Melissa Beall – University of Northern Iowa
Kimberly Batty-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. **Batty-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.

SESSION B
Research
Ocotillo

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.

SESSION C
Business
Saguaro

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.

SESSION D
Education
Joshua Tree

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

BREAK



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 Consulting
Approaching Listening Theory, Research, Assess-

Saturday March 9, 2002

7:30AM
Convention
Center Lobby

**Continental
Breakfast**



8:00-9:00AM
SESSION A
General
Palo Verde

ILA Leadership Listens
Kimberly Batty-Herbert & Melissa Beall

Future ILA presidents want to listen to you! Attend this session to provide insight into where you would like to see the organization evolve over the next several years.

SESSION B
General
Ocotillo

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.

SESSION C
Research
Saguaro

The Intent to Communicate: What Role Does Motivation Play in Listening?
Laura Janusik – University of Maryland
Chair: Lisa Orick

11:00-11:15AM
Convention
Center Lobby

BREAK



11:15-12:15PM
SESSION A
Research
Palo Verde

Listening at the Pace of Life
Sheila Bentley – Bentley Consulting
Margaret Fitch-Hauser – Auburn University
Jan Flynn
Chair: Kent Zimmerman

This paper provides an examination of the challenges of listening in a professional setting under great pressure. One of the challenges professionals face is learning to listen efficiently. Current research indicates that good communication skills, particularly listening skills, reduce the number of malpractice suits filed in the medical arena and in education. However, there has been no attempt to define what distinguishes efficient listening from ordinary listening. We propose to ask patients and/or clients what they are looking for in terms of listening behavior and outcomes. These questions focus on issues of behavior, time, and responsiveness. Based upon the results of the survey, we attempt to define efficient listening.

Sex-Role Assumptions Surrounding Everyday Listening in Social Situations

Kelby Halone – University of Tennessee
Research fostering stereotypical knowledge claims that women are better listeners than men based upon the assumption that the nature of a listening construct is already understood. This paper re-examines this claim by having members occupying different sex roles account for the listening process. Understanding first how members occupying a particular sex role account for the listening process provides an initial opportunity to clarify knowledge claims regarding the differential nature of the activity.

SESSION B
Education
Ocotillo

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!

SESSION C
Research
Saguaro

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.

SESSION D
General
Joshua Tree

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.

12:15-1:00PM
Executive BR

Past President's Meeting

1:15PM
Hotel Lobby



Depart for tours

Select from the following prepaid tours or explore on your own:

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.

