Table of Contents

Hotel and Convention Floor Plan .................................................. Page 3
ILA Executive Board 2016-2017 .................................................. Page 4
ILA Hall of Fame Members .................................................. Page 4
ILA Founding Members .................................................. Page 5
ILA Organizational Members .................................................. Page 5
ILA Lifetime Members .................................................. Page 6
ILA Convention Sites and Presidents .................................................. Page 7
ILA Lifetime Achievement Award Winners .................................................. Page 8
Program at a Glance .................................................. Pages 9-11
Extended Program Schedule .................................................. Pages 12-24
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
Paul Bagwell: 1984
Larry Barker: 1984
Melissa Beall: 2008
Sheila Bentley: 2001
Bob Bohlken: 2006
Rick Bommelje: 2011
Wayne Bond: 1999
Robert Bostrom: 1991
Charles T. Brown: 1983
James I. Brown: 1980
Judi Brownell: 1995 & 2003
Carolyn Coakley-Hickerson: 1988
Edith Cole: 2010
Sam Duker: 1980
Ella Erway: 1984
Seth Fessenden: 1981
Margaret Fitch-Hauser: 2004
Paul Friedman: 1990
Michael Gilbert: 2011
Ethel Glenn: 2000
Harry Goldstein: 1981
Warren Gore: 2007
Carole Grau: 2010
Jennifer Grau: 2016
Dick Halley: 2012
Margaret Imhof: 2015
Laura Janusik: 2016
Nanette Johnson-Curiskis: 2009
Sara Lundsteen: 1981
Nadine Marsnik: 1998
Weslynn Martin: 2005
Ralph Nichols: 1980
Michael Purdy: 1994
Paul Rankin: 1980
Alice Ridge: 1991
Charles V. Roberts: 2002
Carl Rogers: 1981
Donald Spearritt: 1989
Lyman K. (Manny) Steil: 1985
Kathy Thompson: 2006
Kittie Watson: 1988
Carl Weaver: 1983
Harvey Weiss: 1997
Wesley Wiksell: 1981
Miriam Wilt: 1981
Tom Wirkus: 2011
Belle Ruth Witkin: 1993
Florence Wolff: 1986
Andrew D. Wolvin: 1985
### 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)

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

### 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.

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

<table>
<thead>
<tr>
<th>Year</th>
<th>President</th>
<th>Location</th>
<th>ILA Convention Theme</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1980</td>
<td>Lyman K. &quot;Manny&quot; Steil</td>
<td>Atlanta GA</td>
</tr>
<tr>
<td>2</td>
<td>1981</td>
<td>Lyman K. &quot;Manny&quot; Steil</td>
<td>Denver CO</td>
</tr>
<tr>
<td>3</td>
<td>1982</td>
<td>Sally Webb</td>
<td>Washington DC</td>
</tr>
<tr>
<td>4</td>
<td>1983</td>
<td>Bob Miller</td>
<td>Minneapolis/St. Paul MN</td>
</tr>
<tr>
<td>5</td>
<td>1984</td>
<td>Andrew D. Wolvin</td>
<td>Scottsdale AZ</td>
</tr>
<tr>
<td>6</td>
<td>1985</td>
<td>Marguerite Lyle</td>
<td>Orlando FL</td>
</tr>
<tr>
<td>7</td>
<td>1986</td>
<td>Larry Barker</td>
<td>San Diego CA</td>
</tr>
<tr>
<td>8</td>
<td>1987</td>
<td>Carolyn Coakley Hickerson</td>
<td>New Orleans LA</td>
</tr>
<tr>
<td>9</td>
<td>1988</td>
<td>William E. Arnold</td>
<td>Scottsdale AZ</td>
</tr>
<tr>
<td>10</td>
<td>1989</td>
<td>Kittie W. Watson</td>
<td>Atlanta GA</td>
</tr>
<tr>
<td>11</td>
<td>1990</td>
<td>Ethel C. Glenn</td>
<td>Indianapolis IN</td>
</tr>
<tr>
<td>12</td>
<td>1991</td>
<td>Wayne Bond</td>
<td>Jacksonville FL</td>
</tr>
<tr>
<td>13</td>
<td>1992</td>
<td>Judi Brownell</td>
<td>Seattle WA</td>
</tr>
<tr>
<td>14</td>
<td>1993</td>
<td>Michael Gilbert</td>
<td>Memphis TN</td>
</tr>
<tr>
<td>15</td>
<td>1994</td>
<td>Sheila Bentley</td>
<td>Boston MA</td>
</tr>
<tr>
<td>16</td>
<td>1995</td>
<td>Margaret Fitch-Hauser</td>
<td>Little Rock AR</td>
</tr>
<tr>
<td>17</td>
<td>1996</td>
<td>Philip Emmert</td>
<td>Sacramento CA</td>
</tr>
<tr>
<td>18</td>
<td>1997</td>
<td>Susan Ellen Bacon</td>
<td>Mobile AL</td>
</tr>
<tr>
<td>19</td>
<td>1998</td>
<td>Janet Cherry</td>
<td>Kansas City, MO</td>
</tr>
<tr>
<td>20</td>
<td>1999</td>
<td>Charles Roberts</td>
<td>Albuquerque NM</td>
</tr>
<tr>
<td>21</td>
<td>2000</td>
<td>Harvey Weiss</td>
<td>Virginia Beach VA</td>
</tr>
<tr>
<td>22</td>
<td>2001</td>
<td>Dick Halley</td>
<td>Chicago IL</td>
</tr>
<tr>
<td>23</td>
<td>2002</td>
<td>Kimberly Batty-Herbert</td>
<td>Scottsdale AZ</td>
</tr>
<tr>
<td>Year</td>
<td>President</td>
<td>Location</td>
<td>Theme</td>
</tr>
<tr>
<td>------</td>
<td>----------------------------</td>
<td>-------------------</td>
<td>----------------------------------------------------------------------</td>
</tr>
<tr>
<td>24</td>
<td>Melissa Beall</td>
<td>Stockholm Sweden</td>
<td>Touch the World: Listen</td>
</tr>
<tr>
<td>25</td>
<td>Ray McKelvy</td>
<td>Ft. Myers FL</td>
<td>Listen to Bridge the Gulf</td>
</tr>
<tr>
<td>26</td>
<td>Barbara Nixon</td>
<td>Minneapolis/St. Paul MN</td>
<td>The Power of Listening</td>
</tr>
<tr>
<td>27</td>
<td>Maria Roca</td>
<td>Salem OR</td>
<td>Listening: The Language of Peace</td>
</tr>
<tr>
<td>28</td>
<td>Margarete Imhof</td>
<td>Frankfurt Germany</td>
<td>Listen and Make the Connection</td>
</tr>
<tr>
<td>29</td>
<td>Lisa Orick-Martinez</td>
<td>Portland ME</td>
<td>Listening Lights the Way</td>
</tr>
<tr>
<td>30</td>
<td>Rick Bommelje</td>
<td>Milwaukee WI</td>
<td>Growing Our Listening Legacy: Treasuring the Past, Embracing the Present and Creating the Future</td>
</tr>
<tr>
<td>31</td>
<td>Laura Janusik</td>
<td>Albuquerque NM</td>
<td>Transformational Listening: Listening To Change</td>
</tr>
<tr>
<td>32</td>
<td>Chris Bond</td>
<td>Johnson City TN</td>
<td>Listening for a Sustainable Future</td>
</tr>
<tr>
<td>33</td>
<td>Alan Ehrlich</td>
<td>Bremerton WA</td>
<td>We ARE Listening: Advocate, Research, Educate</td>
</tr>
<tr>
<td>34</td>
<td>Debra Worthington</td>
<td>Montreal Canada</td>
<td>Listening: The Art, The Science, The Joie de Vivre</td>
</tr>
<tr>
<td>35</td>
<td>Pamela Cooper</td>
<td>Bloomington MN</td>
<td>The Power of Story Sharing</td>
</tr>
<tr>
<td>36</td>
<td>Philip Tirpak</td>
<td>Virginia Beach VA</td>
<td>Listening: The Key to Life</td>
</tr>
<tr>
<td>37</td>
<td>Kent L. Zimmerman</td>
<td>Tucson AZ</td>
<td>Listening: A Labor of Love</td>
</tr>
<tr>
<td>38</td>
<td>Charles Veenstra</td>
<td>Omaha NE</td>
<td>Listening for Healing</td>
</tr>
<tr>
<td>39</td>
<td>Helen Ralston</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**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

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

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
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*  
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?*  
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*  
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*  
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

1:30-2:20: Sessions

Listening for all the “Write” Reasons: Healthy Written Communication
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
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
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**

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**

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**

Sherry Witen

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*  
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*  
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 invention 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
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
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’ll 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
All members are urged to attend

9:20-10:10: Sessions

State of the Listening Course in the United States
Molly Stoltz
This session will involve a discussion of the results of research conducted to determine how many listing 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
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:
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
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 Washington City*  
*Healing Ears: A Service-Learning Approach to Listening Instruction*  
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*  
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*  
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.  

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:**

*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 must 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 Behaviors on User Privacy Behaviors, Communicative Involvement, and Conversational Sensitivity**

*Cozzens*

**Debra Worthington, Shaughan A. Keaton, Tuula-Ritta Välikoski, 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

Sunday, June 10

7:00-9:00 Breakfast Board Meeting