International Listening Association
35th Annual Convention

The Power of Storytelling

March 27th-29th, 2014
Minneapolis, Minnesota
The texts we select and the questions we ask to legitimize those texts determine whose story in a society is worth telling and whose voices are worth hearing.

---Laura Apol Obbink, English Journal, 1992

‘No story lives unless someone wants to listen.’

– J.K. Rowling
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Welcome to the 35th Annual ILA Convention and to Minnesota! We are returning to our roots. We meet here, as our founders did on August 23-24, 1979, when Lyman K. “Manny” Steil, hosted the “State-of-the-Art of Listening” symposium at the University of Minnesota in St. Paul. Twenty-seven people from eight states with diverse backgrounds ranging from elementary school teacher to business and industry consultants met for the symposium and decided to establish the International Listening Association. At this symposium, there was extensive discussion of the need for developing a listening network. Unanimous agreement of the need for a listening network led to the birth of the International Listening Association. The established general purpose of the ILA was “To promote the study and development of effective listening”.

The first order of business for the new organization was to construct a constitution. Dr. William M. Gehring at Indiana University at South Bend constructed the first draft of the ILA constitution. He modeled the constitution and bylaws of the ILA after the constitution and bylaws of the International Reading Association. Gering’s draft went through several revisions, with the final one being completed by the ILA Steering Committee for review and reaction. The constitution and bylaws were officially approved on 17 February, 1980.

And so, here we are, 35 years later. Although many things have changed since 1979, ILA’s purpose — to advance the practice, teaching, and research of listening throughout the world, has not. Neither has ILA’s vision- to be the international leader of listening practices, teaching and research.

At times I fear we forget our purpose and our vision, and get “bogged down” by matters not related to listening. So, as we come together these next few days, may we remember our past as we look toward our future. As we storyshare at this convention, my hope is that we will remember our mission and our purpose. Perhaps we can best honor our past 35 years by being great listeners as we share our stories.

Pamela Cooper
ILA 1st VP
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.

Larry L. Barker 0011  Joyce Donen Hirschhorn 0010  Arthur Robertson 0101
Jerald Carstens 0014  Nanette Johnson-Curiskis 0075  Dee Steil * 0200
Carolyn Coakley Hickerson* 0068  Cathy Lindsey (Sobolik) 00134  Lyman K. (Manny) Steil 0001
Edith Walters Cole 0033  Nadine Marsnik 0034  Milda Steinbrecher 0031
James East* 0069  Ray McKelvy 0058  Stanford E. Taylor 0093
Ella Erway 0073  E. Lucile Nichols* 0063  Erika Vora 0030
Mary Forestieri 0007  Ralph G. Nichols* 0062  Kittie W. Watson 0100
Corinne Geeting* 0024  Terry H. Ostermeier 0035  Harvey F. Weiss 0016
William M. Gering* 0046  Kenneth Paulin 0057  Tom Wirkus 0171
Warren Gore 0094  Richard R. Reagan 0096  Florence I. Wolff* 0027
Carol Grau 0059  Alice Ridge 0003  Andrew Wolvin 0009

Life Members March 15, 2014

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

* deceased

Organizational Members

Sinclair Community College, Kent Zimmerman, Heidi McGrew
CUNY/Queensborough Community College, Rosanne Vogel, Franca Ferrari

4 - International Listening Association Annual Convention
ILA Listening Hall of Fame

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. (alphabetical)

Paul Bagwell  Pre-1994 Margaret Fitch-Hauser  2004 Charles V. Roberts  2002
Larry Barker  Pre-1994 Paul Friedman  Pre-1994 Carl Rogers  Pre-1994
Sheila Bentley  2001 Ethel Glenn  2000 Kathy Thompson  2006
Bob Bohlken  2006 Harry Goldstein  Pre-1994 Kitty Watson  Pre-1994
Rick Bommelje  2011 Warren Gore  2007 Carl Weaver  Pre-1994
Wayne Bond  1999 Carole Grau  2010 Harvey Weiss  1997
Edie Cole  2010 Ralph Nichols  Pre-1994 Andrew D. Wolvin  Pre-1994
Sam Duker  Pre-1994 Michael Purdy  1994
Ella Erway  Pre-1994 Paul Rankin  Pre-1994

ILA Presidents

2013 Debra Worthington  1996 Philip Emmert
2012 Alan Ehrlich  1995 Margaret Fitch-Hauser
2011 Christopher Bond  1994 Sheila Bentley
2010 Laura Janusik  1993 Michael Gilbert
2009 Rick Bommelje  1992 Judi Brownell
2008 Lisa Orick-Martinez  1991 Wayne Bond
2007 Margarete Imhof  1990 Ethel C. Glenn
2006 Maria Roca  1989 Kittie W. Watson
2005 Barbara Nixon  1988 William Arnold
2004 Ray McKelvy  1987 Carolyn Coakley Hickerson
2003 Melissa Beall  1986 Larry Barker
2002 Kimberly Batty-Herbert  1985 Marguerite Lyle
2001 Richard D. Halley  1984 Andrew D. Wolvin
2000 Harvey Weiss  1983 Bob Miller
1999 Charles Roberts  1982 Sally Webb
1997 Susan Ellen Bacon  1980 Lyman K. "Manny"

Executive Board

President ........................................................................Debra Worthington
1st VP .................................................................................Pamela Cooper
1st VP Elect .........................................................................Philip C. Tirpak
Secretary ........................................................................Kae Van Engen
Member at Large, Public Relations .........................Michael Z Murphy
Member at Large, Global ................................................Michelle Pence
2nd VP Membership .........................................................Chris Bond
Member at Large Special Projects .........................Melissa Beall
Student Member ............................................................Trevor Hannum
Immediate Past President .......................................Alan R. Ehrlich
International Journal of Listening Editor .................Margarete Imhof
Listening Post Editor .........................................................Gayle Pohl
Listening Education Editor ........................................Erica Lamm
Executive Director .......................................................Nanette Johnson-Curiskis
Web Editor .........................................................................Vacant
Committee Chairs and Members

**Program Planning Committee**
First VP, Chair (Pam Cooper)
Research chair
Education chair
Healthcare chair
Business chair

**Membership Committee**
Second VP, Chair

**Financial Review Committee**
First VP Elect, and Secretary, Co-Chairs
(Phil Tirpak and Kae VanEngen)
Melissa Beall

**Bylaws Revision Committee**
First VP Elect, and Secretary, Co-Chairs
(Phil Tirpak and Kae VanEngen)

**Public Relations Committee**
Member-at-Large #1 (Michael Z Murphy)

**Special Projects Committee**
Member-at-Large #2 (Melissa Beall)

**Research**
Andrea Vickery, Chair
Chris Bond
Judi Brownell
Sheila Bentley
Graham Bodie
Jerry Catt-Oliason
Carol Christy
Margaret Fitch-Houser
James Floyd
Chris Gearhart
Dick Halley
Margarete Imhof
Laura Janusik
Joseph Jenkins
Shaughan Keaton
Avi Kluger
Bill Mickelson
Michelle Pence
Mike Purdy
Helen Ralston
Charles Roberts
Tiffany Shroeder
Tuula-Riitta Valikoski
Teija Waaramaa
Andy Wolvin
Debra Worthington

**Business**
Helen Ralston, Chair
Amber M. Alsop
Alan Ehrlich
Carole Grau
Don R. Swanson
Jacob Jenkins
Judi Brownell
Sardool Singh
Sheila C. Bentley

**Education** (Chair needed)
Sardool Singh
Tom E. Wirkus
Vincenne Waxwood
Teruko Akita
Judi Brownell
Nancy Paist-Riches
Peter deLisser

**Global Outreach Committee**
Member-at-Large #3 (Michelle Pence)

**CLP Committee**
Donna Schiess, Chair
Dick Halley
Susan Timm
Lori Joubert
Theresa Caldwell
Teruko Akita

The chairs of the Standing Committees appointed by the President are: Archives, Awards, Business, Education, Healthcare, Local Arrangements, Certified Listening Professional, Research, and Site Selection.
## PROGRAM AT A GLANCE

### WEDNESDAY, MARCH 26

<table>
<thead>
<tr>
<th>TIME</th>
<th>EVENT</th>
<th>ROOM</th>
<th>PARTICIPANTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>3:00-5:00</td>
<td>Early Bird Registration</td>
<td>Ballroom Foyer</td>
<td>Johnson-Curiskis Board Members: Beall, Cooper</td>
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</tbody>
</table>

### THURSDAY, MARCH 27

<table>
<thead>
<tr>
<th>TIME</th>
<th>EVENT</th>
<th>ROOM</th>
<th>PARTICIPANTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:00-12:00</td>
<td>Executive Board Meeting with Working Lunch</td>
<td>Nice/Eden Prairie</td>
<td>Board Members</td>
</tr>
<tr>
<td>11:00-12:00</td>
<td>Registration</td>
<td>Ballroom Foyer</td>
<td>Johnson-Curiskis Board Members</td>
</tr>
<tr>
<td>12:00-5:00</td>
<td>Silent Auction</td>
<td>Chambord/Hyland</td>
<td>Hannum and Student Presenters</td>
</tr>
<tr>
<td>Noon-5:00</td>
<td>Storysharing Booth</td>
<td>Lyon/Storage</td>
<td></td>
</tr>
<tr>
<td>12:45-1:00</td>
<td>Greetings/Announcements</td>
<td>Ballroom Salon 1</td>
<td>Cooper</td>
</tr>
<tr>
<td>1:00-1:15</td>
<td>Storysharing Critical Conversations/Dialogue: More of the Story of the Challenge of Listening through Different Mind-Set</td>
<td>Ballroom Salon 2</td>
<td>Steil, Shuster</td>
</tr>
<tr>
<td>1:00-1:15</td>
<td>Storysharing Workshop: Mindfulness: A Tool for College Transition</td>
<td>Ballroom Salon 3</td>
<td>Tennison, J. Lynch, P. Murphy</td>
</tr>
<tr>
<td>1:00-1:15</td>
<td>Storysharing Workshop: Sharing Stories Across Cultures</td>
<td>Ballroom Salon 4</td>
<td>Waxwood</td>
</tr>
<tr>
<td>2:15-2:45</td>
<td>Break</td>
<td>Ballroom Foyer</td>
<td></td>
</tr>
<tr>
<td>2:45-3:45</td>
<td>Storysharing Workshop: Through the Ears of the Listeners: Cross Generational Experiences with the Oral Tradition</td>
<td>Ballroom Salon 2</td>
<td>Christy</td>
</tr>
<tr>
<td>2:45-3:45</td>
<td>Storysharing Moderated Panel Discussion: Stories and Listening Publics: The Democratic Implications of Listening in the Political Arena</td>
<td>Ballroom Salon 3</td>
<td>Chair: Philip Tirpak Panelists: Catt-Oliason, J. Newton</td>
</tr>
<tr>
<td>2:45-3:45</td>
<td>Workshop: Revaluing, Reviving, and Recharging Listening in the Workplace</td>
<td>Ballroom Salon 4</td>
<td>Bentley, Juleson</td>
</tr>
<tr>
<td>4:15-5:15</td>
<td>Storysharing Workshop: The Power of Sharing: Strategies for Teaching Listening Throughout Our Classes and Workshops</td>
<td>Ballroom Salon 2</td>
<td>Beall, Harfield, C. Bond, Cooper, Tirpak</td>
</tr>
<tr>
<td>4:15-5:15</td>
<td>Storysharing Workshop: Hello, Me. Are You Listening to Us? The Hearts and Bones of Adjusting the Self-Narrative</td>
<td>Ballroom Salon 3</td>
<td>Corey, M. Murphy</td>
</tr>
<tr>
<td>4:15-5:15</td>
<td>Storysharing Workshop: The “New” Swap Shop: Submissions for Listening Education</td>
<td>Ballroom Salon 4</td>
<td>Lamm</td>
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<tr>
<td>6:00-8:00</td>
<td>Opening Reception</td>
<td>Garden Court</td>
<td>Sponsored by Taylor and Francis</td>
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### FRIDAY MARCH 28

<table>
<thead>
<tr>
<th>TIME</th>
<th>EVENT</th>
<th>ROOM</th>
<th>PARTICIPANTS</th>
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<tbody>
<tr>
<td>7:45-8:00</td>
<td>Greeting/Announcements</td>
<td>Ballroom Salon 1</td>
<td>Cooper</td>
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<tr>
<td>8:00-5:00</td>
<td>Registration</td>
<td>Ballroom Foyer</td>
<td>Johnson-Curiskis Board Member: Cooper</td>
</tr>
<tr>
<td>Noon-5:00</td>
<td>Silent Auction</td>
<td>Chambord/Hyland</td>
<td>Hannum and Student Presenters</td>
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</tbody>
</table>

**Auction Closes 11 AM Saturday**

<p>| 8:00-5:00     | Storysharing Booth                 | Lyon/Storage          |                     |
| 8:00-9:00     | Storysharing Workshop:             | Richfield/Fontainbleau| Lindahl, Backman     |
|               | The Elephant in the Room: Listening to and Telling the Difficult Stories |                     |                       |
| 8:00-9:00     | Storysharing Symposia:             | Ballroom Salon 2      | Swanson              |
|               | A Story of Cross-Cultural          |                       |                       |
|               | Communication Adjustment of American General Managers In The Pacific Rim |                     |                       |
| 8:00-9:00     | Storysharing Moderated Panel Discussion: | Ballroom Salon 3      | Beall, C. Bond, Harfield |
|               | The Power of Story Sharing:        |                       |                       |
|               | Creating a Listener-Centric World  |                       |                       |
| 8:00-9:00     | Storysharing Critical Conversations/Dialogue: | Ballroom Salon 4      | Steil                 |
|               | Remembering the Wonder of the Sperry Listening Story |                     |                       |
| 9:15-10:15    | Office Hour with 1st VP and 1st VP Elect | Richfield/Fontainbleau| Cooper and Tirpak    |
|               | More of the Story of the Challenge of Listening through Different Mind-sets |                     |                       |
| 9:15-10:15    | Storysharing Moderated Panel Discussion: | Ballroom Salon 3      | Moderator: Beall     |
|               | Alternate Stories of Listening     |                       | Participants: Purdy, Catt-Oliason, Halley |
| 9:15-10:15    | Workshop: The Thing That Happened  | Ballroom Salon 4      | Pratt                 |
| 10:15-10:30   | Morning Break                      | Ballroom Foyer        |                       |
| 10:30-11:30   | Storysharing Moderated Discussion Panel: | Richfield/Fontainbleau| Moderator: Meldrum Panelists: O’Brien, Worthington, Steil, Grau, Bentley |
|               | Is It Possible To Build A Career In Listening Training And Consulting? |                     |                       |
| 10:30-11:30   | Storysharing: CLP Presentations    | Ballroom Salon 2      | Chair: Halley Presenters: Jansen, Thomas, O’Brien, Kehoe |
| 10:30-11:30   | Storysharing Performance:          | Ballroom Salon 3      | Introduction: Pratt, Presenter: Moura |
|               | “MOTHER’S GOLD”                    |                       |                       |
| 10:30-11:30   | Storysharing Critical Conversations/Dialogue: | Ballroom Salon 4      | Bommelje              |
|               | Exploring Role and Soul at Work through Story |                     |                       |
| 11:30-1:30    | Past Presidents Celebration Luncheon | Ballroom Salon 1      | “Preparing for the 2015 Convention in Virginia Beach” Philip Tirpak, 2015 Program Planner, Northern Virginia Community College |</p>
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<tr>
<td>1:45-2:45</td>
<td>Storysharing Research Panel: Connecting Theory And Practice: Validity And Reliability Critiques Of Four Listening/Listening-Related Measures</td>
<td>Richfield/Fontainbleau</td>
<td>Chair: Worthington Panelists: Worthington, Janusik, Imhof, Vickery</td>
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<tr>
<td>1:45-2:45</td>
<td>Storysharing Moderated Panel Discussion: Telling the Story of Listening Using Social Media (SM)</td>
<td>Ballroom Salon 2</td>
<td>Moderator: Thier Panelists: Bentley, Grau, Nixon, Steil, Thier</td>
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<tr>
<td>1:45-2:45</td>
<td>Storysharing Roundtable: Underground Railroad Quilt Codes: Fact or Fiction?</td>
<td>Ballroom Salon 3</td>
<td>Tindall</td>
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<tr>
<td>1:45-2:45</td>
<td>Storysharing Moderated Panel Discussion: Listening Across Cultural Divides</td>
<td>Ballroom Salon 4</td>
<td>Moderator: Meldrum Panelists: Waxwood, Zhaohui, Gibson, Flores,</td>
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<tr>
<td>2:45-3:15</td>
<td>Afternoon Break</td>
<td>Ballroom Foyer</td>
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<tr>
<td>3:15-4:15</td>
<td>Storysharing Moderated Panel Discussion: Stories About Listening From Great Spiritual Teachers</td>
<td>Richfield/Fontainbleau</td>
<td>Moderator: Pohl Panelists: Roca, Catt-Oliasen, Fuller, Atkins</td>
</tr>
<tr>
<td>3:15-4:15</td>
<td>Storysharing in the Classroom: Research Panel</td>
<td>Ballroom Salon 3</td>
<td>Chair: Lamm Panelists: Ferrari, Vogel, B. Lynch, Schroeder, Tolchin, Davis</td>
</tr>
<tr>
<td>4:15-5:30</td>
<td>Storysharing Workshop: Learning to Listen with Humility</td>
<td>Richfield/Fontainbleau</td>
<td>Backman, Roca</td>
</tr>
<tr>
<td>4:15-5:15</td>
<td>Storysharing Research Panel: Storysharing in the Organization</td>
<td>Ballroom Salon 2</td>
<td>Chair: Pence Presenters: Xie, Fletcher</td>
</tr>
<tr>
<td>4:15-5:30</td>
<td>Storysharing Workshop: The Role of Listening in Ontological Weight Loss Coaching: Stories of the Hopeless</td>
<td>Ballroom Salon 4</td>
<td>Orick-Martinez</td>
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Dinner on Your Own
<table>
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<td>Ballroom Salon 1</td>
<td>Cooper</td>
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</tbody>
</table>
| 8:30-9:30   | Storysharing Moderated Panel Discussion: Developing and Facilitating an Online Listening Course | Ballroom Salon 2            | Moderator: W. Bond  
Panelists: Johnson-Curiskis, McKelvy, C. Bond, Zimmerman                   |
| 8:30-9:30   | Storysharing Research Panel: Cultural Aspects                        | Ballroom Salon 3            | Chair: Beall  
Presenters: Xie, Pence, James, Imhof, Janusik, Keaton, Izchakov, Castro, Kluger |
| 8:30-9:30   | Storysharing Critical Conversations/Dialogue: Listening through Culture | Ballroom Salon 4            | Halley, Akasaka                                                             |
| 9:30-11:00  | ILA Business Meeting                                                 | TBA                         | Worthington Presiding                                                      |
| 11:00-1:30  | Morning Break                                                        | Ballroom Foyer              |                                                                              |
| 11:00-Noon  | Committee Meetings                                                  | TBA                         |                                                                              |
| Noon-1:30   | Lunch                                                                 | Ballroom Salon 1            | Performance: Edie Cole                                                      |
| 1:45-2:45   | Storysharing Roundtable: Sharing Listening with Young People and Others: ILA’s Partnership with SKILLSUSA | Richfield/Fontainbleau      | Timm                                                                        |
| 1:45-2:45   | Storysharing Moderated Panel Discussion: Listening in Different Worlds | Ballroom Salon 2            | Moderator: Ralston  
Panelists: Reger-Rumsey, Swanson, Ralston                                    |
| 1:45-2:45   | Storysharing Moderated Panel Discussion: Listening Across The Generations: Telling Our Stories | Ballroom Salon 3            | Moderator: Roca,  
Panelists: Grau, Murphy, Roca, Walch, Yost, O’Connor                       |
| 1:45-2:45   | Storysharing Workshop: Validation Stories                            | Ballroom Salon 4            | Kluger                                                                      |
| 3:00-3:30   | Afternoon Break                                                      | Ballroom Foyer              |                                                                              |
| 3:30-4:45   | Storysharing Workshop: Listening Our Stories into Disclosure and Discovery | Ballroom Salon 3            | Millis                                                                      |
| 3:30-4:45   | Storysharing Workshop: What is Your Story?                           | Ballrooms Salon 4           | Kluger                                                                      |
| 4:45-6:00   | Storysharing Report Out: The Story of the 2014 ILA Convention This session will be the last session of the conference. We will gather to share the stories of the conference—what we learned, the questions we raised, the plans we made. | Ballroom Salon 2            | Facilitators: Cooper, Tirpak  
Participants: Conference Attendees                                             |
| 6:00-7:00   | Cocktail Party, Cash Bar                                             | Garden Court                |                                                                              |
| 7:00-10:00  | Awards Dinner                                                        | Ballroom Salon              |                                                                              |

SUNDAY MORNING BOARD MEETING  8:00-11:00
WEDNESDAY, MARCH 26

<table>
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<td>Beall, Cooper</td>
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THURSDAY, MARCH 27

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<td>Registration</td>
<td>Ballroom Foyer</td>
<td>Johnson-Curiskis Board Members</td>
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<td>Noon-5:00</td>
<td>Silent Auction</td>
<td>Chambord/Hyland Hannum and Student Presenters</td>
<td></td>
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</table>

Auction Closes 11 AM Saturday

Noon-5:00

Storysharing Booth Lyon/Storage

GREETINGS/ANNOUNCEMENTS

Time: 12:45-1:00 Ballroom Salon 1

SESSIONS AND BREAKS

Time: 1:00-2:15 Room: Ballroom Salon 2

STORYSHARING CRITICAL CONVERSATIONS/DIALOGUE:

MORE OF THE STORY OF THE CHALLENGE OF LISTENING THROUGH DIFFERENT MIND-SETS

Time: 9:15-10:15 Room: Ballroom Salon 4

Presenters: Dr. Lyman K. (Manny) Steil, CLP, Communication Development, Inc., CEO. & President
Dr. Sam Shuster, Executive Vice President, King Controls, Bloomington, MN

As we discussed in Montreal, the challenge of Listening through different Mind-sets impacts productivity, profitability and pleasure in all quarters of society. This presentation is an extension of that story and will provide a deeper exploration of the multi-staged purposes and processes of listening, the multi-dimensional differences of the forces that drive different individuals, and the impact in the world of work. When viewed from the perspective of proven theory and real world practice, the story is comprehensive but not complex. More to the point, when viewed from the advantage of advancing listening attitudes and skills in the creation of stories in the world of business, the ultimate challenge and opportunity centers on developing clarity within the multitude of all important stories. As organizations invest extensive resources in developing powerful and meaningful stories it is imperative to recognize that listening lies at the heart of the process. This program provides an important opportunity to extend the story.

STORYSHARING WORKSHOP: MINDFULNESS: A TOOL FOR COLLEGE TRANSITION

Time: 1:00-2:15 Room: Ballroom Salon 3

Facilitators: Linda R. Tennison, Associate Professor, College of Saint Benedict/Saint John’s University.
Julie K. Lynch, Instructor, College of Saint Benedict/St. John’s University.
Patsy Murphy, Mindfulness Based Stress Reduction Facilitator, St. Cloud, MN

Facilitators will share different stories in a practicum/workshop setting to show how the power of mindfulness might be used in a variety of settings. The organization and process for this workshop will be interactive and experiential so participants can discuss and know at the deeper level or spiritual insight what three stories brought together in this experience. More importantly, the experience exemplifies the importance of personal power and healthy coping in the educational and workplace environments. The International Listening Association shares stories in order to connect and interconnect. Mindfulness is just such a story to extend the community of the human spirit.
STORYSHARING WORKSHOP: SHARING STORIES ACROSS CULTURES

Time: 1:00-2:45  
Room: Ballroom Salon 4

Facilitator: Vincenne Waxwood, Ph.D, Consultant, Seattle, WA

This workshop focuses on the "I" In ILA. Member, Vincenne A. Waxwood, will open a window on the lives of several women in different countries by sharing a brief time in their lives (from the collection Can You Hear the Women Cry?). She will then share a few short stories by William Shelton, a listening member of the Tulalip Tribes of Northwestern USA. Finally attending members of ILA will be invited to briefly summarize a story from their own culture (3-5 minutes), and tell how that story influenced their lives.

2:15-2:45  
Break  
Ballroom Foyer

STORYSHARING WORKSHOP: THROUGH THE EARS OF THE LISTENERS: CROSS GENERATIONAL EXPERIENCES WITH THE ORAL TRADITION

Time: 2:45-4:00  
Room: Ballroom Salon 2

Facilitator: Carol Christy, Professor, Georgia College/ University of Alberta

For thousands of years the oral tradition was the mass market media of entertainment across languages, cultures and ages of listeners. Today we dismiss these works as children’s stories, but they have always been for everyone, and the recent success of TV’s Once Upon a Time illustrates why. We will look at the darkness in the original Grimm's Snow White and then explore four stories from the oral traditions of four areas of the world to determine what different listeners would take away from them.

STORYSHARING WORKSHOP: REVALUING, REVIVING, AND RECHARGING LISTENING IN THE WORKPLACE

Time: 2:45-4:00  
Room: Ballroom Salon 4

Facilitators: Sheila C. Bentley, Bentley Consulting  
   Jeanna Juleson, Northwest Airlines and Theatre Memphis

This session will review ways that listening in the workplace has been replaced with written communication (or in some cases, no communication) and the impact that this has. Research that explores the value and benefits that listening adds in the workplace be reviewed. The session will include performances by Jeanna Juleson which will demonstrate how some benefits of listening cannot be replaced with written communication. Techniques for reintroducing the irreplaceable benefits of listening will also be provided. There will be ample time for attendees to participate.

STORYSHARING MODERATED PANEL DISCUSSION: POLITICAL STORIES AND LISTENING PUBLICS: THE DEMOCRATIC IMPLICATIONS OF LISTENING IN THE POLITICAL ARENA

Time: 2:45-4:00  
Room: Ballroom Salon 3

Moderator: Philip Tirpak, Northern Virginia Community College

Panelists: Jerry Catt-Oliason, Boise State University, Political Narratives and Politicized Listeners: Listeners: Towards Substantiating the Poetics of Listening  
   Dr. Janice Newton, York University, The Rob Ford Story: What Does It Teach Us About Public Listening?

In her recent book, Listening Publics, Kate Lacey argues that most of the articles published in the International Journal of Listening focus on interpersonal listening and otherwise ignore the nature of listening in the public arena and the role of the listening public. The panelists will redress that gap by exploring the implications of listening from the perspective of stories from the political arena. The participants will draw on stories from the American and Canadian political contexts.

STORYSHARING WORKSHOP: THE POWER OF SHARING: STRATEGIES FOR TEACHING LISTENING THROUGHOUT OUR CLASSES AND WORKSHOPS

Time: 4:15-6:00  
Room: Ballroom Salon 2

Facilitators: Melissa L. Beall, University of Northern Iowa, Cedar Falls, Iowa  
   Dwight R. Harfield, Listening Solutions, Winnipeg, Manitoba, Canada  
   Christopher Bond, Missouri Western State University  
   Pamela Cooper, University of South Carolina, Beaufort  
   Philip C. Tirpak, Northern Virginia Community College

This interactive workshop will provide a variety of teaching strategies for the teaching of listening not just in “listening” classes, seminars, or workshops, but across all the communication work we do. The facilitators all have many years of experience in delivering listening in a variety of settings and contexts, and will share some of their favorite teaching ideas with the audience. The audience will be active participants throughout the session. Before the session ends, we will try to find a way to compile a “Best Practices in the Teaching of Listening” for dissemination to ILA members and as a resource for those who wish to implement more listening in their classes, workshops, and seminars.
STORYSHARING WORKSHOP: HELLO, ME. ARE YOU LISTENING TO US?  
THE HEARTS AND BONES OF ADJUSTING THE SELF-NARRATIVE

Time: 4:15-6:00  Room: Ballroom Salon 3
Facilitators: Daniel R. Corey, ILA Life Member
             Michael Z Murphy, Union County College

We blog our lives internally 24/7. We can be either the victor or the victim based on whether we acquiesce or not to our inner lan-
guage. By focusing on self-talk we make it a 24/7 gymnasium for the development of effective interpersonal listening.
The workshop will consist of an analysis of self-talk or inner language and its sources, and implications which include: emotions, ac-
tions, reactions, and progress in personal growth and success.

STORYSHARING WORKSHOP: THE “NEW” SWAP SHOP: SUBMISSIONS FOR LISTENING EDUCATION

Time: 4:15-6:00  Room: Ballroom Salon 4
Facilitator: Erica Lamm, Concordia University-Nebraska

This is in interactive workshop, in which participants are invited to share their latest and greatest teaching and training ideas. In addition, participants are asked to bring a 1-2 page document that is suitable for publication in Listening Education. We will share our ideas and revise each other’s papers for publication. The goal is to share our best teaching and training ideas, as well as garner papers for the journal. If time allows, participants are encouraged to “try out” their activity on the group.

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<td>Opening Reception</td>
<td>Garden Court</td>
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<td>Cash Bar with Light Appetizers</td>
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<td>Entertainment: Minnesota Go-4's</td>
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<td>FRIDAY MARCH 28</td>
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<td>8:00-5:00</td>
<td>Silent Auction</td>
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<td>8:00-5:00</td>
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SESSSIONS AND BREAKS

STORYSHARING WORKSHOP: THE ELEPHANT IN THE ROOM: LISTENING TO AND TELLING THE DIFFICULT STORIES

Time: 8:00-9:00  Room: Richfield/Fontainbleau
Facilitator: Kay Lindahl, Founding Director, The Listening Center
             Jack Backman, The Dialogue Venture

Designed for a broad audience, “The Elephant in the Room” addresses an issue in storysharing that spans geographies and societies: stories that are integral to our inner selves (because of our culture, history, faith tradition, community, or other context) yet problematic for us to accept. Many people simply set these stories aside or dismiss them as no longer relevant to their lives; in doing so, however, they fail to address the influence of these stories in shaping who they are and how they live.

This session introduces participants to an alternative approach: revisiting the story with the non-attachment typical of many spiritual traditions, seeking to draw whatever wisdom might be contained therein, and coming to a new understanding of the elements they find difficult. Doing so enables people to transform the power of the story into a life-enhancing rather than life-limiting phenomenon.

STORYSHARING SYMPOSIA: A STORY OF CROSS-CULTURAL COMMUNICATION ADJUSTMENT OF AMERICAN GENERAL MANAGERS IN THE PACIFIC RIM

Time: 8:00-9:00  Room: Ballroom Salon 2
Facilitator: Don R. Swanson, Monmouth University

This storysharing symposia examines major issues and difficulties of cross-cultural communication and corporate communication adjustment faced by a set of general managers headquartered on the U.S. Territory island of Guam.
MODERATED PANEL DISCUSSION: THE POWER OF STORY SHARING: CREATE A LISTENER-CENTRIC WORLD

Time: 8:00-9:00 Room: Salon 3

Moderator: Melissa L. Beall, University of Northern Iowa
Panelists: Melissa L. Beall, University of Northern Iowa
Christopher Bond, Missouri Western State University
Dwight Harfield, Consultant, Winnipeg, Manitoba, Canada

In this program, each panellist will discuss what it means to have a listener-centric world. Each will then offer specific suggestions followed by a panel-audience interaction to create a plan for ILA to promote such a listener-centric world.

STORYSHARING CRITICAL CONVERSATIONS/DIALOGUE: REMEMBERING THE WONDER OF THE SPERRY LISTENING STORY

Time: 8:00-9:00 Room: Ballroom Salon 4

Presenter: Dr. Lyman K. (Manny) Steil, CLP, Communication Development, Inc., CEO. & President

In 1979, the arena of Listening was dramatically impacted with the creation of the International Listening Association and the Sperry Corporation’s Listening Advertising and Internal Development Program. With a multi-million dollar corporate advertising campaign created around the theme, “Sperry, We Understand How Important It Is To Listen” that reached millions of viewers, and an internal development program that systematically began with the CEO and ultimately trained scores of thousands, an international spotlight was turned on Listening. Translated into multiple languages the “Sperry Listening Story” raised the attention on listening throughout the world. Unfortunately, it is a story that today is unknown by many who labor in the vineyards of listening, and like many important stories filled with important lessons, it deserves to be told again. For the simple fact remains, the “Sperry Listening Story” reminds us that listening does indeed pay in many ways and the world still needs to “understand how important it is to listen”. It begins with understanding and flourishes with application.

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<td>9:15-10:15</td>
<td>Office Hour with 1st VP and 1st VP Elect</td>
<td>Richfield/Fontainbleau</td>
<td>Cooper and Tirpak</td>
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STORYSHARING CRITICAL CONVERSATIONS/DIALOGUE: ENCOURAGING DEEP SPIRITUAL REFLECTION THROUGH STORYTELLING

Time: 9:15-10:15 Room: Ballroom Salon 2

Presenter: Gary Newton, Crown College, Professor of Child and Family Ministry

The purpose of this interactive dialogue will be to discover together how storytelling can encourage deep spiritual reflection both in the teller and the listener.

Dr. Newton will begin the session by sharing his recently published children’s story entitled *The Adventures of Spunky and Dunky and Buddy Bear* and then engage the participants in listening to one another’s personal reflections related to the story.

Some of the questions and issues that participants will wrestle with will be: What stories have had a deep spiritual influence in your life? Why were they so significant to you? What are some influential spiritual leaders throughout history who used stories effectively to encourage deep spiritual reflection? What principles and practices were at the heart of their art? What are some characteristics of good story tellers and their stories that encourage deeper level listening and spiritual reflection? How does the reciprocal storytelling of the listener, move them to deeper levels of spiritual reflection?

STORYSHARING MODERATED PANEL DISCUSSION: ALTERNATE STORIES OF LISTENING

Time: 9:15-10:15 Room: Ballroom Salon

Moderator: Melissa Beall, University of Northern Iowa
Panelists: Michael Purdy, Emeritus Professor of Communication, Governor’s State University
Jerry Catt-Oliason, Professor, Boise State University
Richard Haley, Emeritus Professor of Communication, Weber State University

What do we (ILA) tell ourselves about our field, and what do others say about the listening field? To be more specific, for example, Halley will ask if there are really differences in the processes of listening that can be articulated by adding more labels, or do more labels only indicate influences on the basic functions in the listening process? He asks what differences in story, or understanding, are accessible to us when viewing listening from different theorist’s perspectives? Purdy will review the different texts about listening and catalogue the origins of the ideas and concepts to see the story it tells about the listening field. Catt-Oliason will look at the phenomena of listening and develop a narrative approach to the field.
STORYSHARING WORKSHOP: THE THING THAT HAPPENED

Time: 9:15-10:15
Facilitator: James Pratt, Professor, University of Wisconsin-River Falls

The Thing That Happened is a 20-minute documentary film. It presents the story of Okello Kelo Sam and includes the stories of three of the students at the tiny campus of Hope North Vocational and Secondary school in Northern Uganda, Hope North. Embedded within this story of tenuous survival at a small school in the African bush is a larger exploration of a powerful concept... the concept of hope. After the film is shown, I will field questions and comments from the audience.

10:15-10:30

MODERATED DISCUSSION PANEL: IS IT POSSIBLE TO BUILD A CAREER IN LISTENING TRAINING AND CONSULTING?

Time: 10:30-11:30
Moderator: Helen Meldrum, Bentley University
Participants: Kathy O'Brien, Managing Director, Red Shoe Communications
Debra Worthington, Auburn University
Manny Steil, Chairman & CEO, International Listening Leadership Institute
Jennie Grau, President, Grau Interpersonal Communication
Sheila Bentley, Bentley Consulting

Members of this panel will discuss their experiences and advice on listening training and consulting.

STORYSHARING: CLP PRESENTATIONS

Time: 10:30-11:30
Chair: Richard Halley, CLP, Emeritus Professor of Communication at Weber State University
Participants: Corine Jansen, Radboud University Nijmegen Medical Centre,
Listening to Narratives of People who Live with Medical Illness
Frank Thomas, Edmonton, Canada, A Book of Listening Exercises
Kathy O'Brien, Managing Director of Red Shoe Communications, A Needs Assessment Process for Training Executives in Listening
Robert L. Kehoe, University of California Chico, Where is Listening Instruction Today: A survey of the Universities and Colleges in the Western Association of Schools and Colleges Senior Commission of Universities and Colleges

Come and hear the latest participants in the certified Listening Profession program.

STORYSHARING PRESENTATION: “MOTHER’S GOLD”

Time: 10:30-11:30
Introduction: James Pratt, University of Wisconsin-River Falls
Presenter: Vue Moua, University of Wisconsin-River Falls

“Mother’s Gold” is a story written by Vue Moua, an undergraduate at the University of Wisconsin-River Falls and is an academic advisee of James Pratt. Vue is Hmong-American, representing a significant ethnic group at the University of Wisconsin-River Falls and in neighboring Saint Paul, Minnesota, where he lives with his family.

STORYSHARING CRITICAL CONVERSATIONS/DIALOGUE: EXPLORING ROLE AND SOUL AT WORK THROUGH STORY

Time: 10:30-11:30
Presenter: Rick Bommelje, Rollins College

During this session, participants will examine the distinction between role and soul in their work through visual imagery. Through the power of generous listening to story sharing, participants will have the opportunity to deeply listen to their inner teacher.

TIME EVENT ROOM PARTICPANTS
11:30-1:30 Past Presidents Celebration Luncheon Ballroom Salon 1 “Preparing for the 2015 Convention in Virginia Beach”
Philip Tirpak, 1st VP Elect
STORYSHARING RESEARCH PANEL: CONNECTING THEORY AND PRACTICE: VALIDITY AND RELIABILITY CRITIQUES OF FOUR LISTENING/LISTENING-RELATED MEASURES

Time: 1:45-2:45  Room: Richfield/Fontainbleau
Chair: Debra L. Worthington, Auburn University
Presenters: Debra L. Worthington, Auburn University, Interaction Involvement
Laura Ann Janusik, Rockhurst University, PONS
Margarete Imhof, Johannes Gutenberg University, Listening Fidelity
Andrea Vickery, Louisiana State University and Debra L. Worthington, Auburn University, Willingness to Listen

Listening, listening styles, and related listening measures have been conceptualized in many ways. Unfortunately, the validity and reliability of many of these measurements in listening research has not been assessed. This panel presents critiques of four such measures: the PONS test, the listening fidelity measure, the interaction involvement scale, and the willingness to listen measure.

MODERATED PANEL DISCUSSION: TELLING THE STORY OF LISTENING USING SOCIAL MEDIA (SM)

Time: 1:45-2:45  Room: Ballroom Salon 2
Moderator: Marian Thier, Founding Partner, Listening Impact LLC
Panelists: Sheila Bentley, CLP, Bentley Consulting
Jennifer Grau, CLP, Grau Interpersonal Communication
Barbara Nixon, ILA Past President
Lyman Steil, CLP, is the CEO and President of both Communication Development, Inc. and the International Listening Leadership Institute.
Marian Thier, Founding Partner, Listening Impact LLC

This panel will discuss the role of SM to advance the field of listening as well as the work of listening practitioners assess the value of SM sites for ILA members. Topics to be covered include an analysis of how SM is influencing changes in listening and how the word/concept of listening has evolved in this social media age. Panelists will tell stories about their SM successes and challenges, provide participants with SM strategy, provide do/don’t tips for using SM, and lead discussion about how SM might be causing changes in the field of listening.

STORYSHARING ROUNDTABLE: UNDERGROUND RAILROAD QUILT CODES: FACT OR FICTION?

Time: 1:45-2:45  Room: Ballroom Salon 3
Presenter: Sharon Tindall, Northern Virginia Community College

Ms. Tindall teaches a noncredit “Beginning Quilting” course at Northern Virginia Community College. As a Master Quilter, she has worked on several personal research projects, including how slaves used patterns sewn into quilts to show Underground Railroad routes of escape to other slaves. Ms. Tindall recently conducted research in Liberia, Africa, on the origin of many of the coding and geometric designs that appear in the quilts. Ms. Tindall will share the story, show the quilts and the name of the quilt blocks. Are the Underground Railroad Quilt Codes, fact or fiction, and why? Come and discuss this question with Ms. Tindall.

STORYSHARING MODERATED PANEL DISCUSSION: LISTENING ACROSS CULTURAL DIVIDES

Time: 1:45-2:45  Room: Ballroom Salon 4
Moderator: Helen Meldrum, Bentley University
Panelists: Vincenne Waxwood, Ph.D, Consultant, Seattle, WA, Listening to First Nation Stories for Children
Su Zhaohui, The University of Texas at Austin, The Meaning of Home For International Students (Student Paper)
Steven Gibson, California State University, Northridge, Storysharing for Peace in Rwanda (Student Paper)
Carlos Flores, California State University, Northridge, Stories and Struggles Across Cultures: An Exploration of Interethnic Conflict

This panel builds on understanding through listening to each other’s stories and will highlight similarities in the midst of apparent difference. This is meant to be a discussion panel and has a format designed to encourage interchange between the panel members and the audience about stories heard and spoken across cultural divides.

We will (1) explore how storysharing can help us communicate our commonalities and move beyond the differences between us and (2) highlight the intersections between our different cultures to promote cross-cultural listening. Storytelling and listening opens us up to aspects of communication, which can guide us in using language to bridge our cultural differences.

2:45-3:15  Afternoon Break  Ballroom Foyer
STORYSHARING MODERATE PANEL DISCUSSION:
STORIES ABOUT LISTENING FROM GREAT SPIRITUAL TEACHERS

Time: 3:15-4:15  Room: Richfield/Fontainbleau
Moderator: Gayle Pohl, University of Northern Iowa
Panelists: Maria F. Loffredo Roca, Ph.D., Florida Gulf Coast University, *Fragile and Hidden: Lessons on Listening from Henri Nouwen*
Jerry Catt Oliasen, Boise State University, *Bridging Spiritual Traditions: Deep Listening with Jalaluddin Rumi*
Brandon Michael Fuller, Boise State University, *Humility in Listening*
Thomas Atkins, Boise State University, *Between the Great Acts: Solitude, Contemplation, and Prayer*

This panel examines the lessons on listening culled from great spiritual teachers and how these lessons can be used in our own lives.

STORYSHARING ROUNDTABLE:
SYMBOLS AND STORIES IN STONE: ARLINGTON NATIONAL CEMETERY

Time: 3:15-4:15  Room: Ballroom Salon 2
Presenters: Philip Tirpak, Northern Virginia Community College
Kelly C. Brion, U.S. Department of Justice and Photographer

Arlington National Cemetery is America’s most sacred Shrine. On 624 acres over 400,000 active duty service members, veterans, and their families are buried. Arlington National Cemetery is much more than a burial ground, the headstones, monuments, and memorials tell compelling stories that are woven into the fabric of our nation. Here the story of the United States of America is told through symbols and stones that call to us to listen to those stories.

For over a decade we have taken hundreds of students on a journey of discovery and used the power of listening to bring these stories to life. Each journey is different but a common characteristic is that we learn to listen to the stories through all of our senses and first-hand experience. This Storysharing Roundtable focuses on Section 27 where nearly 1500 United States Colored Troops are interred along with 3800 “citizens” or “contrabands” (former slaves who were living in Freedman’s Village on the Estate. It is a powerful and moving tribute that will be told through voice and visuals and help us to understand listening another level.

STORYSHARING RESEARCH PANEL: STORYSHARING IN THE CLASSROOM

Time: 3:15-4:15  Room: Ballroom Salon 3
Chair: Erica Lamm, Concordia University-Nebraska
Presenters: Franca Ferrari, Rosanne Vogel, and Barbara Lynch, QCC – CUNY, *Assessing Critical and Comprehensive Listening Skills During the Course of Two Semesters*
Tiffany Schroeder, Case Western Reserve University, *Constructing Knowledge through Listening. (Student Paper)*
Karen Tolchin, Florida Gulf Coast University and Dean Davis, Florida Gulf Coast University, *Launching a New Course on Creative Nonfiction Storytelling and Performance: Lessons from a Fantastic Journey.*

From assessment to knowledge construction, to nonfiction storytelling, these submitted research papers examine storysharing in the classroom.

STORYSHARING CRITICAL CONVERSATIONS/DIALOGUE:
LISTENING TO LIES & LIARS: EXPLORING STRATEGIES TO MANAGE MENDACITY

Time: 3:15-4:15  Room: Ballroom Salon 4
Presenter: Dr. Lyman K. (Manny) Steil, CLP, Communication Development, Inc., CEO. & President

In listening to the plethora of daily stories it is wise to recognize that the world is filled with an abundant number of speakers who, for a variety of reasons, do not tell the truth. Although it has been said, "One man's truth is another man's lie" the listener's task requires development of skills for detecting deceptive untruths in the stories of others. Unfortunately, the task is great for in today's world, many speak with a deceptive tongue. Thus, it behooves every listener to detect and deal with lies and liars. In the world of storytelling lies and liars run the full gamut. Some lies are subtle and difficult to detect; some are bald-faced, obvious and unmistakable. Some lies are intentional and designed to harm the unskilled listener. Some are intentional and designed to charm. Some lies are relatively harmless and some may even be helpful. In the world of story sharing, responsible listeners must accept the arduous task of identifying and managing mendacity, for separating spoken truth and falsehood is a never-ending listening task. Detecting deceit, exposing exaggeration, and managing mendacity will always pay dividends. This program will explore three key strategies in managing mendacity.
STORYSHARING WORKSHOP: LEARNING TO LISTEN WITH HUMILITY

Time: 4:15-5:30  Room: Richfield/Fontainbleau

Facilitators: John Backman, Principal, The Dialogue Venture
Maria F. Loffredo Roca, Associate Professor, Florida Gulf Coast University

Perhaps one of the most underappreciated essential qualities of effective listening is humility. This workshop encourages participants to examine the role of humility in their own listening and to share their stories of humble listening. This session will include an examination of the definition of humility, an exploration of the connection between humility and effective listening, a brief meditation on the relationship between humility and listening, a self-assessment, and story sharing.

The ultimate goal of this workshop will be to encourage participants to see how humility can deepen listening and to recognize that each person’s stories are cherished parts of the self that are a tiny part of The Whole Story. To get closer to the Whole Story requires that we humbly listen to others’ stories and allow ourselves to be impacted and changed in the face of what we hear.

STORYSHARING RESEARCH PANEL: STORYSHARING IN ORGANIZATIONS

Time: 4:15-5:15  Room: Ballroom Salon 2

Chair: Michelle Pence, University of Texas of the Permian Basin

Presenters: Ning Xie, University of Maryland, The Listening Environment and Employee-Organization Relationship: A Two-Sided Story (Student Paper)
Connie Fletcher, Loyola University Chicago, Stories within Storeys: Storysharing in a Minneapolis Flour Mill

This panel describes how storytelling can be used in very different types of organizations.

STORYSHARING WORKSHOP: CHANGING THE CLASSROOM NARRATIVE: HOW SCENARIO-BASED LEARNING CREATES WINNERS IN THE CLASSROOM

Time: 4:15-5:30  Room: Ballroom Salon 3

Facilitators: Dr. Eric Otto, Florida Gulf Coast University
Sam Walch, MA, Florida Gulf Coast University
Andrew Wilkinson, MA Florida Gulf Coast University
Miles Mancini, MA, Florida Gulf Coast University

Student Assistants: Victoria Hill, Florida Gulf Coast University
Roberto Garcia, Florida Gulf Coast University

This workshop will provide ideas/strategies to develop courses that utilize a more engaging and thought-provoking environment through story-telling in the classroom. Utilizing "scenario-based" learning or other interactive strategies is one way to enhance the classroom environment. Through trial and error and constant revisions the group has developed a course that succeeds at tackling the challenges of a large lecture class. It isn't always necessary to be the "sage on the stage" in a large lecture. It is possible to engage students and have them "lead" the class. Team-building, group communication, and critical thinking are all integral to this method.

WORKSHOP: THE ROLE OF LISTENING IN ONTOLOGICAL WEIGHT LOSS COACHING: STORIES OF THE HOPELESS.

Time: 4:15-5:30  Room: Ballroom Salon 4

Facilitator: Lisa M. Orick-Martinez, Central New Mexico Community College

The term “ontological” comes from a branch of metaphysics and is defined as the “nature of being, becoming, existence, or reality” in other words, the “being” part of “human being.” Ontological coaches work with the mental/emotional aspects of their clients. Listening by the coach is central to the success to the client. When a client first comes to an ontological weight loss coach she feel lost, alone and hopeless. This workshop will define Ontological Weight Loss Coaching, how it works with the facilitative side of weight loss (diet and exercise) and role listening plays for the coach and client.

DINNER ON YOUR OWN
SATURDAY, MARCH 29

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SESSIONS AND BREAKS

STORYSHARING MODERATED PANEL DISCUSSION: DEVELOPING AND FACILITATING AN ONLINE LISTENING COURSE

Time: 8:30-9:30  Room: Ballroom Salon 2
Moderator: Wayne Bond, Professor Emeritus, Montclair State University
Panelists: Nan Johnson-Curiskis, Minnesota State University, Mankato
          Ray McKelvy, University of Maryland University College
          Christopher D. Bond, Missouri Western State University
          Kent Zimmerman, Sinclair Community College

As departmental enrollment numbers are scrutinized more closely, have you considered creating an online Listening course or perhaps enhancing an existing classroom Listening class? Where do you start? This discussion panel of four experienced ILA professors will share the stories about the development and facilitation of online Listening courses and how they created listening environments with online pedagogical tools. They will explore the successes and disappointments in the process, in addition to sharing their syllabi and selected class assignments in this unique delivery format. There will be opportunities for questions and interaction.

STORYSHARING RESEARCH PANEL: CULTURAL ASPECTS

Time: 8:30-9:30  Room: Ballroom Salon 3
Chair: Melissa Beall, University of Northern Iowa
Presenters: Ning Xie, University of Maryland, The Influence of Cultural Individualism-Collectivism, Self Construals, and Individual Values on Listening Competency: Evidence from the United States and China (Student Paper)
          Margaret Imhof, Johannes Gutenberg University, Laura Janusik, Rockhurst University and Shaughan Keaton, Young Harris College, Listening Concepts and Metacognition in a Crosscultural Perspective.
          Michelle Pence, The University of Texas of the Permian Basin and Terra A. James, Auburn University The Role of Personality in the Examination of Sex Differences Related to Active-Empathic Listening: A Short Report.

STORYSHARING CRITICAL CONVERSATIONS/DIALOGUE: LISTENING THROUGH CULTURE

Time: 8:30-9:30  Room: Ballroom Salon 4
Presenters: Dr. Richard Halley, Emeritus Professor of Communication at Weber State University
            Kazuo Akasaka, Emeritus Professor of Communication, Japan

We will present the idea that cultures using the same language are still different because of cultural differences and these cultural differences produce roadblocks to understanding. The group will discuss and share experiences with such issues as they have tried to listen to someone using their language but using it from experience in a different culture. Because of its extensive use around the world in over 70 countries our explanation will focus on English. However, this is not meant to limit participant’s use of other language examples.
At the annual business meeting held during the 2013 convention in Montreal this past June, ILA President Debra Worthington appointed Susan Timm as chair of an Ad-Hoc Committee aimed at exploring the feasibility of a new Illinois SkillsUSA state-only contest in effective listening. SkillsUSA, formerly VICA (Vocational Industrial Clubs of America), is a national non-profit organization serving teachers and high school and college students who are preparing for careers in trade, technical, and skilled service occupations. The listening contest has since been organized around the National Common Core for students in Grades 11-12 who are college and career ready in speaking, listening, and language as well as for college students in career and technical programs of study. Come and learn how you can help finalize the contest so that it is ready to roll out at the state conference in Springfield, Illinois in April 2014.

Rosmarie will discuss how listening is key to the work of the Listening House. Julie will discuss the work of Listening House. Don will discuss worthwhile cross cultural conclusions regarding the communication and leadership behaviours that were essential for managerial success with a very diverse workforce spread over a large region of Micronesia and the Pacific Rim. Helen will present listening stories from her research into a hermeneutic approach to listening.

This panel features individuals representing generations spanning from The Silent Generation to Millennials. Each panelist will tell the story about how listening developed during his or her generation. Of particular note will be the impact of technology on the development of listening in each of these generations.
One way to make listening easy is to create a situation in which people are invited to share stories that validate their inner self. When people listen to such stories their listening becomes attentive. Sharing this type of stories is an excellent icebreaker and helps to create cohesiveness in classes, new work teams, etc. Therefore, you will be invited to answer to rotating partners some of the following questions: Could you tell me …

1. something interesting about your name (first or last)?
2. something about previous generations in your family?
3. who was your idol as a teenager?
4. a story about helping someone AND a story about being helped by someone?
5. about a person or a figure (real or imaginary) that had a great influence on your life?
6. about your hobby (or things you like to do)?
7. about something funny that happened to you?
8. about the first time you thought to take your current job. What were your hopes and aspirations?
9. about the person that appreciates you most at work. What would that person tell me about you?
10. about your dreams for the future?

In this ILA interactive workshop participants will learn about the role of storytelling as a best practice for engaging young adults in meaning-making; become acquainted with a particular model for the practice of storytelling—a Journey Conversation—which invites participants to notice, name, and increase their awareness of what they hold sacred. Participants will have an opportunity to practice contemplative listening and contemplative questioning skills that are used to invite deeper exploration of one another’s stories and increase their awareness of processes for facilitating the sacred art of conversation.

“What’s your story?” is a listening technique that helps managers, facilitators, and individuals to articulate a new and preferred story. The story is built on the principle of a fairy-tale. Specifically in this workshop, following a theoretical introduction, you will be asked to (a) provide a title (and a goal) to your own legend; (b) identify all the enemies that prevent the hero (hopefully you) in the legend from reaching his or her goals; (c) portray the enemies in vivid manner (e.g. like cartoon characters); (d) describe the traits that the hero/heroine possess to overcome each enemy; (e) identify the strength of the hero/heroine; (f) identify the supportive characters in the plot; and (g) identify the beneficiaries, should the legend become true. This exercise helps to replace ineffective plans with creative imagery of how to develop one’s path. Finally, the story is checked with peers for authenticity and reliability and the story is updated so as to clean it from inner deceptions and generate authentic growth plans.

This session will be the last session of the conference. We will gather to share the stories of the conference—what we learned, the questions we raised, the plans we made.
PARTICIPANT BIOS

**Professor Kazuo Akasaka** is an Emeritus professor of communication from two different universities in Japan, former president of the Japan communication association and the Asian communication association and author of over 70 newspaper columns discussing communication issues across cultures.

**Thomas Atkins**, is a faculty member at Boise State University

**John Backman**, Principal, *The Dialogue Venture*, is a regular contributor to Huffington Post Religion and an associate of an Episcopal monastery. He writes extensively on spiritual topics, including contemplative practice and its ability to help us dialogue across divides. He authored *Why Can't We Talk? Christian Wisdom on Dialogue as a Habit of the Heart* (SkyLight Paths Publishing, 2012), and his articles have appeared in numerous faith-based publications, progressive and conservative. John currently serves on the board of directors for the National Coalition for Dialogue & Deliberation.

**Melissa Beall**, is a Professor at the University of Northern Iowa. She is an ILA Life Member, has served as ILA President and is currently serving on the Executive Board as Member-at-Large Special Projects. Her research areas are in communication education: communication practices, teacher behaviors, culture, learning styles, listening, and technology in the classroom.

**Sheila Bentley**, Bentley Consulting, has over twenty years of communication consulting experience. She is an ILA Past President.

**Rick Bommelje** is a Professor at Rollins College and an ILA Past President. In 2006 Rick was awarded ILA's "Outstanding Teacher of Listening Award." He is the co-author of the internationally acclaimed Watson Barker Listening Test, 2011 and co-author of *Listening Leaders: The Ten Golden Rules to Listen, Lead and Succeed*.

**Christopher D. Bond** is an Associate Professor at the Missouri Western State University. He has been a member of ILA for 10 years and has held numerous positions within the organization including the past president of the organization. He has taught at various institutions for 17 years and has designed and taught numerous online courses using various learning platforms. Chris has taught listening in the past in both traditional and online formats and includes a listening service learning project within these classes and others. He is currently developing a listening cross-curriculum learning module for Learning Communities. He is an ILA Past President and is the currently serves on the Board as Second Vice President, Membership.

**Wayne Bond** is Professor Emeritus at Montclair State University and a Life Member of ILA. He is an ILA Past President, and member of the ILA Hall of Fame, and a recipient of the ILA Teacher of the Year Award. Wayne is currently semi-retired while still teaching a listening class, mentoring interns at Montclair State, and training volunteers of Hospice.

**Kelly C. Brion**, is an analyst in the Directorate of Intelligence at the U.S. Department of Justice and a volunteer freelance photographer for the Communication Studies Program, Northern Virginia Community College (Annandale Campus).

**Dontan Castro** is a professor at The Hebrew University of Jerusalem

**Jerry Catt-Oliason** is an adjunct faculty member in the Department of Communication at Boise State University. In addition to teaching the listening course at BSU he also teaches Communication and Culture and Perspectives of Inquiry, and conducts listening workshops.

**Carol Christy** is currently a Fulbright Scholar at the University of Alberta where she is the Visiting Research Chair for Education. She has traveled widely and collected traditional stories over her career.

**Edie Cole** is an ILA Founding Member, Life Member, and Hall of Fame Award winner.

**Pamela Cooper** is a Professor of Communication Studies at the University of South Carolina Beaufort. She is an ILA Life member, past editor of the *International Journal of Listening*, and the current First Vice President Elect, and Program Planner of the 2014 ILA Convention. She has published in the areas of gender, classroom communication, storytelling, and intercultural communication. Her most current research project is the analysis of the oral narratives of Bangladesh acid survivors which she collected last summer.

**Professor Daniel Corey** is an ILA Life Member and has over 40 years of diverse teaching experience.

**Dean Davis** is a Professor at Florida Gulf Coast University.

**Franca Ferrari** is an Assistant Professor in the Department of Speech and Theatre at QCC-CUNY.
Margaret Fitch-Hauser is an Associate Professor at Auburn University and an ILA Past President. Currently, she is working on research in listening fidelity, listening and cell phone usage and cross-cultural aspects of listening. In addition she has a contract to write a new textbook on listening as a co-author.

Connie Fletcher is an Associate Professor in the School of Communication at Loyola University Chicago. Dr. Fletcher is not only a scholar but also a New York Times best-selling author.

Carlos Flores is an adjunct instructor at California State University, Northridge. His research interests include intercultural communication, rhetorical theory and critical studies.

Brandon Michael Fuller is a faculty member at Boise State University

Roberto Garcia is a student at Florida Gulf Coast University.

Steven Gibson is pursuing graduate work in Communications Studies at California State University in Northridge, California. He is author of the chapter titled, “The Human Role in Model Synthesis” in a collection focusing on model methods in computer science. He has delivered papers and articles about Bayes and Process Algebra approaches to modeling cognition and machine learning, as well as communications and listening focused research.

Carole Grau has a successful career as a communications professor, consultant, speaker, executive coach, and facilitator of adult learning. She is the founder of Grau Interpersonal Communication.

Richard Halley is an Emeritus professor of communication at Weber State University, Lead Facilitator of ILA’s CLP program, Past President of ILA, and author of three books on listening.

Dwight Harfield is a listening consultant (Listening Solutions), in Winnipeg, Manitoba, Canada.

Victoria Hill is a student at Florida Gulf Coast University

Margarete Imhof is a Professor at Johannes Gutenberg University. She is an ILA Past President and is the current editor of *The International Journal of Listening*.

Guy Izchakov is a Professor at The Hebrew University of Jerusalem.

Terra A. James is a graduate student in the Department of Communication at Auburn University.

Corine Jansen is Chief Listening Officer at Radboud University Nijmegen Medical Centre in Breda, Netherlands.

Laura Janusik is an Associate Professor and McGee Chair of Communication at Rockhurst University and a Past President of ILA. Her research interests include interpersonal communication in terms of listening and speaking strategies, listening cognitions and behaviors, listening metacognitions, listening and learning.

Nan Johnson-Curiskis, Minnesota State University in Mankato, serves ILA as its Executive Director and is a founding and life member of the Association. She has taught listening as either an online or face to face course for over 19 years. Nan was inducted into the ILA Hall of Fame in 2009.

Jeanna Juleson is an independent consultant. She is also an actress who has appeared on Memphis stages since 1985, including performances in *Mame and Follies* at Theatre Memphis, The Tennessee Williams Festival at Rhodes College, and *Hats!, Into the Woods*, and *Dead Man's Cell Phone* at Playhouse on the Square and Circuit Playhouse. Jeanna has provided voiceover for Northwest Airlines Computer Based Training and hosted a television show on the Lifetime Network for The American Quilter Society.

Shaughan Keaton is an Assistant Professor at Young Harris College and a past ILA Web Editor.

Robert Kehoe is a faculty member at California State University Chico

Avraham Natan (Avi) Kluger is a Professor of Organizational Behavior at the School of Business at the Hebrew University. His research on the detrimental effects of feedback on performance won him research prizes both from the Organizational Behavior division of the Academy of Management and from the Society of Industrial and Organizational Psychology.


**Erica Lamm**, CLP, is an Assistant Professor at Concordia University-Nebraska and is the current editor of *Listening Education*.

**Kay Lindahl** is the founder of The Listening Center and is recognized as an inspiring teacher and spiritual guide to people of all religious backgrounds. She conducts workshops and retreats around the world on the sacred art of listening for religious, spiritual, community and business groups. She is a dedicated spokesperson for the interfaith movement, an ordained interfaith minister. Kay is the author of *"The Sacred Art of Listening: Forty Reflections for Cultivating a Spiritual Practice,"* and *“Practicing the Sacred Art of Listening: A Guide to Enrich Your Relationships and Kindle Your Spiritual Life”* and *“How Does God Listen?”* a children’s book as well as co-editor of *“Women, Spirituality, and Transformative Leadership: Where Grace Meets Power.”*

**Barbara Lynch** is a lecturer in the Department of Speech and Theatre at QCC-CUNY.

**Julie Lynch** is an Instructor at the College of Saint Benedict/St. John’s University.

**Miles Mancini** is an instructor II at Florida Gulf Coast University.

**Ray McKelvy** is a founding member and Past President of ILA and has been teaching Listening at various institutions for nearly 20 years. He currently teaches both online and face to face and he has taught Listening via interactive television (live one-way feed), interactive video network (live two-way feed), face to face, and via internet. After retiring from a 20+ year career with the USAF he has worked as an adjunct professor at several universities in the Washington, DC, area and is now a full-time Associate Collegiate Professor at the University of Maryland University College.

**Helen Meldrum** has extensive experience as a teacher, lecturer, researcher, and consultant in areas of interpersonal and group dynamics in health care, customer service, psychology of adulthood, mental health services, communication skills, conflict management, presentation skills, and teaching skills. She is the author of three books focused on communications and organization in healthcare settings and healthcare professionals and her articles, interviews, editorials and reviews have appeared in varied publications.

**Diane M. Millis**, PhD, is an educator, consultant, spiritual director, and author of the recently released "Conversation--the Sacred Art: Practicing Presence in an Age of Distraction" (Skylight Paths Publishing, 2013). Diane serves as the founder and director of the Journey Conversations Project, introducing and facilitating the sacred art of conversation in educational, ministry and workplace settings throughout the country. She is currently at work producing *Lives Explored*, a video narrative series featuring persons from all walks of life reflecting upon their callings, for the Collegeville Institute funded by the Lilly Endowment.

**Vue Moua** is a recent graduate of the University of Wisconsin-River Falls with double majors in Marketing Communications and Professional Writing. He is the author of “Mother’s Gold”.

**Michael Z Murphy** is a Life Member of ILA and currently serves on the Executive Board as Member-at-Large, Public Relations.

**Patsy Murphy** teaches Facilitate Mindfulness-Based Stress Reduction Classes, Deepening Meditation Classes, and therapeutic yoga for all ages and abilities. She trained with Jon Kabat-Zinn, Saki Santorelli and others through the Center for Mindfulness, Healthcare and Society.

**Gary Newton** is a Professor of Child and Family Ministry at Crown College.

**Dr. Janice Newton** is an Associate Professor at York University in Toronto. She teaches Political Science and Gender and Women’s Studies. Her research focuses on the role of listening in democracy and how to teach democratic listening skills.

**Kathy O’Brien** is the Managing Director of Red Shoe Communications in Singapore.

**Katharine O’Connor** is a faculty member at Florida Gulf Coast University.

**Lisa M. Orick-Martinez** is a Professor at Central New Mexico Community College and Past President of ILA.

**Dr. Eric Otto** is an Associate Professor at Florida Gulf Coast University.

**Michelle E. Pence** is an Assistant Professor of Communication at The University of Texas of the Permian Basin. She is Past Secretary of the ILA Executive Board and currently serves on the Board a Member-at-Large Global.

**Gayle Pohl** is an Associate Professor at the University of Northern Iowa in the public relations program, and the author of *Public Relations: Designing Effective Communication*. Her articles appear in *Communication Reports*, *Popular Culture Review*, and *International Society for Exploring Teaching Alternatives*. She is current editor of *The Listening Post*.
James Pratt is a Professor and Director of the Marketing Communications program at the University of Wisconsin-River Falls.

Michael Purdy is an Emeritus Professor of Communication at Governor’s State University. He is a long time philosopher of communication with many IJL articles to his credit, and many listening papers on academia.edu. He is the co-author/editor of Listening in Everyday Life.

Helen Ralston is a management consultant at Personnel Dynamics Ltd. She currently serves as Chair of ILA’s Research Committee.

Rosemarie Reger-Rumsey has been Executive Director of Listening House of St. Paul for 15 years. She is a registered nurse and completed formal education in Family Social Science, though remains a life-long learner. Rosemarie often collaborates with husband, Dr. Tim Rumsey, a local family practice physician and member on the Healthcare for Homeless team. They have co-authored articles on health and poverty and jointly speak on poverty and homelessness.

Maria Roca is an Associate Professor in the Department of Communication and Philosophy at Florida Gulf Coast University and an ILA Past President.

Tiffany Schroeder is a doctoral student in the Department of Organizational Behavior at Case Western Reserve University.

Sam Shuster is the Executive Vice President of King Controls in Bloomington, MN.

Lyman K. (Manny) Steil is the CEO and President of both Communication Development, Inc. and the International Listening Leadership Institute.

Don R. Swanson has more than 30 years of experience with organizational communication improvement as an educator, trainer, coach, consultant and administrator. An experienced mediator and certified listening professional, CLP, he has extensive experience as an executive and conflict coach. Don holds an interdisciplinary doctorate in Training and Development and is Professor of communication and founder of the Corporate and Public Communication MA program at Monmouth University where he teaches the human resources management courses.

Linda Tennison is an Associate Professor at College of Saint Benedict/Saint John’s University.

Frank Thomas resides in Edmonton, Canada and is interested in business, training and consulting, and issues related to listening in higher education.

Susan Timm is a Professor at Elgin Community College and a past member of the Executive Board.

Sharon Tindall is a Master Quilter and teaches Introductory Quilting at Northern Virginia Community College.

Philip Tirpak is an Instructor of Communication Studies at Northern Virginia Community College and ILA First Vice-President Elect and 2015 Convention Planner.

Karen Tolchin is an Associate Professor at Florida Gulf Coast University.

Andrea Vickery is a graduate student at Louisiana State University. Her research interests include listening, social cognition, and social interaction.

Rosanne Vogel is a lecturer in the Department of Speech and Theatre at QCC-CUNY.

Mary Pelak Walch is an Associate Professor at Florida Gulf Coast University.

Sam Walch is an Instructor II at Florida Gulf Coast University.

Vincenne Waxwood, after a career in university and colleges, currently focuses her efforts on helping others through selected adaptation of their communication, and has conducted workshops in listening, intercultural communication, in family communication, and business communication.

Andrew Wilkinson is an Instructor II at Florida Gulf Coast University.
Debra L. Worthington is an Associate Professor at Auburn University and the current ILA President. Dr. Worthington’s research falls into two broad categories: psycho-social and communication processes that affect courtroom communication and personality factors that affect listening and information processing.

Ning Xie is a graduate student at the University of Maryland.

Rebecca Yost is an Instructional Designer at Edison State College.

Su Zhaohui is a Ph.D student in the Department of Advertising and Public Relations, The University of Texas at Austin. Su's primary research focuses on health promotion, culture, brand, and information processing. Her work has been presented at the annual conference of The University of Texas at Austin Center for Health Promotion & Disease Prevention Research in Sinclair Community College Underserved Populations.

Kent Zimmerman has been an organizational member of ILA since 1992. He designed the classroom Listening course at Sinclair in 1982 and has taught that course for 31 years. He also designed the online Listening course at Sinclair and has taught that course for four years. Kent was named the Ohio Teacher of the Year by the Ohio Association of Two-Year Colleges. He received the Distinguished eLearning Educator Award for Excellence from the American Association of Community Colleges.
This is a list of attendees who have allowed their registration to be public. Several other attendees have chosen not to make their data public.

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The International Listening Association (ILA) is the only organization dedicated to advance the practice, teaching, and research of listening throughout the world.

36th Annual Convention
March 26-28, 2015
Virginia Beach Resort & Conference Center
2800 Shore Drive
Virginia Beach, VA 23451

"The most basic of all human needs is the need to understand and be understood. The best way to understand people is to listen to them." - Dr. Ralph G. Nichols

Much has happened in our lives, communities, and world in the 35 years since Dr. Nichols spoke about “The Struggle to Be Human.” His words speak to the essential role that listening plays in our lives. The 2015 convention theme, Listening, The Key to Life! showcases the power of listening through dialogue, interaction, reflection, and application. Innovative approaches including visual and performing arts, exhibitions, and workshops join with traditional conference formats so don’t feel boxed in, don’t be shy; your ideas and active participation will contribute to a diverse, enlightening, invigorating, and powerful program.

Paper/Panel Sessions - Speakers present their salient contributions followed by a question & answer period.

Symposia/Critical Conversations - Designed to examine specific policy, research or practice issues and stimulate informal, lively discussions through provocative questions or vignettes.

Works in Progress Roundtable - Informal, facilitated small group discussions to share works in progress and encourage robust interaction.

Workshops - Hands-on practical application through discussion, reflection, interaction, and skills-building from diverse perspectives.

Visual and Performing Arts - Refresh, renew, and reconnect to develop a deeper appreciation of listening through expression and interpretation of creative arts; film, music, drama, presentation, song, dance, etc.

Exhibits - Participate in the display of artifacts and symbols related to listening during the convention; drawings, paintings, sculpture, photographs, fashion, quilts, etc.

After-Action Review - Sharing our experiences —what we learned, the questions we raised, the plans we made.

Additional information including proposal submission forms and guidelines will be available on the ILA’s website, www.listen.org. Join in and be part of the excitement of Listening, The Key to Life!