37th Annual Convention

Listening: A Labor of Love

DoubleTree Suites by Hilton Tucson Airport
Tucson, Arizona

March 9-12, 2016
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• The educational sessions will be held in the Courtyard, Terrace and Fountain Meeting Rooms (close to the Pool).
• The Opening Session and the Graduate Student Presentations will be held in the Theater (close to the Pool).
• The Friday and Saturday luncheons, along with the Reception, will be held in the Solarium (behind the Pool).
• The Executive Director will be in the Lobby.
Executive Board 2015-2016

President
First Vice-President
First Vice-President Elect
Immediate Past President
2nd Vice-President
Secretary
Member, Public Relations
Member, Global
Member, Special Projects
Student Member
ILJ Editor
Listening Post Editor
Web Editor
Listening Education Editor
Executive Director

Philip Tirpak
Kent L. Zimmerman
Charles Veenstra
Pamela Cooper
Vacant
Kae Van Engen
Michael Z Murphy
Michelle Pence
Melissa Beall
Victoria Hill
Margarete Imhof
Gayle Pohl
Beth Montgomery
Erica Lamm
Nan Johnson-Curiskis

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
Dick Halley: 2012
Margarete Imhof: 2015
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
Donal 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>Number</th>
<th>Deceased</th>
</tr>
</thead>
<tbody>
<tr>
<td>Larry L. Barker</td>
<td>0011</td>
<td></td>
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<tr>
<td>Jerald Carstens</td>
<td>0014</td>
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</tr>
<tr>
<td>Carolyn Coakley Hickerson</td>
<td>0068</td>
<td></td>
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<tr>
<td>Edith Walters Cole</td>
<td>0033</td>
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<tr>
<td>James East</td>
<td>0069</td>
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<tr>
<td>Ella Erway</td>
<td>0073</td>
<td></td>
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<tr>
<td>Mary Forestieri</td>
<td>0007</td>
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<tr>
<td>Corinne Geeting</td>
<td>0024</td>
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<tr>
<td>William M. Gering</td>
<td>0046</td>
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<tr>
<td>Warren Gore</td>
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<tr>
<td>Carol Grau</td>
<td>0059</td>
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<tr>
<td>Joyce Donen Hirschhorn</td>
<td>0010</td>
<td></td>
</tr>
<tr>
<td>Nanette Johnson-Curiskis</td>
<td>0075</td>
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<tr>
<td>Nadine Marsnik</td>
<td>0034</td>
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<tr>
<td>Ray McKelvy</td>
<td>0058</td>
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<tr>
<td>E. Lucile Nichols</td>
<td>0063</td>
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<tr>
<td>Ralph G. Nichols</td>
<td>0062</td>
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<tr>
<td>Terry H. Ostermeier</td>
<td>0035</td>
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<tr>
<td>Kenneth Paulin</td>
<td>0057</td>
<td></td>
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<tr>
<td>Richard R. Reagan</td>
<td>0096</td>
<td></td>
</tr>
<tr>
<td>Alice Ridge</td>
<td>0003</td>
<td></td>
</tr>
<tr>
<td>Arthur Robertson</td>
<td>0101</td>
<td></td>
</tr>
<tr>
<td>Lyman K. “Manny” Steil</td>
<td>0001</td>
<td></td>
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<tr>
<td>Milda Steinbrecher</td>
<td>0031</td>
<td></td>
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<tr>
<td>Stanford E. Taylor</td>
<td>0093</td>
<td></td>
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<tr>
<td>Erika Vora</td>
<td>0030</td>
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<tr>
<td>Kittie W. Watson</td>
<td>0100</td>
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<tr>
<td>Harvey F. Weiss</td>
<td>0016</td>
<td></td>
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<tr>
<td>Tom Wirkus</td>
<td>0171</td>
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<tr>
<td>Florence I. Wolff</td>
<td>0027</td>
<td></td>
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<tr>
<td>Andrew Wolvin</td>
<td>0009</td>
<td></td>
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</tbody>
</table>

### 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>Name</th>
<th>Number</th>
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<tbody>
<tr>
<td>W. Clifton Adams</td>
<td></td>
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<tr>
<td>Linda Albert</td>
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<tr>
<td>Alberta Arnold</td>
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<tr>
<td>William Arnold</td>
<td></td>
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<tr>
<td>Yoshio Asano</td>
<td></td>
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<tr>
<td>Teruko (Teri) Akita</td>
<td></td>
</tr>
<tr>
<td>Beverly Aweve</td>
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<tr>
<td>Emmanuel S. A. Ayee</td>
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<tr>
<td>Susan Ellen Bacon</td>
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<tr>
<td>Larry Barker</td>
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<tr>
<td>Kimberly Batty-Herbert</td>
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<tr>
<td>Melissa Beall</td>
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<tr>
<td>Sheila Bentley</td>
<td></td>
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<tr>
<td>Robert Bohlenken</td>
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<tr>
<td>Richard Bommelje</td>
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<td>Wayne Bond</td>
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<td>Jay Brandon</td>
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<tr>
<td>Ilia June Brown-Pratt</td>
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<td>Jerry Catt-Oliason</td>
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<tr>
<td>Carolyn Coakley Hickerson</td>
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<td>Edie Cole</td>
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<td>Judith Cole</td>
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<td>Pamela Cooper</td>
<td></td>
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<tr>
<td>Byung In Cho</td>
<td></td>
</tr>
<tr>
<td>Daniel Corey</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
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>
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<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>
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<td>9</td>
<td>1988</td>
<td>William E. Arnold</td>
<td>Scottsdale AZ</td>
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<tr>
<td>10</td>
<td>1989</td>
<td>Kittie W. Watson</td>
<td>Atlanta GA</td>
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<td>11</td>
<td>1990</td>
<td>Ethel C. Glenn</td>
<td>Indianapolis IN</td>
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<td>12</td>
<td>1991</td>
<td>Wayne Bond</td>
<td>Jacksonville FL</td>
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<td>13</td>
<td>1992</td>
<td>Judi Brownell</td>
<td>Seattle WA</td>
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<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>
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<tr>
<td>16</td>
<td>1995</td>
<td>Margaret Fitch-Hauser</td>
<td>Little Rock AR</td>
</tr>
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<td>17</td>
<td>1996</td>
<td>Philip Emmert</td>
<td>Sacramento CA</td>
</tr>
<tr>
<td>18</td>
<td>1997</td>
<td>SusanEllen 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>
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<td>21</td>
<td>2000</td>
<td>Harvey Weiss</td>
<td>Virginia Beach VA</td>
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<td>22</td>
<td>2001</td>
<td>Dick Halley</td>
<td>Chicago IL</td>
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<td>23</td>
<td>2002</td>
<td>Kimberly Batty-Herbert</td>
<td>Scottsdale AZ</td>
</tr>
<tr>
<td>24</td>
<td>2003</td>
<td>Melissa Beall</td>
<td>Stockholm Sweden</td>
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<td>25</td>
<td>2004</td>
<td>Ray McKelvy</td>
<td>Ft. Myers FL</td>
</tr>
<tr>
<td>26</td>
<td>2005</td>
<td>Barbara Nixon</td>
<td>Minneapolis/St. Paul MN</td>
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<tr>
<td>27</td>
<td>2006</td>
<td>Maria Roca</td>
<td>Salem OR</td>
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<tr>
<td>28</td>
<td>2007</td>
<td>Margarete Imhof</td>
<td>Frankfurt Germany</td>
</tr>
<tr>
<td>Year</td>
<td>President</td>
<td>Location</td>
<td>ILA Convention Theme</td>
</tr>
<tr>
<td>------</td>
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<td>-----------------------------------------------------------</td>
</tr>
<tr>
<td>29</td>
<td>Lisa Orick-Martinez</td>
<td>Portland ME</td>
<td>Listening Lights the Way</td>
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<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>
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<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>
</tbody>
</table>
37th Annual International Listening Association Convention

Program at a Glance

Wednesday, March 9th

<table>
<thead>
<tr>
<th>Time</th>
<th>Courtyard</th>
<th>Terrace</th>
<th>Fountain</th>
<th>Theater</th>
<th>Board Room</th>
</tr>
</thead>
<tbody>
<tr>
<td>5:00-7:00 pm</td>
<td>----------</td>
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<td>--------</td>
<td>Board Meeting</td>
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</table>

Friday’s Keynote Speaker
Dr. Franci Washburn

Franci Washburn holds a BA with a double major in English/Spanish; an MA in English (Creative Writing, Fiction) and a Ph.D. in American Studies with an emphasis in Cultural Studies, all from the University of New Mexico. Her dissertation, “Beauty of Sound and Meaning: An Analysis of Lakota Oral Tradition,” was directed by M. J. Young. She has been employed at the University of Arizona since 2004 with a joint appointment in the American Indian Studies Program and the Department of English. Research and teaching interests include American Indian literature, Indigenous World literature, Globalization and Indigenous Peoples, Critical Theory, and Creative Writing (both fiction and poetry). She will introduce her new book, *The Red Bird All-Indian Traveling Band.*"
<table>
<thead>
<tr>
<th>Time</th>
<th>Courtyard</th>
<th>Terrace</th>
<th>Fountain</th>
<th>Theatre</th>
<th>Lobby</th>
<th>Other</th>
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<tr>
<td>7:00 - 11:30 a</td>
<td>----------</td>
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<td>Optional Trip to Arizona-Sonoma Museum</td>
</tr>
<tr>
<td>10:00 - 4:00 p</td>
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<td>Registration</td>
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<tr>
<td>12:30 - 1:00 p</td>
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<td>--------</td>
<td>------</td>
<td>Opening Session &amp; Welcome</td>
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</table>
| 1:15 – 2:05 p | **What Do You Want from the ILA?**
Bentley & Ralston | **Better Lawyering though Better Listening – Part 1:**
Grau & Dorczak | **Better Lawyering though Better Listening – Part 2:**
Grau & Dorczak | | | |
| 2:15 - 3:05 p | **Love and Listening - A Rule Based Approach:**
Ray | **The Trump Phenomena: Is Critical Listening in a Democracy Still Possible?**
Swanson | **Better Lawyering though Better Listening – Part 2:**
Grau & Dorczak | | | |
| 3:10 - 3:25 p | **Social Media: Listening Concepts in Direct and Mediated Communication from Childhood to Young Adults:**
Imhof & Janusik | **Listening as an Integral Part of Oral Storytelling:**
Packer | **Better Lawyering though Better Listening – Part 3:**
Grau & Dorczak | | | |
| 4:30 - 5:20 p | **The Listening Field - A new paradigm:**
Purdy | **The St. Valentine's Day Massacre: Reconciling Technology and Listening Among Digital Natives:**
Murphy & Corey | **Better Lawyering though Better Listening – Part 4:**
Grau & Dorczak | | | |
| 6:00 - 8:00 p | ---------- | -------- | --------- | -------- | ------ | Kick-Off Reception in the Solarium*                                    |

*Reception Sponsored in part by Taylor and Francis Publishers*
<table>
<thead>
<tr>
<th>March 11</th>
<th>Courtyard</th>
<th>Terrace</th>
<th>Fountain</th>
<th>Theater</th>
<th>Board Room</th>
<th>Solarium</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:00 - 7:50 a</td>
<td>Committee Meeting: Research</td>
<td>Committee Meeting: Global Outreach</td>
<td>Committee Meeting: Education</td>
<td>Committee Meeting: Business</td>
<td>Committee Meeting: Publications</td>
<td>Committee Meeting: Nominating</td>
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<tr>
<td>7:00 - 4:00 p</td>
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<td></td>
<td></td>
<td>Lobby</td>
<td>Registration</td>
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<tr>
<td>8:00 – 8:50 a</td>
<td>The ILA Officers are Ready to Listen: Members of the Executive Board</td>
<td>Listening Community: Sacred Circles of Support: Lindahl</td>
<td>Assessing Critical Listening Skills Across the Curriculum: Ferrari-Bridgers</td>
<td></td>
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<tr>
<td>9:00 - 9:50 a</td>
<td>The Role of Listening Behavior in Criminal Cases: Välikoski</td>
<td>If These Walls Could Talk (and They Do): Fletcher</td>
<td>A Listening-Centered Approach to the Basic Communication Course: Wolvin, Lahman &amp; O’Brien</td>
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<tr>
<td>10:00 - 10:20 a</td>
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<td></td>
<td>Patio area:</td>
<td>Beverage Break</td>
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<tr>
<td>10:25 - 11:15 a</td>
<td></td>
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<td></td>
<td>An International Day of Listening - Brainstorming Session: Bentley, Moderator</td>
</tr>
<tr>
<td>11:30 - 1:15 p</td>
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<td></td>
<td>Presidents’ Lunch in Solarium</td>
</tr>
<tr>
<td>1:30 - 2:20 p</td>
<td>Listening - An Update: Wolvin, Moderator</td>
<td>Listening to the Stories that We Love: Washburn</td>
<td>Pope Francis – The Listening Pope: Stoltz</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>2:30 - 3:45 p</td>
<td>Workshop Servant-Leader Listening: The Key to Employee Engagement: Bommelje</td>
<td>Workshop Listen to My Story: The Power of Listening as a Collaborative Revision Technique: Tolchin &amp; Davis</td>
<td>Workshop Developing Curricular Activities &amp; Units to Teach Listening Pre-K through 18: Beall, Moderator</td>
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<tr>
<td>3:50 - 4:10 p</td>
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<td>Patio area:</td>
<td>Beverage Break</td>
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<td>4:15 - 6:15 p</td>
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<td>U of Arizona Student Presentations</td>
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<td>6:30 p</td>
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<td>Dinner on your own</td>
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<tr>
<td>Time</td>
<td>March 12</td>
<td>Courtyard</td>
<td>Terrace</td>
<td>Fountain</td>
<td>Theater</td>
<td>Lobby</td>
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<tr>
<td>7:00 - 4:00 p</td>
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<tr>
<td>7:15 - 8:15 a</td>
<td>Workshop</td>
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Extended Program

Wednesday, March 9th

Time: 5:00-7:00 p.m.                      Board Room
Executive Board Meeting

Thursday, March 10th

Time: 7:00-11:30 a.m.         Hotel Lobby
Excursion to Arizona-Sonoma Museum

Time: 12:30-1:00 p.m.         Theater
Opening Session & Welcome

The Mayor of Tucson, Johnathan Rothschild, will present a Proclamation (Listening Awareness Day) to the ILA President, Philip Tirpak.

The Chair of the Tucson Metro Chamber of Commerce Board, Tom McGovern, will extend his greetings to the ILA Convention attendees.

Time: 1:15-2:05 p.m.
What Do You Want from the ILA?
Sheila Bentley, Bentley Consulting
Helen Ralston, Consultant

We believe that there are huge untapped reserves of goodwill and talent in the ILA which could produce benefits for the organization and its members. This panel will invite discussion on specific ways for members to make a positive contribution to reinvigorating the ILA. Prior to the Convention, data will be gathered from existing and ex-members to input to the discussion.

Better Lawyering through Better Listening – Part 1
Anita Dorczak, Attorney
Jennifer Grau, President of Grau Interpersonal Communication
Jennifer Roming, Attorney

Talented lawyers desire to be persuasive speakers, expert negotiators, strong advocates, critical thinkers, and precise writers. Listening is foundational to these abilities, but most people generally use a limited range of listening techniques. Join us for a skill building workshop drawing on fact-based case study and interactive role play designed to enhance your practice of law by expanding your listening knowledge and effectiveness. ILA members are encouraged to join us for this mini-workshop and learn more about where listening and the law intersect.

Time: 2:15-3:05 p.m.
Love and Listening - A Rule Based Approach
John Ray, Professor at Montana Tech of the University of Montana

The rules of empathic listening are the rules of love. This paper in progress examines the listening rules most closely associated with expressions of love. As is the case of all purposive human behavior, love is a rule based behavior.
Intimately connected to the rules of love are the rules of listening and like all forms of communication, listening is rule based.
Thursday, March 10th

Time: 2:15-3:05 p.m.

*The Trump Phenomena: Is Critical Listening in a Democracy Still Possible?*

Terrace

Don Swanson, Professor at Monmouth University

This is an opportunity to discuss the unusual presidential election that is underway in 2016 and to share perspectives on how it should be listened to. The moderator will preface with some basic commentary and open to general discussion. The goal is to get participants to share their perspectives and how knowledge of listening theory and process can assist in understanding.

Better Lawyering though Better Listening – Part 2

Fountain

Anita Dorczak, Attorney
Jennifer Grau, President of Grau Interpersonal Communication
Jennifer Roming, Attorney

(Please see the session description in the 1:15-2:05 p.m. time slot today.)

Time: 3:10 – 3:25 p.m.

Beverage Break

Patio Area

Time: 3:30-4:20 p.m.

*Social Media: Listening Concepts in Direct and Mediated Communication from Childhood to Young Adults*

Courtyard

Margarete Imhof, Professor at Johannes Gutenberg University, Mainz, Germany
Laura Janusik, McGee Chair of Communication at Rockhurst University

How much is receiving information in digital media perceived to be like listening? Using the Listening Concept Inventory in its revised form we surveyed N = 679 individuals in four age groups from 9 – 12 year-olds to 23 and above and asked them to indicate which dimensions of the listening concept were activated in direct communication and in mediated communication. Results show age effect and interaction effects of age and gender. Implications may concern development of communication behavior and attitudes and education.

Listening as an Integral Part of Oral Storytelling

Terrace

Laura Packer, Sole Proprietor of Thinkstory, LLC

Humans are storytelling animals and all told stories start with listening. This workshop explores storytelling listening and creation techniques that can be applied personally and professionally. Participants will leave with an understanding of the neurology of storytelling, techniques they can use and a story they can tell.

Better Lawyering though Better Listening – Part 3

Fountain

Anita Dorczak, Attorney
Jennifer Grau, President of Grau Interpersonal Communication
Jennifer Roming, Attorney

(Please see the session description in the 1:15-2:05 p.m. time slot today.)
Thursday, March 10th

Time: 4:30-5:20 p.m.

The Listening Field - A new paradigm  
**Michael Purdy, Emeritus Professor at Governors State University**

The listening is presented as at the center of a new approach to the modern world of instant communication. With listening as the organizing principle, we must look to a supporting constellation that includes: trust, care (empathy), curiosity/creativity, and most important, patience.

The St. Valentine’s Day Massacre: Reconciling Technology and Listening Among Digital Natives  
**Dan Corey, Lifetime ILA Member**  
**Michael Z Murphy, Professor at Union County College**

At times technology and listening seem to be at odds with each other, but there is both good and bad news about technology and its impact on listening. Some people approach the two with an either/or mindset. Michael and Dan will walk participants through some of this news with an AND mindset rather than an OR attitude: the negative, the positive, the hybrid coping methods.

Better Lawyering though Better Listening – Part 4  
**Anita Dorczak, Attorney**  
**Jennifer Grau, President of Grau Interpersonal Communication**  
**Jennifer Roming, Attorney**

(Please see the session description in the 1:15-2:05 p.m. time slot today.)

Time: 6:00-8:00 p.m.

Kick-off Reception  
**Solarium**

Plan to meet & greet old and new friends at the Kick-off Reception, partially sponsored by Taylor and Francis, publisher of the *International Journal of Listening*. Light appetizers will be served. A Cash Bar will be available.

Friday, March 11th

Time: 7:00-7:50 a.m.

**ILA Committee Meetings:**

Research ................................................................. Courtyard
Global Outreach ................................................. Terrace
Education .............................................................. Fountain
Business ................................................................. Theater
Publications .......................................................... Board
Nominating ............................................................... Solarium

If you are a current member of any of these ILA committees, please plan to attend and participate in the work of the group. If you have not decided upon which committee to join, try one! Sharing your time and talent in this important committee work is absolutely essential in the effective, productive work of the organization.

If you need assistance in finding a committee, please see any of the ILA Executive Board members.
**Friday, March 11**

**Time: 8:00-8:50 a.m.**

*The ILA Officers are Ready to Listen*  
Philip Tirpak, President  
Kent L. Zimmerman, First Vice-President  
Charles Veenstra, First Vice-President Elect  
Incoming First Vice-President Elect

ILA has had a tradition of giving members & guests the opportunity to interact with the leadership team. Please plan to share your thoughts, questions and suggestions with the ILA Officers. They are there for you!

*Listening Community: Sacred Circles of Support*  
Kay Lindahl, Founder of “The Listening Center”

How do we tap into listening as the language of love when we are stressed out, tired, and overwhelmed by the fast pace of daily life? Discover the value of gathering in sacred circle on a regular basis. Practice listening to yourself and each other in the presence of mystery and not knowing. Learn how to create your own sacred circle.

*Assessing Critical Listening Skills across the Curriculum*  
Franca Ferrari-Bridgers, Professor, Queensborough Community College, CUNY: Moderator  
Barbara Lynch, Lecturer, Queensborough Community College, CUNY  
Rosanne Vogel, Lecturer, Queensborough Community College, CUNY

In this panel we will present the results of a multidisciplinary pedagogical research study where college students’ critical listening skills were assessed across three academic disciplines (mathematics, computer sciences and speech) using similar procedures and methodology. The goals of our panel presentation are twofold: (i) to argue in favor of a common assessment methodology that enables to evenly measure critical listening skills across the curriculum and; (ii) to present a set of in-class listening activities that teach students how to improve their critical listening skills from multidisciplinary perspectives.

**Time: 9:00-9:50 a.m.**

*The Role of Listening Behavior in Criminal Cases*  
Tuula-Riitta Välikoski, Professor University of Eastern Finland

This session will explore how the listening behavior of the legal agents (judge, prosecutor, and lawyer) is related to the witness' experience of being heard. The feeling of being heard is one piece of evidence for a fair trial. So it seems that when a witness describes the characteristics of a fair trial, he/she actually describes the listening behavior of the legal agents.

*If These Walls Could Talk (and They Do)*  
Connie Fletcher, Professor at Loyola University Chicago

Museums are increasingly using sounds and stories to immerse visitors in the lives of others. “Open House: If These Walls Could Talk” is a Minnesota History Center exhibit that moves visitors through a re-created house, using sounds and recorded stories, to help them gain understanding and empathy for the lives of laborers immigrants.
**Friday, March 11th**

*A Listening-Centered Approach to the Basic Communication Course*  
Fountain  
Andrew Wolvin, Professor at University of Maryland: Moderator  
Mary Lahman, Professor at Manchester University  
Liz O’Brien, Director of the Honors Program at Phoenix College

Whether offered as a public speaking course or as a “hybrid” (with units on interpersonal, group, and public communication) course, the basic communication course in higher education traditionally focuses on speaker/message skills. At most, listeners might get a chapter in the text and/or a short unit on listening skills. This panel brings together three basic course specialists who advocate a listening-centered approach to the course.

**Time: 10:00-10:20 a.m. Beverage Break**  
Patio Area

**Time: 10:25-11:15 a.m.**  
*An International Day of Listening - Brainstorming Session*  
Fountain  
Sheila Bentley, Bentley Consulting: Moderator  
Margarete Imhof, Professor at Johannes Gutenberg University, Mainz, Germany  
Laura Janusik, McGe Chair of Communication at Rockhurst University  
Marva Shand-McIntosh, Founder of ‘The Listening First Foundation’  
Andrew Wolvin, Professor at University of Maryland  
Kent L. Zimmerman, First Vice-President, ILA

This session will introduce the concept of an International Day of Listening that would be sponsored by the ILA. The purpose of the International Day of Listening will be to promote the value of listening and the benefits of listening and to promote these across the globe. This session will be designed as a planning session to explore the interest, scope, and potential benefits to the ILA and to the world.

**Time: 11:30-1:15 p.m.**  
*Presidents’ Luncheon*  
Solarium

*Charles Veenstra, First Vice-President Elect: The 38th ILA Convention theme and location;  
Welcome to the Past Presidents of the Association!  
*Musical Interlude: Tucson High Magnet School Orchestra; Cayce Miners, Director  
*Keynote Speaker: Dr. Franci Washburn. She has been employed at the University of Arizona since 2004 with a joint appointment in the American Indian Studies Program and the Department of English. Her research and teaching interests include American Indian literature, Indigenous World literature, and Creative Writing.

**Time: 1:30-2:20 p.m.**  
*Listening - An Update*  
Courtyard  
Sheila Bentley, Bentley Consulting  
Laura Janusik, McGe Chair of Communication at Rockhurst University  
Andrew Wolvin, Professor at University of Maryland; Moderator  
Debra Worthington, Professor at Auburn University

In 2008, the *International Journal of Listening* featured review summaries of listening in context, the result of a major 2006 conference of listening scholars at Rockhurst University. This panel of listening scholars, whose work focuses on research, pedagogy, and practice, is designed to offer an update on what we know, what we don’t know, and what we need to know about what listening is and what listeners do.
Friday, March 11th

**Time: 1:30-2:20 p.m.**  
**Listening to the Stories that We Love**  
Terrace  
Franci Washburn, Professor at the University of Arizona

The best way to learn about another culture is to learn their language, but if that isn’t possible, then the next best way is to learn their stories. The tales we tell, whether we speak them aloud or read them as written documents transmit the ideas that any culture deems important: what they love, what they question, how the world came to be, and how it should or should not be changed. This session will emphasize one sentence stories: how we hear them, understand them, and interpret them. We will review one sentence stories that we love or hate, and we will create one sentence stories of our own.

**Pope Francis: The Listening Pope**  
Fountain  
Molly Stoltz, Professor at Valdosta State

Since the naming of Pope Francis I as the 266th Bishop of Rome in March of 2013, people have noticed a difference in how different he is from previous popes. By looking at the encyclicals, media coverage, and press statements, this paper will demonstrate that Francis is making a deliberate effort to listen to his fellow Catholics about their beliefs and their concerns about the Church.

**Time: 2:30-3:45 p.m.**  
**WORKSHOPS**  
**Servant-Leader Listening: The Key to Employee Engagement**  
Courtyard  
Rick Bommelje, Professor at Rollins College

Engaged employees are involved in, enthusiastic about and committed to their work and workplace. Unfortunately, less than one-third of U.S. workers are engaged in their jobs today. This workshop explores how servant-leader listening can positively impact employee engagement. Organizations that have infused servant-leadership into their culture are experiencing a positive impact with employee engagement. Learn how listening plays a critical role in the process as well as an implementation plan.

**Listen to My Story: The Power of Listening as a Collaborative Revision Technique**  
Terrace  
Dean Davis, Co-Founder & President of DeKa Storytelling Institute LLC  
Karen Tolchin, Professor at Florida Gulf Coast University

Learn how to use oral storytelling to deepen students’ understanding of the value of active listening in the writing process. This creative, collaborative workshop will focus on the theme of Voice. It will feature three components: creative writing, peer editing, and sharing.

**Developing Curricular Activities & Units to Teach Listening Pre-K through 18**  
Fountain  
Melissa Beall, Professor at the University of Northern Iowa: Moderator  
Other presenters from the ILA Executive Board:  
Nan Johnson-Curiskis, Michael Z Murphy, Gayle Pohl, Philip Tirpak, and Kae Van Engen

This is a work session! The presenters will work with attendees to create listening curriculum units and classroom activities people can put to use immediately in their own classrooms or workshops. We’ll start with three learning objectives and find, create, or adapt materials to set up learning activities and units for Pre-K through grade 3, grades 4-6, grades 7-12, community college, college and university classrooms. Please bring 5-10 copies of the favorite activities you use in your own classrooms to share with the group.

**Time: 3:50 – 4:10 p.m.**  
Beverage Break  
Patio Area
Friday, March 11\textsuperscript{th}

Time: 4:15-6:15 p.m.         Theater

Special Graduate Student Panel Presentation

Listening locally: Narratives of cultural and identity transition in Tucson explored and explained through theories of intercultural communication

Margaret Pitts, Professor at the University of Arizona: Moderator
Graduate Student Panelists:
Candace Manriquez, University of Arizona; Farah Qadar, University of Arizona;
Samantha Stanley, University of Arizona; Eric Tsetsi, University of Arizona

The purpose of this panel is to provide rich case studies of individuals who a) have experienced recent resettlement to the United States, or b) are in close contact with such individuals. This panel allows for different local voices in the experience of immigration and resettlement to be heard and for diverse experiences to be illuminated in ways that are not often captured. To achieve this goal, authors solicited narratives from and listened empathically to local immigrants, cultural “strangers,” and key informants who work with the immigrant and “stranger” communities in Tucson.

Time: 6:30 p.m.    Dinner on your Own

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Saturday, March 12\textsuperscript{th}

Time: 7:15-8:15 a.m.         Theater

Annual Meeting of the membership of the International Listening Association

The President of the Association will bring any business before the membership for consideration and action.

Time: 8:30-9:45 a.m.    WORKSHOPS       Courtyard

\textit{Power Listening}
Bruce Bloom, Faculty member, Robert Morris University & President, Career Consulting Services

The workshop will focus on some controversial points from \textit{Power Listening} by Bernard Ferrari. Can injections and interruptions be part of a listening conversation? Do good listeners nail down unknowns or let them float and develop? Join us to find out if \textit{Power Listening} contributes to organizational success.

\textit{Listening: The Keystone to Successful Team Building}
Greg Enos, Consultant

Effective teams are one of the most significant assets to an organization because they are directly linked to long-term goal achievement. Successful teams are the result of team members embracing a goal, listening to continuing dialogue, and asking probing questions. Organizations that invest in listening when a team is being established can reap significant returns on their investment.

\textit{Fostering listening and learning in the classroom across the curriculum}
Margarete Imhof, Professor at Johannes Gutenberg University, Mainz, Germany

Against the backdrop of the theory of listening as information processing, we developed small scale experiments to test and validate strategies which can be used in the classroom to foster listening and learning across the curriculum. Both the strategies and the evidence will be presented. The main goal of the workshop is to share our material and to stimulate the discussion about transfer options into your classrooms.
Saturday, March 12th

Time: 9:55-10:45 a.m.

*A Journey to the Edge of Culture*  
Courtyard  
Elaine O’Mullane, Department of Paediatrics and Child Health, Trinity College Dublin, The University of Dublin

This work in progress is a re-analysis of data collected to explore the culture of listening amongst children’s nurses in an outpatient (ambulatory) setting. This mini-ethnographic study sought to gain an understanding of the beliefs, values and attitudes children’s nurses’ attach to listening to their patients in their daily practice. This project could be described as an ongoing ‘labor of love’. One of the recognized limitations of the initial analysis was the depth of analysis which was at best descriptive. In re-analyzing the data the greatest challenge has been to gain understanding of the terms ‘culture of listening’ and ‘listening culture’.

*Are We in a Listening Crisis?*  
Terrace  
Sheila Bentley, Bentley Consulting: Moderator  
Bruce Bloom, Faculty member, Robert Morris University & President, Career Consulting Services  
Kathy O’Brien, Founder and Managing Director of Red Shoe Communications  
Don Swanson, Professor at Monmouth University

This panel will explore whether we are currently in a listening crisis or not. Panelists will explore the question from several perspectives, such as personal, business, education, relational, etc. The presenters will also explore what a listening crisis might look like or how it would be defined, and then offer research and support for their stand on whether such a crisis exists.

*Sound Listening: Practical Strategies for Listening in K-12 Classrooms*  
Fountain  
Danny Combs, Music Teacher, Aspen Academy in Colorado  
Charles Fischer, Middle School Teacher, Aspen Academy in Colorado

This interactive workshop will explore several levels of listening, from basic hearing to active listening. Participants will engage in practical activities to understand listening better and to improve their listening skills. The handouts and activities can be used in the classroom to help students improve their listening skills.

Time: 10:50-11:05 a.m. Beverage Break  
Patio Area

Time: 11:10-12:00 p.m.

Courtyard  
Laura Janusik, McGee Chair of Communication at Rockhurst University  
Teri Varner, Professor at St. Edward’s University

Metacognitive listening strategies assist us in thinking about how we are listening and provide assistance to help us listen more effectively. Students from two different U.S. universities reported strategies they used over a 6 week period. Findings from this first study will be reported.

*Can Appreciative Listening be a way to (re)discover the motivation to listen to people?*  
Terrace  
Jean Francois Mathieu, Composer

How come we like to listen to all those sounds and voices in music, nature, plays, movies, inspirational speeches...we are willing to open ourselves to new ways of being moved, entertained, excited... but are not always in the same state of mind when somebody is speaking to us? It seems that through Appreciative Listening we can learn and develop many of the essential aspects (skills) needed to be an effective Listener to people. In this workshop I will share my ideas with the audience, and together we will think about and experience this approach to listening.
Saturday, March 12th

Time: 11:10-12:00 p.m.

*Understanding How Teachers Orient Their Listening in a Reading Enrichment Program*  
Fountain

Cindy Gilson, Professor at University of North Carolina at Charlotte

Teachers' listening orientations have gained increased attention in the mathematics education field; however, little is known about reading teachers' listening. In this basic qualitative study, we investigated five teachers' listening as they conducted individualized reading conferences with students at varied abilities. Analysis of multiple-data sources indicated that the teachers exhibited different orientations including evaluative, interpretive, and student-oriented listening. Research results and implications for practice and future investigations will be shared.

Time: 12:10-1:00 p.m.

*The Dark Side of Listening: Examining the Functional Use of Imagined Interactions by Dark Personalities during the Active-Empathic Listening Process*  
Courtyard

Michelle Pence, Professor at The University of Texas of the Permian Basin.

The goals of the current study are two-fold: 1) To examine the relations between the Dark Triad of personality – narcissism, psychopathy, and Machiavellianism – and active-empathic listening ability, and 2) To explore the cognitive processes at work during the active-empathic listening process for individuals demonstrating “darker” personality traits. The rationale for this study are findings from an initial AELS validity study which revealed significant and moderate correlations between self-focused egocentrism and sensing, responding, and total AELS scores.

*Ethical Listening in Life and Death Matters*  
Terrace

Deborah Cruze, Attorney & Owner of Cruze Clinical Ethics Consulting

This session will explore the process of how medical decisions that involve ethical issues are made, how those issues are addressed, and how an ethics consultant guides the conversations to ensure that the decisions consider the needs of all involved parties and provides an environment for ethical listening.

*From Forming to Performing: Service, Teams and Storytelling*  
Fountain

Miles Mancini, Instructor at Florida Gulf Coast University  
Katharine O’Connor, Coordinator, Office of Service Learning and Civic Engagement, FGCU  
Courtney Dwyer Satkoski, Instructor at Florida Gulf Coast University

This workshop will offer an array of strategies, hands-on activities and examples from collegiate courses that faculty can use to navigate communication challenges and capture student buy-in for group projects. We will describe the process utilized in our courses to incorporate innovative team based assignments that allow for greater classroom flexibility and stronger student engagement and classroom community development.

Time: 1:10-2:00 p.m.

*Listening to the Rhetoric in the 2016 U.S. Presidential Election Campaign*  
Courtyard

Don Swanson, Professor at Monmouth University

The significance of critical listening in a democracy, during an election campaign, is considered from a variety of perspectives. The goal is to suggest some constructive means of examining the rhetoric in the 2016 election campaign. Methodologies for application by critical listeners will be explored. Numerous questions are raised including are large segments of the US citizenry refusing to listen critically? How might the critical listening citizen give sense and meaning to the rhetoric?
Saturday, March 12th

Time: 1:10-2:00 p.m.

**Research Journey in Diversity: Listening to the Gifted Population**

*Terrace*

**Terrence Stange,** Professor at Marshall University

The research for this *Work in Progress* is two-fold, centering on multicultural education/diversity and gifted/talented children. As a population, gifted children are often not identified, and can be overlooked and neglected. Fair identification will have to include assessments which respect diversity and determine potential and capacity. Listening comprehension specifies capacity level of readers, and readers’ listening comprehension levels can increase by learning meaningful language through listening, speaking, reading and writing.

**How Well Do Students Listen to Their Professor in Asynchronous Online Discussion Forums?**

*Fountain*

**Sherrie Good,** Professor at DeVry University

**Donna Rouner,** Professor at Colorado State University

This study explored the prevalence and types of listening behavior in asynchronous online discussion posts by students responding to their instructor in an undergraduate course. One focus of the study is the use of storytelling. Results include various types of referencing behavior and their relationship to storytelling.

Time: 2:10-4:15 p.m.

**Awards Luncheon & Celebration**

*Solarium*

- Welcome: Kent L. Zimmerman, First Vice-President & 2016 Convention Planner
- Preview of 2017 Convention: Charles Veenstra, First Vice-President Elect & 2017 Convention Planner
- Remembrance Presentation: Sheila Bentley
- Research Awards: Erica Lamm, Research Committee Chair
- Annual Awards: Melissa Beall, Awards Committee Chair
- Presidential Address: Philip Tirpak, President
- Celebrating Our Traditions: The Story of the Gavel: Lyman K. “Manny” Steil
- Passing of the Gavel and Dismissal

Time: 4:30-6:00 p.m.

**Exploring the Past, Present & Potential Future of the ILA**

*Theater*

**Lyman K. “Manny” Steil,** Founder of ILA and Member #1

From the birthing moment to the present, ILA has experienced moments of great promise, passion, growth, excitement, stagnation, and potential demise. This program will explore the past highlights & successes, the present condition & challenges, and the future tasks that lie ahead if ILA is to survive and thrive.

Adjournment

Sunday, March 13th

Time: 7:00-9:30 a.m.

**Executive Board Meeting**
International Listening Association

2017 Convention

Hilton Omaha*

Omaha, Nebraska

June 8 - 10

Listening for Healing

Charles Veenstra, Convention Planner

*Four Star Award Hotel
Room rate: $129 for two queen beds or one king bed
(Rate is good for 3 days before & after the Convention)
Complimentary 24-hour airport shuttle
Complimentary wireless high-speed internet
Small refrigerator in every room
Swimming Pool
Full service Restaurant & on-site Coffee Shop
Walking distance to Omaha’s entertainment district
Parking is $7 per day
Complimentary gym use with Hilton Honors program

If you wish to contact the ILA:
International Listening Association
c/o Dr. Nanette Johnson-Curiskis, Executive Director
943 Park Drive, Belle Plaine, MN 56011
USA
Email: info@listen.org
Phone and Text: 952.594.5697