



Listening for Healing



International Listening Association

38th Annual Convention

Omaha, Nebraska

June 8-10, 2017

Hilton Omaha

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CONFERENCE & EVENT ROOMS

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1001 Cass Street ~ Omaha, NE 68102
 402 998 3400 ~ omaha.hilton.com



Executive Board 2016-2017

President	Kent Zimmerman
1st Vice-President	Charles Veenstra
1st Vice-President Elect	Helen Ralston
Immediate Past President	Philip Tirpak
2nd Vice-President, Membership	John Backman
Secretary	Kae Van Engen
Member at Large, Public Relations	Michael Z Murphy
Member at Large, Global	Vacant
Member at Large, Special Projects	Sheila Bentley
Student Member	Vacant
Non-voting members	
Executive Director	Nan Johnson-Curiskis
ILJ Editor	Margarete Imhof
Listening Post Editor	Gayle Pohl
Web Editor	Nicole Bodin
Listening Education Editor	Erica Lamm

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.

William Arnold: 1992	Margaret Fitch-Hauser: 2004	Paul Rankin: 1980
Paul Bagwell: 1984	Paul Friedman: 1990	Alice Ridge: 1991
Larry Barker: 1984	Michael Gilbert: 2011	Charles V. Roberts: 2002
Melissa Beall: 2008	Ethel Glenn: 2000	Carl Rogers: 1981
Sheila Bentley: 2001	Harry Goldstein: 1981	Donald Spearritt: 1989
Bob Bohlken: 2006	Warren Gore: 2007	Lyman K. (Manny) Steil: 1985
Rick Bommelje: 2011	Carole Grau: 2010	Kathy Thompson: 2006
Wayne Bond: 1999	Jennifer Grau: 2016	Kittie Watson: 1988
Robert Bostrom: 1991	Dick Halley: 2012	Carl Weaver: 1983
Charles T. Brown: 1983	Margarete Imhof: 2015	Harvey Weiss: 1997
James I. Brown: 1980	Laura Janusik: 2016	Wesley Wiksell: 1981
Judi Brownell: 1995 & 2003	Nanette Johnson-Curiskis: 2009	Miriam Wilt: 1981
Carolyn Coakley-Hickerson: 1988	Sara Lundsteen: 1981	Tom Wirkus: 2011
Edith Cole: 2010	Nadine Marsnik: 1998	Belle Ruth Witkin: 1993
Sam Duker: 1980	Weslynn Martin: 2005	Florence Wolff: 1986
Ella Erway: 1984	Ralph Nichols: 1980	Andrew D. Wolvin: 1985
Seth Fessenden: 1981	Michael Purdy: 1994	

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)

Larry L. Barker 0011	Joyce Donen Hirschhorn* 0010	Dee Steil* 0200
Jerald Carstens* 0014	Nanette Johnson-Curiskis 0075	Lyman K. "Manny" Steil 0001
Carolyn Coakley Hickerson* 0068	Nadine Marsnik 0034	Milda Steinbrecher 0031
Edith Walters Cole 0033	Ray McKelvy 0058	Stanford E. Taylor 0093
James East* 0069	E. Lucile Nichols* 0063	Erika Vora 0030
Ella Erway 0073	Ralph G. Nichols* 0062	Kittie W. Watson 0100
Mary Forestieri 0007	Terry H. Ostermeier 0035	Harvey F. Weiss 0016
Corinne Geeting* 0024	Kenneth Paulin 0057	Tom Wirkus 0171
William M. Gering* 0046	Richard R. Reagan 0096	Florence I. Wolff* 0027
Warren Gore 0094	Alice Ridge 0003	Andrew Wolvin 0009
Carol Grau 0059	Arthur Robertson 0101	

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

CUNY/Queensborough Community College: Rosanne Vogel, Franca Ferrari

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

ILA Convention Sites

And Presidents

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.

	Year	President	Location	ILA Convention Theme
1	1980	Lyman K. "Manny" Steil	Atlanta GA	Listening: 1980 and Beyond; Birth of the ILA
2	1981	Lyman K. "Manny" Steil	Denver CO	Rocky Mountain High
3	1982	Sally Webb	Washington DC	Washington Listens '82
4	1983	Bob Miller	Minneapolis/St . Paul MN	
5	1984	Andrew D. Wolvin	Scottsdale AZ	The Field of Listening: Directions in the 80's
6	1985	Marguerite Lyle	Orlando FL	Building Bridges through Listening
7	1986	Larry Barker	San Diego CA	Conceptual Frontiers in Listening
8	1987	Carolyn Coakley Hickerson	New Orleans LA	Listening in an Age of High-Tech--High-Touch
9	1988	William E. Arnold	Scottsdale AZ	Listening makes a difference
10	1989	Kittie W. Watson	Atlanta GA	Listening: The Next Generation
11	1990	Ethel C. Glenn	Indianapolis IN	Centering Listening in an Oral Culture
12	1991	Wayne Bond	Jacksonville FL	Listening as an Agent for Change
13	1992	Judi Brownell	Seattle WA	A Listening Mosaic
14	1993	Michael Gilbert	Memphis TN	Listening as Empowerment
15	1994	Sheila Bentley	Boston MA	Listening An Agent for Positive Change
16	1995	Margaret Fitch-Hauser	Little Rock AR	Listening in the Natural State
17	1996	Philip Emmert	Sacramento CA	Listening: Building Foundations
18	1997	Susan Ellen Bacon	Mobile AL	Listening: Celebrate the Past, Prepare for the Future
19	1998	Janet Cherry	Kansas City, MO	Listening: The Heart of Humanity
20	1999	Charles Roberts	Albuquerque NM	Listening Enchantment
21	2000	Harvey Weiss	Virginia Beach VA	The Listening Spirit
22	2001	Dick Halley	Chicago IL	2001 An Odyssey Toward Effective Listening
23	2002	Kimberly Batty-Herbert	Scottsdale AZ	Listening: The Foundation of Community

24	2003	Melissa Beall	Stockholm Sweden	Touch the World: Listen
25	2004	Ray McKelvy	Ft. Myers FL	Listen to Bridge the Gulf
26	2005	Barbara Nixon	Minneapolis/ St. Paul MN	The Power of Listening
27	2006	Maria Roca	Salem OR	Listening: The Language of Peace
	Year	President	Location	Theme
28	2007	Margarete Imhof	Frankfurt Germany	Listen and Make the Connection
29	2008	Lisa Orick-Martinez	Portland ME	Listening Lights the Way
30	2009	Rick Bommelje	Milwaukee WI	Growing Our Listening Legacy: Treasuring the Past, Embracing the Present and Creating the Future
31	2010	Laura Janusik	Albuquerque NM	Transformational Listening: Listening To Change
32	2011	Chris Bond	Johnson City TN	Listening for a Sustainable Future
33	2012	Alan Ehrlich	Bremerton WA	We ARE Listening: Advocate, Research, Educate
34	2013	Debra Worthington	Montreal Canada	Listening: The Art, The Science, The Joie de Vivre
35	2014	Pamela Cooper	Bloomington MN	The Power of Story Sharing
36	2015	Philip Tirpak	Virginia Beach VA	Listening: The Key to Life
37	2016	Kent L. Zimmerman	Tucson AZ	Listening: A Labor of Love
38	2017	Charles Veenstra	Omaha NE	Listening for Healing
39	2018	Helen Ralston		

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

Extended Program

Wednesday, June 7, 1:00-5:30

ILA Education Committee Pre-Convention Short Course

Rome

The ILA Education Committee will host a pre-convention short course in Omaha, Wednesday, June 7, 2017. Tentative presenters include: Chris Bond, Mary Lahman, Charles Fischer, Danny Combs, Phil Tirpak, Michael Z Murphy, Andrew Wolvin, and Melissa Beall.

The short course is limited to 25 participants with a registration fee of \$100 to cover room and refreshment expenses. The content is suitable for anyone who wishes to add ideas to a listening class, add listening to other courses, or create a new listening course.

Better Lawyering Through Better Listening

Hill

This workshop is available as an additional add-on Wednesday afternoon program only for those who register for the program through the Nebraska State Bar Association. The registration for the session for anyone requesting CLE units or for anyone who simply wants to attend/observe a session will be facilitated by the Nebraska State Bar Association. Any ILA convention attendee who wants to attend the sessions will be asked to register with the Nebraska State Bar Association but will be allowed to attend only if there is room. Any additional fee will be charged by the Nebraska State Bar Association; the link to access their information: [NEBAR](#)

Wednesday, June 7, 5:00-7:00 Supper Board Meeting in Flatiron Room

Thursday, June 8

7:30: Registration

Pre-function Area

7:45: Welcome

St. Nicholas A

Time: 8:00-8:50: Sessions

Listening Across the Life Span: A Listening Environment Comparison

Herndon

S.A. Welch

Rather than compare individuals based on chronological age, this study utilized listening environments to compare individual listening behavior. Three listening environments are proposed and studied: learning (academic setting), integrative (structured, hierarchical, collaborate environment), varied (not structured, more

social) individuals from each environment were compared as to what listening behavior they used the most.

*Listening and Stigmatization in the Practice of
Clinical Social Work in Mental Health*

Washington City

Frederick Galbrun

This ongoing research explores the role and functions of listening for French Canadian social workers in a clinical mental health setting. As a field of practice focusing on the interaction of individuals and their environment, can clinical social work provide a form of listening that helps nurture a social bond hindered by sufferings related to the stigmatization and marginalization?

Are Student Leaders Listening?

Cozzens

Erica Lamm

Anecdotally, we know that good listeners make good leaders. Although less research exists to prove this, some authors (Bechler and Johnson, 1995; Simmons, 2011) have found empirical evidence that those in groups who are perceived as excellent listeners are often also the ones perceived as potential leaders. In this qualitative study, students in leadership positions shed light on their listening abilities and how they relate to their positions of leadership.

Time: 9:00-9:50: Sessions

Building a Validity Portfolio for the Hear! Hear? Assessment

Herndon

Graham Bodie, Dana Dupuis, John Winter

The Hear! Hear? Listening Assessment (HHLA) is a 40-item measure designed to help individuals understand current listening habits at work. Although the instrument has been used extensively in management training over the past 8 years, little empirical evidence exists to provide confidence that it is a construct-valid measure of four types of listening: inner-personal, extra-personal, problem-solving, and conceptualizing. This paper details the development and several recent tests of the scale including a new effort to revise several items.

*Reflecting and Ruminating: Listening to the Regrets
Of Life Science*

Washington City

Helen Meldrum

A number of recent, and comprehensive research reviews have estimated the cumulative failure rate of new drugs from the discovery phase, to preclinical stages, and clinical development is actually over 98%. Nobody wants to pay the accompanying emotional costs that failure brings. This type of loss can bring with it associated negative emotional reactions, most notably regret and also shame, discouragement and embarrassment. Interviews with 45 Chief Executive Officers, Chief Medical Officers and Chief Scientific Officers of the most successful US

companies provide insight into how they heal from deep professional regrets and ultimately move forward to reframe the value of their experiences.

Performing Listening in Colombia's Post-Conflict Context Cozzens

Luis Sotelo Castro

This paper considers listening as a dimension of a political performance of memory in the post-conflict context of Colombia. The paper is a case study of my audio-walk *The Most Convenient Way Out* (2014), a 15 minutes audio walk in which one participant at a time is guided and 'walked through' key biographical and spatial situations as lived in the past by a young ex-combatant of rebel group Revolutionary Armed Forces of Colombia (FARC). The audio walk enables listener-participants to connect their personal feelings and emotions during the audio walk with what the young person might have felt in the past.

9:55-10:10: Break

10:15-11:30: Workshops

Introduction to the Hear! Hear? Listening For Management and Beyond Herndon

Dana Dupuis

The Hear! Hear? Listening Assessment (HHLA) is a ten-question survey developed over 8 years to help identify an individual's personal listening style or habit. Different people listen "to" and "for" different kinds of information, and understanding one's own listening habits can greatly enhance a person's ability to communicate and collaborate effectively with others. Marketed principally as a tool to assist management teams, this survey can also serve useful purposes in education, relationships, healthcare, families, counseling, etc.

Creating Listening Buzz Washington City

Sandra Bodin-Lerner

When students realize the impact listening has on their lives, they can become passionate Listening Ambassadors spreading their knowledge to others around them. Let's build the buzz by talking about ways to motivate students' to learn about the value of listening and tools to provide them to overcome its challenges. My focus is on college students, but all activities can be adapted for a variety of students and teaching contexts.

The Role of Listening in Delivering or Receiving Bad News Cozzens

Elaine O'Mullane, Corine Jansen, and Helen Meldrum

Most people have had an experience of delivering or receiving bad news. Bad news has different meanings depending on the context and the individual's perspective. At a basic level bad news can be described as 'a person or thing regarded as unpleasant, unlucky, or undesirable'. Within the context of healthcare the use of this term can be enough to evoke feelings of fear and dread. However 'bad news' is not limited only to the area of healthcare. Its delivery is multi-contextual and far reaching and also can occur in the areas of education, occupation, financial or relationships. The literature provides examples of protocols, guidance and recommendations on ways to make this process more efficient and compassionate. Unfortunately the process of delivering or receiving bad news remains challenging for all involved. One reviewer of the literature commented 'Whose need is being met?' (Balie, 2000). Using a variety of methods this presentation aims to explore how enhancing ones listening ability may provide an invaluable contribution to delivering or receiving this life changing process.

11:45-1:15: Welcoming Luncheon

St. Nicholas

1:30-2:20: Sessions

*Listening for all the "Write" Reasons:
Healthy Written Communication*

Herndon

Terrence Stange

The ability to write well is an essential communication skill for everyone and is critical to fully participate in a professional, social community and civic activities. This research underway began in 2015, and centers around take time and making opportunities to really listen to classroom teachers' concerns about students' writing skills, helping them analyze their assessment data and evaluate their plans for instruction.

Listening Fast and Slow: Advantage Handicaps

Washington City

Michael Purdy

In the midst of working through this presentation on how we are all impaired listeners I happened upon the book *Thinking Fast as slow (Kahneman, 2013)* and found this psychological research profoundly relevant to listening. I will show how this research can inform the practice of effective listening and help all of us to listen better despite our handicaps. After all, handicaps are an advantage if we recognize them as such and use them well.

Metacognitive Listening Strategies: An Applied Study

Cozzens

Mary Lahman, Laura Janusik, and Tim McKenna-Buchanan

Metacognitive listening strategies help students understand that metacognition is not one single tactic or skill, but rather a sequence of tactics that are used to be more effective listeners. Teaching students that cognitive listening is critical to comprehension, but metacognitive listening strategies assist in monitoring the

listening process, leads students to ask, “Am I understanding what I’m listening to, and if not, which skill or skills can I implement to get back on track?” Panelists will discuss the results of a quasi-experimental study that explored if teaching metacognitive strategies and reinforcing them assisted in students actually using the strategies more often.

2:30-3:20: Sessions

Emotional Crises, Listening, and Making Room for Complexity

Herndon

Deborah Leiter,

Stress and trauma research has shown that in times of difficult news, humans tend to seek to quickly resolve any cognitive dissonance about causes of the distress—often too quickly for good decision-making and emotional health. Many experts—including theologians, therapists, and theorists of good decision-making practices—suggest that it is healthier for those experiencing emotional crises and any comforters alike to resist such impulses, at least for a time, instead holding space for any nuanced complexities to be fully felt and analyzed. I will discuss the ways that non-directive listening, which is often seen as passive, may actually play a large part in giving both the traumatized and their supporters ways to actively push back too-quick closure in the midst of emotional crises by allowing them to hold space for complexity.

Listening for Healing: Introducing Educators to the Use of Children’s Books for Bibliotherapy and Self-to-Text Strategies

Washington City

Kathleen Wheeler and Shannon M. Leinen

Using the book *Fox* (2006) by Margaret Wild and Ron Brooks a case-study was conducted asking Education Majors to self-reflect after an oratory reading was presented of the story. This study highlights self-to-text theory from Harris (1997), the bibliotherapy process as presented by Halsted (2002), and an integration of Walter Fisher’s Narrative paradigm (1984;1994). The results of this study conclude that children’s literature may be universal in reaching individuals of any age who desire to attempt catharsis using narrative. Participant results also revealed that educators may feel bibliotherapy could be appropriately used, and helpful, in a classroom setting.

Testing Listening Measurement Tool: A Content Analysis of Listening Styles and Behaviors In Work Conversations between Joan and Peggy throughout the Mad Men Series

Cozzens

Sherry Wien

This study is a content analysis that quantifies and classifies listening styles and behaviors in work conversations between two fictional characters, Joan and Peggy, throughout the entire series of *Mad Men*, a critically acclaimed and popular dramatic television series. Two measurement tools were tested: the Listening Styles Profile – Revised (LSP-R) and the Organizational Listening Survey (OLS).

3:25-3:40: Break

3:45-4:45 Committee Meetings

5:30-7:30: Reception

North Patio
(St. Nicholas Weather Backup)

Friday, June 9

8:00-8:50: Sessions

Creating a Listening Culture in the Workplace

Herndon

Andrew Wolvin

Creating a listening culture in an organization is a challenge. In today's global economy, the prevailing culture can have a major influence on how much listening will characterize the international workplace. And American workers may be less inclined to embrace a workplace centered on listening. Difficult as this may be, the creation of a strong listening environment is recognized as essential to an employee/customer-centered. This presentation focuses on how a workplace listening culture can be developed

Rhetorical Listening in a Digital Age

Washington City

C. P. Moreau

This presentation shows results from a short study that asked how do rhetorical listening strategies affect writers when they compose, and how might digital media influence those strategies during the composition process. Results suggest that rhetorical listening in a digital age facilitates inventional and memory affordances.

Life-giving or a Deathblow? Qualitative Research

Cozzens

Into the Phenomena of Being Listened To and

Not Being Listened To

Teresa Elder Hanlon

Incarcerated women are some of the least listened to people in North America. What is their lived-experience of "being listened to" and "not being listened to"? To describe the life-giving and deadening experiences of these two phenomena, this qualitative study evokes anecdotal and poetic images based on interview transcripts and published writing.

9:00-10:15: Workshops

Strategies for Listening to the Heartbroken

Herndon

When You Are Heartbroken

Manny Steil

The “broken heart” exhibits a variety of intense emotional and physical pain. It is imperative to understand the make-up of the individuals suffering the “broken heart.” Healing the “broken heart” is enhanced by strategic and skillful listening by individuals who care deeply and are committed to supporting the emotional and physical health of those in pain. This is especially difficult when we are suffering from our own broken heart. We will explore proven strategies of listening to the “heartbroken even when we are heartbroken.”

How to Reach All Students: Model for Success
Michael Gilbert

Washington City

Teachers have distinct and preferred instructional delivery styles. When they match student learning styles, students perform significantly better. This presentation will outline what types of students are likely to do better in most classrooms. It will also suggest what educators can do to connect successfully with those students whose preferences are decidedly different.

To Listen or Not to Listen: That is the Question
Kay Lindahl

Cozzens

Listening is a choice. Most of the time we don’t make it consciously—so we half-listen, or let in input that’s not helpful, or miss important details. When we do make the choice, in contrast, we free ourselves to pay full attention and listen at the deep level that can bring healing and understanding. Why do *you* chose to listen, nor not listen? To whom? Why? In this all-dialogue session, we” explore our own listening choices, the personal frameworks from which we make those choices, and how we might change to become better, deeper listeners.

10:20-10:35 Break

10-20-12:00: Film and Discussion

St. Nicholas A

Screening of *The Listeners*

This is a film made by Dr. Robert Hurst, Associate Professor and Director of Graduate Studies at the University of Kansas. This film follows hotline volunteers at Headquarters, a mental health and suicide prevention center in Lawrence, Kansas. The screening will be followed by a panel discussion led by Kristin Vernon and Dr. Debra Worthington

No meetings are scheduled for Friday afternoon and evening so that you may enjoy the environs of Omaha

Saturday, June 10

8:00 to 9:15: Annual Business Meeting

St. Nicholas A

All members are urged to attend

9:20-10:10: Sessions

State of the Listening Course in the United States

Herndon

Molly Stoltz

This session will involve a discussion of the results of research conducted to determine how many listening courses are offered in the United States and some of the general qualities of those courses as well as differences.

Listening Democracy: Listening to Those Unwilling to Listen

Washington City

Jerald Catt and Michael Purdy

Listening Democracy: Issues and Possible Worlds. The presenters will offer post-election views on listening as means and mirror of democratic processes and a discussion of the future of listening and reason (title is Paul Ricoeur's "Myth as the Bearer of Possible Worlds")

*Why Specific Types of Supportive Messages Are More Helpful
in Private Helping Online Chat Conversations:*

Cozzens

Working with Topics of Death, Suicide and Sorrow

Minna Törrönen

People increasingly seek help to their problems via mediated interpersonal discussions or private chats in internet counseling services where the main objectives are to support, help and comfort support seekers in online conversations. The data of this paper has collected from Finnish Evangelical Lutheran Church online counseling services and online conversations are examined from the viewpoint of supportive communication. According to preliminary analysis of the conversation data, main topics are death and suicide and also sorrow of support seekers in their crisis situations. In the paper I seek answers from the data with the questions: How to communicate support with relation to main topics of data? When and why specific types of support messages are more or less helpful in private helping online chat conversations?

10:15-10:30: Break

10:35-11:50 Workshops

Listening Makes Us Better Humans

Herndon

Sheila Bentley

This session will include research on cooperation, collaboration, and synergy and the relationship between these human interactions and listening. Does listening produce greater cooperation, collaboration, and synergy? Does listening to each other enhance these interactions and does listening produce more of these positive

interactions than communication that occurs electronically. Attendees will also be involved in experiential activities to illustrate the findings.

Staying in the "Now": A Workshop Exploring the Healing Ears: A Service-Learning Approach to Listening Instruction

Washington City

Rowie Kirby-Straker

This paper describes a listening-focused course that first trains students in active-empathic listening then facilitates a demonstration of these skills in a mutually-beneficial service-learning project. The paper explains the rationale for the course, and provides an overview of the syllabus and related course-based research.

Healing Relationships Before They Need Life Support

Cozzens

Michael Murphy

Participants will learn how to execute perception checks, praise, gratitude, apologies, and constructive criticism. In developing these skills they learn to separate their perceptions from fact, to listen more deeply to their inner voices, to open up doorways to communication, and speak in a way that has content as well as maintains relationships with others.

12:00-1:30: Presidents' Luncheon

St. Nicholas

1:35-2:25: Sessions

Results from the 2016 Synergy Award

Herndon

Chris Bond

Moving towards a new definition of listening. The project was sponsored by the 2016 Synergy Award and examines both survey and interview data from participants ($n=453$) regarding how they define listening in online contexts and perceive listening when using social media or other technological devices.

Panel title: An Exploration of the Terms "Checking Fit" and "Facilitating Behaviors" in Halley's model.

Washington City

What Happens After Meaning is Assigned? Integrating "Checking Fit" and Facilitating Behaviors" in Halley's Model

Richard Halley

A "Bare Inaugural Moment: Halley's Checking Fit and the "Auditory Imagination"

Jerald Catt

Program description: Halley presents the terms checking fit and facilitating behavior within his model. Jerry Catt explores the hermeneutic implications of the term checking fit in light of Bachelard's 'poetic imagination.' What happens before, (as?), after meaning is assigned? Listening and Interpreting are complex, subtle creative

acts; both entail imagination. Yet, is imagination conceived a facilitative/supportive behavior? What is missing from our understanding in (and of) listening? A discussion of these issues will then engage the audience.

Take Off Your Armor and Bring Down the Walls: Cozzens
Authentic Listening and Critical Engagement
Elizabeth Parks

I explore a philosophy of “good listening” as subject to the rights and responsibilities of individuals, communities, and the discourses that constitute them. Grounded in dialogic philosophy and discourses within and between the narratives of several communities of difference (Asian, Caucasian, Deaf American Sign Language, First Nation, Latino, and LGBTQ and Allies), my ultimate aim is to sketch a dialogic ethic of listening through multiple methods of discourse analysis that help us learn from the listening values of a particular narrative moment. This paper discusses three values: cultivating understanding, authenticity, and listening as critical to problem solving. By better understanding the ways that these three values are enacted across communities of difference, we can courageously perform listening identities that create a healthier world.

2:30-3:20: Sessions

ILA's Social Media Initiatives Herndon
Cole McMillian and Gillian Evans

Lessons from the past and sustainability procedures for the future. This panel will review ILA's recent social media initiative led by two student interns. A sustainability model for ILA's social media will be presented as well as a mini-workshop on how to use and connect with ILA's social media. Individual help session may be offered afterward if time permits.

The Soundtrack of Your Life Washington City
Carol Christy

Music has the power to create indelible memories, or to help us find solace in times of sorrow, to energize us, or create nostalgic memories. This session will focus on specific pieces of music that have gained widespread usage of time and allow participants to place “Name that . . . (phrase is copyrighted)” to measure their own music-Q.

Testing a Model of Culture and Mobile Phone Addiction Cozzens
Behaviors on User Privacy Behaviors, Communicative
Involvement, and Conversational Sensitivity
Debra Worthington, Shaughan A. Keaton, Tuula-Ritta
Välilikoski, and Margarete Imhof

The ubiquitous use of mobile phones has led to numerous studies examining how they (and their related technologies) impact our social networks and communicative

interactions. Using structural equation modeling, this study explored the affect that culture (i.e., country of origin) and habitual mobile phone use (i.e., addiction behaviors) has upon conversational sensitivity, interaction involvement, and situational behaviors (i.e., privacy management).

3:25-3:40: Break

3:45-4:30: Closing Plenary Session

5:30-8:00: Awards Banquet

St. Nicholas

Sunday, June 10

7:00-9:00 Breakfast Board Meeting

Rome

