



International Listening Association



**Embrace the World:
Listen to Build Relationships**



**ILA 41st Annual Convention
March 25-28, 2020
Seattle Renaissance**



Greetings ILA Colleagues, Partners and Friends,

Welcome to Seattle for the 41st Annual International Listening Association Convention. This year we explore Listening topics related to the theme “Embrace the World: Listen to Build Relationships”. The world needs our Listening more than ever and we have never been more prepared than we are now as listening teachers, leaders, students, researchers, business professionals, health care professionals, entrepreneurs, consultants, graphic/performing artists, philosophers and more.

The International Listening Association offers the foundation for Listening work to grow throughout the world within international and interdisciplinary communities. Since its beginning in 1979 the aim of the ILA is to “promote the study, development, and teaching of listening and the practice of effective listening skills and techniques.”

I want to welcome all attendees, especially those traveling long distances, including those from Germany, Canada, England, Spain, Finland and across the United States. I appreciate the great effort it took for you to arrange your schedules to be with us.

I look forward to seeing you and hearing more about your Listening work!

Sincerest Regards,

Lori

Lori Joubert, MA, CLP
First Vice President
International Listening Association
lori.joubert@listen.org

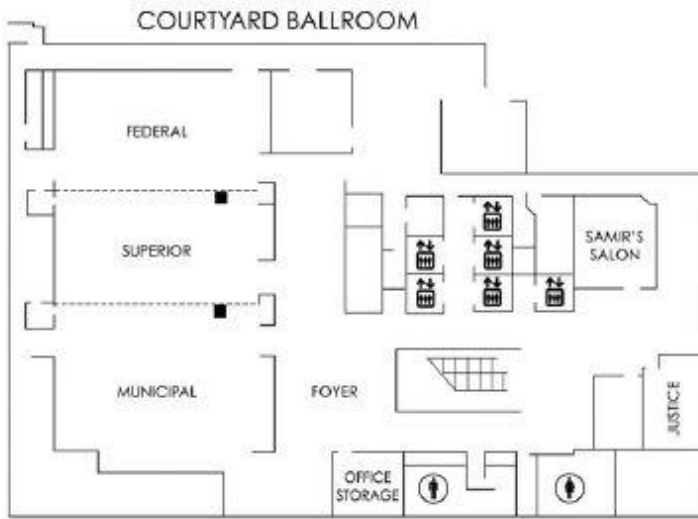
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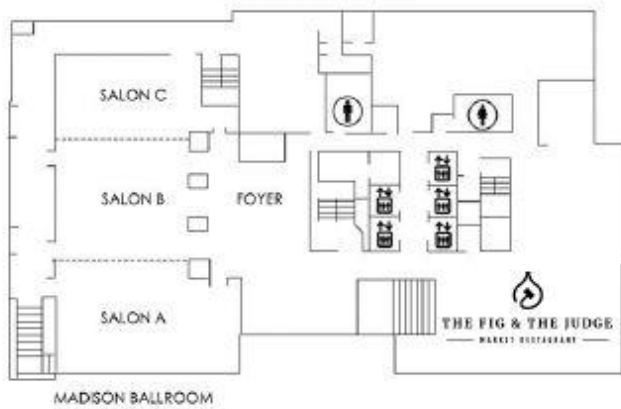
Meeting Room Floor Plan



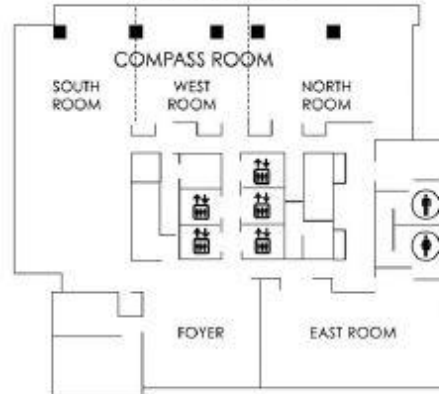
MEETING ROOM FLOOR PLAN



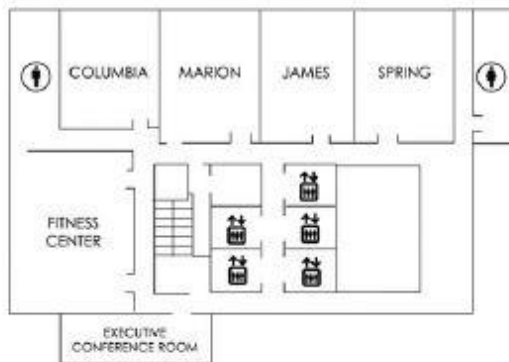
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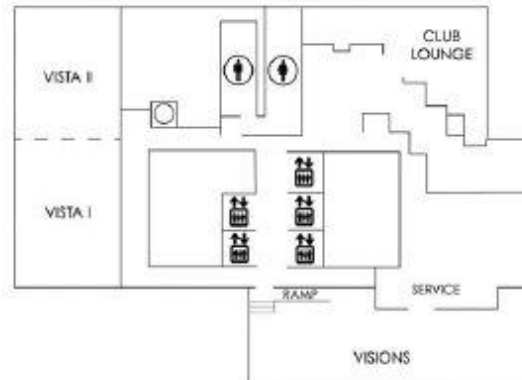
THIRD FLOOR



FOURTH FLOOR



TWENTY-EIGHTH FLOOR



SOMEONE TO TELL IT TO



**MARCH
25-28,
2020**

Be "Surprised by Listening" with the 41st Annual International Listening Association Convention keynote address, in Seattle, this coming March 2020!
If you want an experience that you'll never forget, plan to attend - and learn how you can be heard like never before, in an experiential presentation that will be fun and will create bonds between ILA members and guests.
Like never before.



SEATTLE

Schedule of Events
Renaissance Seattle, 515 Madison Street, Seattle WA 98104-1119

Key to Tracks:

Business (B)	Performance/Visual Arts (PVA)
Civic/Public (C/P)	Spirituality (S)
Education (E)	Listening to Self/Empathy for Others (S/O)
HealthCare (HC)	Theory and Research (T/R)
Narrative/Listening (N)	Other (O)

Wednesday March 25, 2020	
4:00-5:30	Registration, Seattle Renaissance, 3rd floor, Foyer
6:00-7:30	Welcome Reception for everyone registered for Embrace the World: Listen to Build Relationships, the 41st Annual ILA Convention Location: Renaissance Seattle Hotel, Visions Room

Use presentation number to look up details in Presentation Descriptions

Thursday March 26, 2020			
	EAST ROOM	SOUTH ROOM	NORTH ROOM
8:00-9:30	Plenary: "Be Surprised by Listening - Again and Again" with Tom Kaden, Michael Gingerich and Raquel Ark		
9:30-10:00	<i>Welcome and Introductions with Lori Joubert</i>		
10:00-10:15	15 minutes BREAK/TRANSITION		
10:15-11:00	32 The Power of Collaboration: Discover Listening and the #ListenFirst Movement Graham Bodie, Pearce Godwin, Sheila Bentley; C/P; Panel	37 Incidental Relationships: The Building Blocks of Change Joan Dodge; N; Talk	18 Eyes, Ears, and Hearts: Using Visual Art to Enhance the Listening Experience, Create Authentic Connection, and Share Stories Cynthia Hazel, Caren Rhodes, Ali Manion; PVA; Workshop
11:00-11:15	15 minutes BREAK/TRANSITION		
11:15-12:00	Lunch setup	19 The Silent Ways a Listener Drives a Conversation Dana Dupuis; B; Workshop	29 Lean In and Listen! Janet K. McCormick; E; Talk
12:00-1:00	Thursday Luncheon with ILA Colleagues is Provided with Featured Guest: Dr. Yonatan Buber on "I and Thou"		
1:00-1:15	15 minutes BREAK/TRANSITION		

Thursday March 26, 2020 (continued)			
	EAST ROOM	SOUTH ROOM	NORTH ROOM
1:15-2:30	<p>25 Listening Thieves in Healthcare Settings: Awareness, Appraisal of and Strategies to Manage Listening Thieves Krishna Naineni; HC; Interactive Presentation AND</p> <p>72 Listening Instruction in Medical Education Helen Meldrum; HC; Paper AND</p> <p>50 Inclusive Listening Strategies with a Specific Focus on Working with Adults who Identify as LGBTQ Laura Landry Meyer; HC; Workshop</p>	<p>45 The Spirituality of Listening: a Key to Transformational Relationships Kay Lindahl; S; Workshop</p>	<p>22 Listening, Leadership, and Organization-Public Relationships Diana C. Sisson, Debra L. Worthington; T/R; Panel</p>
2:30-2:45	15 minutes BREAK/TRANSITION		
2:45-4:00	<p>38 Healing Relationships through Compassionate Listening Joan Levine; E; Workshop (Workshop will extend through the break to 4:15.)</p>	<p>63 Listening So People Feel Heard: An Approach to Improving Patient Experience Steffi Berkowitz, Alissa Ballestrin; HC; Workshop</p>	<p>28 Quality Education : LISTENING - Learning for Life (In Digitally Advancing Space and Pace) Liew Kian Heng, Sandra Lee; E; Talk or Workshop or Panel or Paper</p>
4:00-4:15	15 minutes BREAK/TRANSITION		
4:15-5:15		<p>8 Urban Confessional Benjamin Mathes; O; Workshop</p>	<p>9 Tools for Inner Listening Bronia Holmes; S/O; Workshop AND</p> <p>10 Embrace the World Within: Learning to Listen to our Self Carol L. Benton; S/O; Workshop</p>
5:15-	FREE TIME WITH ILA FRIENDS AND COLLEAGUES		

Friday March 27, 2020			
	EAST ROOM	SOUTH ROOM	NORTH ROOM
8:30-10:00	<p>44 The Improv Gym: Applied Improvisation to Exercise and Expand Your Listening Muscles Kat Koppett; B; Workshop</p>	Reserved for presenters breakout room (as needed)	<p>36 Developing an Ethics of Listening Jerry Catt, Richard D. Halley; T/R; Panel</p>
10:00-10:15	15 minutes BREAK/TRANSITION		
Friday March 27, 2020 (continued)			

	EAST ROOM	SOUTH ROOM	NORTH ROOM
10:15-11:00	51 Empathy & Instagram: A dynamic workshop investigating how social media uses listening to break & build relationships Lisa Athearn, Stephanie Webster; S/O; Workshop	73 Empathy and Empathic Listening: Enhancing Our Ability to Connect with Others Sheila Bentley, Margarete Imhof; S/O;	61 Listening Leadership: Key to Workplace Relationships in a VUCA World Rick Bommelje; B; Workshop
11:00-11:15	15 minutes BREAK/TRANSITION		
11:15-12:00	4 Listening: The Foundation of Global Relationships Andrew Wolvin, Annie Rappeport; O; Panel	46 A Methodology for Listening and Talking (Vocalization) Which Promotes Meta-consciousness Within Interpersonal Communication Kumiko Kajitani, James MacFarlane; T/R; Presentation	13 Social Listening and Deception: The Dark Side of Building Mediated Communication Relationships Christa L. Arnold; O; Paper
12:00-5:00	FREE TIME: SEATTLE SIGHTSEEING		
12:00-4:00	ILA COMBINED BOARD MEETING		

Saturday March 28, 2020			
	EAST ROOM	SOUTH ROOM	NORTH ROOM
8:00-9:00	ILA ANNUAL BUSINESS MEETING		
9:00-10:00	BUSINESS AND EDUCATION COMMITTEES	AWARDS, PUBLICATION AND NOMINATING COMMITTEES	RESEARCH, HEALTHCARE AND SPIRITUALITY COMMITTEES
10:00-10:15	15 minutes BREAK/TRANSITION		
10:15-11:00	24 Listening to Students: A Project Idea and Resource Donna Knifong; E; Workshop AND 6 Lessons Learned About Listening in Advocacy Work Annie Rappeport; E; Talk	34 Listen Up: Changing Public Perception of Listening Education Jacqueline Kohl; C/P; Talk AND 58 The Family Behind the Film American Pastime: Three Generations of Japanese Americans Precious Yamaguchi; O; Paper	33 A Snowflake at the Dinner Table: Hacking Resilience Theorizing to Listen to Difference Hannah Bush; T/R; TED Talk AND 65 Relational Listening in a Consent-Objection Hearing in Child Welfare-Decision Making from the View of the Client Tuula-Riitta Valikoski; T/R; Paper
11:00-11:15	15 minutes BREAK/TRANSITION		

Saturday March 28, 2020 (continued)			
	EAST ROOM	SOUTH ROOM	NORTH ROOM
11:15-12:00	35 Learning to Listen Through Autism Jennifer March Grau, Christopher John Ruge; O; Interview/Presentation/ Discussion	64 The Writer’s Seat: Listening to Voices Behind the Story Tanya Drollinger; E; Paper AND 43 Creating Listening Leaders on Campus: Empowering Healing and Resilience as Response to Diversity and Inclusion Julie Lynch; E; Workshop	48 Building a Model of Metacognitive Listening Strategies of L1 Listeners in the Classroom: A Qualitative Approach. Laura Ann Janusik; T/R; Paper
12:00-1:15	Saturday Past Presidents Luncheon is Provided		
1:15-2:15	52 Publishing Listening Research in the International Journal of Listening Margarete Imhof; O; Workshop	39 Audio Description: Listening to Images Joel Snyder; PVA; Talk	71 Pragmatic Strategies and Benefits of Building and Maintaining Listening Relationships Manny Steil; O;
2:15-2:30	15 minutes BREAK/TRANSITION		
2:30-3:30	66 The Heisenberg Model of Motivational Listening Kris Vansteenwegen; B; Talk AND 3 Listening First Takes Time Andrew C. Jones; E; TED talk	57 Social Responsibility Listening in Organizations Nancy Reiter-Salisbury; B; TED Talk	1 The Relationship between Listening Comprehension Processes and Second Language Proficiency: Top-down and Bottom-up Perspectives Aiko Furuya; E; Paper AND 2 Responsible Collaboration: Digital Storytelling Co-creative Story Production Amanda Hill; PVA; Paper
3:30-3:45	15 minutes BREAK/TRANSITION		
3:45-4:45	56 These should be on the New York Times Best Sellers List! A review of recently published books in the field of listening Molly Stoltz, Andrew Wolvin, Debra L. Worthington; E; Panel	74 Mentoring Meet-up Kathy O'Brien	54 Listening Nudges: Empowerment (Not Power) Michael Purdy; T/R; Paper
4:45-5:30	BREAK/TRANSITION		
5:30-6:00	Cash Bar Reception and Book Signing		
6:00-8:00	AWARDS DINNER AND CELEBRATION in VISIONS ROOM		

Presentation Descriptions

Presentation numbers, referenced in the Schedule and in the Bio's, are listed here in ascending order. Some numbers are missing due to withdrawal or wait-listing.

1 The Relationship between Listening Comprehension Processes and Second Language Proficiency: Top-down and Bottom-up Perspectives

Aiko Furuya; Sat 2:30-3:30 North; E; Paper

The present study aims to investigate how listening comprehension processes differ from second language proficiency from the perspectives of top-down and bottom-up processes. To identify such differences, experiments followed by questionnaires were conducted among learners of two proficiency levels (lower intermediate and upper intermediate).

2 Responsible Collaboration: Digital Storytelling Co-Creative Story Production

Amanda Hill; Sat 2:30-3:30 North; PVA; Paper

This paper examines the ethical implications and responsible facilitation of Digital Storytelling workshops. Digital Storytelling (DST) is a co-productive process for creating personal narratives between storytellers and the workshop facilitator. The author addresses the rhetorical and dialogic practices of Digital Storytelling workshops and calls for a change in the facilitator's approach to listening and reflexivity while examining the facilitator's role in collaborative authorship practices.

3 Listening First Takes Time

Andrew C. Jones; Sat 2:30-3:30 East; E; TED talk

The primary impediment to listening first on our small international campus in the Baltics has been the "meme-pool" of social media; the stakes of sharing a political meme are high when students from Georgia, Russia, and Ukraine share both a classroom and a dorm room! However, we have found that increased understanding of the nature of time in computer-mediated communication and listening helps individuals build relationships across contested borders and embrace the world. Building on the work of theoretical physicist Carlo Rovelli, who explains that time is an event and not a thing, the purpose of my talk is to share how a paradigm-shifting advance in theoretical physics is improving international and interpersonal relationships on our campus.

4 Listening: The Foundation of Global Relationships

Andrew Wolvin, Annie Rappeport; Fri 11:15-12:00 East; O; Panel

This panel will explore dimensions of listening behavior within a global context. Collectively, the research papers provide implications for further research and applications to collaborative communication across cultures.

Chair: Andrew Wolvin

Strategic Listening: The Pathway to World Peace; Annie Rappeport, Andrew Wolvin

Kathakali: The Cultural Embodiment of Aesthetic Listening; Andrew Wolvin

The Citizen Diplomat: America's Listener Andrew Wolvin

6 Lessons Learned About Listening in Advocacy Work

Annie Rappeport; Sat 10:15-11:00 East; E; Talk

This talk will delve into the many ways creating a listening approach in my role as UMD Graduate Student Government President has helped in healing the organization, created enthusiasm for civic

engagement in the community and has greatly aided in building our external relationships with other departments on campus, the local community and national coalitions.

8 Urban Confessional

Benjamin Mathes; Thu 4:15-5:15 South; O; Workshop

This out-of-the-box workshop experience is nothing like you've done before. This is where listening meets the streets with Urban Confessional's Free Listening Movement. Participants will be guided through a brief instruction experience before taking to the streets to hold Free Listening signs and join the international Free Listening Movement.

9 Tools for Inner Listening

Bronia Holmes; Thu 4:15-5:15 North; S/O; Workshop

Join us to share the ways we practice listening to the space within ourselves. If you already practice meditation, mindfulness, or soulfulness, join us to explore it further and possibly deepen your practice. If you don't have a practice yet, join us to explore some of the tools available to start one.

10 Embrace the World Within: Learning to Listen to our Self

Carol L. Benton; Thu 4:15-5:15 North; S/O; Workshop

Before we can listen and connect with others, most of us need to practice listening to ourselves. However, when we pause in our busy lives, we often discover an unending and disturbing amount of internal self-talk. This experiential workshop introduces basic background information on mindfulness in order to increase awareness of automatic self-talk. By learning to listen deeply to ourselves, we can be more present and find ways to deeply connect and build our relationship with self and others.

13 Social Listening and Deception: The Dark Side of Building Mediated Communication Relationships

Christa L. Arnold; Fri 11:15-12:00 South; O; Paper

The process of social listening and deception is dynamic, the ever-changing nature of mediated communication influences how people respond and interact. This presentation will discuss Social Listening's "dark side," the use of deception in mediated communication and the issues it presents to building relationships.

18 Eyes, Ears, and Hearts: Using Visual Art to Enhance the Listening Experience, Create Authentic Connection, and Share Stories

Cynthia Hazel, Caren Rhodes, Ali Manion; Thu 10:15-11:00 North; PVA; Workshop

Opportunities for shared art-making provide an outlet for creative self-expression, connection, and perspective-taking. In the context of listening, how can engaging in a shared art-making activity enhance the listening experience? This is an interactive session, where participants will make a two-dimensional art piece, discuss their piece and the art-making process, and reflect on how the art-making and -viewing enhanced the listening experience. Special attention will be given to the possibility of extending this approach when working with children, particularly those from vulnerable backgrounds or populations.

19 The Silent Ways a Listener Drives a Conversation.

Dana Dupuis; Thu 11:15-12:00 South; B; Workshop

In conversation and communication with others we can easily be confused, or even discomposed, by the body language of our listener. When speaking, we tend to promote certain body language which can appear quite different than the body language we exude when we are listening, yet we often interpret the two

to have the same meaning. This workshop will show how we commonly change our body language when speaking, as opposed to listening, and what happens when we conflate the two.

22 Listening, Leadership, and Organization-Public Relationships

Diana C. Sisson, Debra L. Worthington; Thu 1:15-2:30 North; T/R; Panel

Emphasizing both theory and practical application, this panel explores listening, leadership and organization-public relationships.

24 Listening to Students: A Project Idea and Resource

Donna Knifong; Sat 10:15-11:00 East; E; Workshop

Listening to Students is an innovative project done at a four-year university and a two-year community college that uses the power of student voices to expand minds, touch hearts, and contribute in profound ways to inclusivity, student success, and pedagogical and institutional transformation in a diverse world. In this workshop, the project will be presented, along with step-by-step guidance for how to do this type of work, and we will explore the myriad uses and benefits of bringing this project to your own institution. Workshop participants will leave with (1) a way to learn more about our different students in higher education and (2) a way to do more to make their campus communities more appreciative of differences between people in interactions in the classroom and out on campus.

25 Listening Thieves in Healthcare Setting: Awareness, Appraisal of and Strategies to manage listening thieves

Krishna Naineni; Thu 1:15-2:30 East; HC; Interactive Presentation

On the trail of the LISTENING thieves there's a gang of hardened criminals on the loose: the Listening Thieves. These thieves are robbing your capacity to listen effectively. To help you fight back, I've put together a "rogues' gallery" of the biggest offenders, along with the strategies to defeat them

28 Quality Education : LISTENING - Learning for Life (In Digitally Advancing Space and Pace)

Liew Kian Heng, Sandra Lee; Thu 2:45-4:00 North; E; Talk or Workshop or Panel or Paper

Learning for life requires lifelong learning and teaching to encourage such learning. From childhood to adulthood learning, the stages of learning continue to change from pedagogical to experiential to self-determination. Is there then a minimum level of learning to attain at each stage of life? What is needed in lifelong learning in this digitally advancing space and pace of acquiring new knowledge? Learning needs Listening to tap new intelligence in this enhanced technological world. "Listen" is very profound in the ancient Chinese word "听". Listen to learn is a lifelong learning journey. Lifelong listening imbues lifelong learning.

29 Lean In and Listen!

Janet K. McCormick; Thu 11:15-12:00 North; E; Talk

Literally! This innovative and dynamic presentation will feature a series of highly interactive "warm up" listening activities which can be used repeatedly to energize the classroom or training session. Participants will experience for themselves high level engagement and connection to listening concepts, theories and self-assessment tools via 5-minute, focused, stimulating exercises.

32 The Power of Collaboration: Discover Listening and the #ListenFirst Movement
Graham Bodie, Pearce Godwin, Sheila Bentley; Thu 10:15-11:00 East; C/P; Panel

The world needs listeners. Panelists will introduce the audience to a collaborative attempt to bring this message to the forefront of our public discourse. Audience members will be encouraged to brainstorm actionable next steps to push the collaborative #ListenFirst Movement forward.

33 A Snowflake at the Dinner Table: Hacking Resilience Theorizing to Listen to Difference
Hannah Bush; Sat 10:15-11:00 North; T/R; TED Talk

This talk explains the five processes of enacting communicative resilience, but applies these processes to listening. Through hearing autoethnographic stories throughout this theoretical talk, audience members will learn about the communicative theory of resilience, how it can be applied to listening, and how they may use it in their own lives when listening to those who have dramatically different world views than their own.

34 Listen Up: Changing Public Perception of Listening Education
Jacqueline Kohl; Sat 10:15-11:00 South; C/P; Talk

All E.A.R.S. — Effective And Ready Strategies — features new innovations to create a listening culture in education. One of the foundations for developing a listening lifestyle is student and faculty buy-in through a public awareness campaign. If Smokey Bear can prevent forest fires, what will Audi Fox do for listening education?

35 Learning to Listen Through Autism

Jennifer March Grau, Christopher John Ruge; Sat 11:15-12:00 East; O; Interview/Presentation/Discussion

Come eavesdrop on a mother and son exploring what it is like to live, love, learn, and listen when one has an autism spectrum disorder diagnosis and the other has a lifelong passion for listening. This interview style conversation provides a glimpse into the struggles and blessings of growing up Aspie in a multigenerational listening centric environment. Discover tips and tools we have evolved over the years. Join the conversation and help build our tool box.

36 Developing an Ethics of Listening

Jerry Catt, Richard D. Halley; Fri 8:30-10:00 North; T/R; Panel

It is easy to point to listening that we would most likely call unethical. For example, someone listening for information to use in perpetrating a fraud. But perhaps not so easy to articulate clearly the principles governing ethical listening. Given the intense differences in the positions and beliefs in our society today, the need for extensive ethical listening seems very important. We are asking you to join us in a discussion aimed at helping to develop and articulate a practical conception of what ethical listening might look like.

37 Incidental Relationships: The Building Blocks of Change

Joan Dodge; Thu 10:15-11:00 South; N; Talk

Every day we have the opportunity to engage in unplanned interactions. In this presentation we will talk about incidental relationships and through discussion and examples we will learn how they change lives. You will leave with an understanding of the opportunities that are available everyday when we are open to listening and responding to whomever shows up. The rewards of interacting with people in unexpected places has the potential to change the way you see the world. With this knowledge you will walk away with the ability to not only change your life, but the lives of others.

38 Healing Relationships through Compassionate Listening

Joan Levine; Thu 2:45-4:00 East; E; Workshop

We will explore how maintaining heart-centered listening through meditation, silent listening and reflective listening enhances our ability to truly be in relationship. Our focus will be on being of service to the speaker, free of any agenda to fix or solve their issues. Rather, we will experiment with owning that the speaker has within them the capacity to solve whatever issue or problem they desire to share.

39 Audio Description: Listening to Images

Joel Snyder; Sat 1:15-2:15 South; PVA; Talk

Audio Description is a kind of literary art form. It's a type of poetry--a haiku. It provides a verbal version of the visual; the visual is made verbal, and aural, and oral. Using words that are succinct, vivid, and imaginative, we convey the visual image of the arts and everyday events to people who are blind, a population who often uses listening skills to participate in cultural activity. Estimates by the American Foundation for the Blind show that over 21 million Americans are blind or have difficulty seeing even with correction—and careful listening benefits the rest of us--the rest of us, sighted folks who see but who may not observe.

43 Creating Listening Leaders on Campus: Empowering Healing and Resilience as Response to Diversity and Inclusion

Julie Lynch; Sat 11:15-12:00 South; E; Workshop

Participants will learn Mindfulness (Intrapersonal/Contemplative Listening), Social Identity (Intrapersonal Listening) and Restorative Practice (Empathic Listening). Instructors are challenged with accommodating diverse students as our global world becomes our campus community. Thus, similar to counselors, we assist students with serious and even traumatic issues. Importantly, we must learn to balance our vision of EQ (Phibbs) and our sense of Mindfulness to continue to do this important work.

44 The Improv Gym: Applied Improvisation to Exercise and Expand Your Listening Muscles

Kat Koppett; Fri 8:30-10:00 East; B; Workshop

Increasingly, not only ILA members, but the majority of committed leaders, managers, speakers, salespeople, parents, heck humans understand that listening is a critical communication and relationship-building skill. But, as much as we read articles and receive lectures or even training on the topic, many of us, even with the best intentions, find ourselves struggling to listen well in practice on a consistent basis. Improvisers have developed a uniquely rich set of tools and techniques to exercise their listening and paying attention “muscles”.

In this highly interactive, playful session, we will experience a series of exercises designed to:

- Deepen and strengthen focus
- Distinguish the kinds of “offers” we can listen for
- Expand our ability to stay present with we other
- Get comfortable with discomfort in service of strengthening “muscles”

Improv is the gym for listening. Come get a workout!

45 The Spirituality of Listening: a Key to Transformational Relationships

Kay Lindahl; Thu 1:15-2:30 South; S; Workshop

Spiritual listening is at the heart of all relationships - it's the antidote to that missing piece, that longing for connection, belonging, communion which seems to be so common in our culture today. In this workshop we will explore the sacred nature of listening, becoming a listening presence, and how it impacts the quality of our conversations. Participants will gain access to this listening space through an experiential process as

well as interacting with questions designed to open our understanding of how listening transforms relationships.

46 A Methodology for Listening and Talking (Vocalization) Which Promotes Meta-consciousness Within Interpersonal Communication

Kumiko Kajitani, James MacFarlane; Fri 11:15-12:00 South; T/R; Presentation

A presentation on the theory of Dr. Alfred Tomatis who developed a training method to improve listening and vocalization based on a combination of auditory/psychological/phonetics skills. Dr. Tomatis scientifically elucidated, that by improving a person's listening skills it automatically improves their vocalization.

48 Building a Model of Metacognitive Listening Strategies of L1 Listeners in the

Laura Ann Janusik; Sat 11:15-12:00 North; T/R; Paper

The best way for instructors to build relationships with students in the classroom is to meet them where they are. This investigation looks at which metacognitive listening strategies (i.e. thinking about what one is listening to) L1 students (listening in their first language) use as compared to L2 students (listening to a second or subsequent language). Using a qualitative approach, Janusik and Varner built a descriptive list of what students say they do as a foundation to further research on which strategies are most beneficial in building the bridge to understanding.

50 Inclusive Listening Strategies with a Specific Focus on Working with Adults who Identify as LGBTQ

Laura Landry Meyer; Thu 1:15-2:30 East; HC; Workshop

This workshop addresses inclusive listening strategies with a specific focus on working with adults who identify as LGBTQ. Participants will leave with: acknowledgement of their own personal attitudes and beliefs, an increased knowledge about terminology and language related to sexual orientation and gender identity, as well as practice using inclusive listening language.

51 Empathy & Instagram: A dynamic workshop investigating how social media uses listening to break & build relationships

Lisa Athearn, Stephanie Webster; Fri 10:15-11:00 East; S/O; Workshop

In this interactive workshop, we will explore how social media impacts relationship building through empathetic listening. In particular, we will explore how social technology both encourages and obstructs empathetic listening. Relevant information will be presented with case studies, probing questions, discussion and group engagement.

52 Publishing Listening Research in the International Journal of Listening

Margarete Imhof; Sat 1:15-2:15 East; O; Workshop

Presenters at ILA conventions have interesting insights to share. To follow up on a presentation, it might make sense to write up the research and to submit a paper to the International Journal of Listening. In this workshop, I will present the options and requirements connected with the publication process. I will explain the steps of the process and the support which is available, in particular for first-time authors and authors with a non-English language background. The workshop will be interactive as much as possible and we will discuss and share information on academic writing, research methods and style issues. If things go well, the workshop might be a platform to find partners to cooperate with in doing and publishing exciting listening research.

54 Listening Nudges: Empowerment (Not Power)

Michael Purdy; Sat 3:45-4:45 North; T/R; Paper

In my presentation in Omaha, Listening Fast and Slow, I discussed the implications of Cognitive Psychology for the field of Listening. In this talk I build on that research and discuss the importance of Behavioral Economics and Nudges. Nudges are used in presenting economic decisions, but also Nudges have an ability to support relationships and encourage a safe and cooperative community communication environment.

56 These should be on the New York Times Best Sellers List! A review of recently published books in the field of listening

Molly Stoltz, Andrew Wolvin, Debra L. Worthington; Sat 3:45-4:45 East; E; Panel

This panel will include authors of major books within the field of listening. The books themselves will be discussed showcasing the different perspectives that the authors are working from to emphasize the diversity of ways to approach listening for the purposes of education and research.

57 Social Responsibility Listening in Organizations

Nancy Reiter-Salisbury; Sat 2:30-3:30 South; B; TED Talk

Stakeholder expectations of transparency, dialogue, and accountability continue to drive the evolution of corporate social responsibility (CSR) in contemporary organizations. This presentation examines the role of listening in CSR communication throughout organizational development and implementation of social responsibility and sustainability activities. Utilizing a multiple case-study method, research was focused on small and medium-sized, business-to-consumer organizations in Texas. Interviews with CSR decision-makers are highlighted to advance the understanding of how listening in two-way communication experiences impacts stakeholder engagement and the success of CSR initiatives while balancing profits.

58 The Family Behind the Film American Pastime: Three Generations of Japanese Americans

Precious Yamaguchi; Sat 10:15-11:00 South; O; Paper

The act of listening to Japanese Americans reflect on their family's generations and histories offers insight beyond facts and connects narratives with a broader outlook on the resilience of Asian American communities. Looking both within and beyond the confines of media and film, this essay hopes to highlight the challenges and resilience of Japanese Americans before, during, and after the World War II internment camps, as the struggles that first-generation and second-generation Japanese Americans faced were intensified with the imprisonment in the World War II internment camps.

61 Listening Leadership: Key to Workplace Relationships in a VUCA World

Rick Bommelje; Fri 10:15-11:00 North; B; Workshop

Workplaces today operate in an environment that is increasingly volatile, uncertain, complex, and ambiguous. In a Volatile, Uncertain, Complex and Ambiguous (VUCA) world, relationships are dramatically impacted by these conditions. New ways of viewing leadership are essential to successfully navigate turbulent times and nurture meaningful and trusting relationships. This highly interactive workshop explores the challenges and offers practical solutions.

63 Listening So People Feel Heard: An Approach to Improving Patient Experience

Steffi Berkowitz, Alissa Ballestrin; Thu 2:45-4:00 South; HC; Workshop

This workshop focuses on building a receptive listening environment when communicating with patients in order to build trust and strengthen the patient/care provider relationship. Attendees will learn the

difference between the equally important skills of Listening To and Listening For and engage in skills practice to experience translating a patient's stated values and concerns in order to create shared decision making in the recommended course of treatment. This workshop is great for care providers or those in leadership roles as listening so that people feel heard creates better conversation partners in any field.

64 The Writer's Seat: Listening to Voices Behind the Story

Tanya Drollinger; Sat 11:15-12:00 South; E; Paper

This paper focuses on the ethnographic approach to research that Dr. Donna Weighill, an autobiographical writer, has used in gathering information from subjects while writing their life story. Depth interviews with Dr. Weighill are the basis for this research and I am using a grounded theory approach in order to discover the underlying themes associated with gathering stories through listening and empathy that come to life in a book form.

65 Relational Listening in a Consent-Objection Hearing in Child Welfare-Decision Making from the View of the Client

Tuula-Riitta Valikoski; Sat 10:15-11:00 North; T/R; Paper

Relational listening is challenging, especially for a layperson in an institutional setting like consent-objection hearings in child welfare decision-making. However, the phenomenon is not much studied yet. This study with authentic research data aims to describe how the procedure itself with written expert documents, asymmetric communication relationships and situational anxiety, together with the client's cognitional and emotional state may cause potential relational listening barriers.

66 The Heisenberg Model of Motivational Listening

Kris Vansteenwegen; Sat 2:30-3:30 East; B; Talk

The Heisenberg Model of Motivational Listening is aimed at making listening tangible and actionable. The model enriches listening with a purpose, using it as a skill to manage stakeholder expectations and improve interpersonal relationships, positively influencing the motivation of the speaker as well as the listener and increasing personal and professional success and satisfaction.

70 Be Surprised by Listening - Again and Again

Tom Kaden, Michael Gingerich, Raquel Ark; Thu 8:00 -9:30 South; Plenary

Be "Surprised by Listening" with the 2020 ILA Keynote address! If you want an experience that you'll never forget, plan to attend - and learn how you can be heard like never before, in an experiential presentation that will be fun and will create bonds between ILA members and guests. Like never before.

71 Pragmatic Strategies and Benefits of Building and Maintaining Listening Relationships

Manny Steil; Sat 1:15-2:15 North; All Tracks

The task of "Embracing the World" resides in learning how to "Listen to Build Relationships". This presentation is based on 56 years of focused work in the field of Listening, and 41 years of observing the strategic and nurturing efforts of building listening relationships, both amongst and beyond our ILA colleagues. Building listening relationships does not just happen; it calls for concrete and pragmatic strategies. This presentation will identify 4 pragmatic strategies and resulting benefits of building and maintaining listening relationships.

72 Listening Instruction in Medical Education

Helen Meldrum; Thu 1:15-2:30 East; HC; Paper

The concept of listening instruction is difficult to trace in the medical education literature. While most medical schools in the United States require some basic interviewing and interpersonal skills education, the curricula does not incorporate listening scholarship from other disciplines. Experts in the field of listening have much to offer medical education. Future physicians need to appreciate that when patients feel they are not listened to, they are less likely to continue care, adhere to treatments, or trust the medical system.

73 Empathy and Empathic Listening: Enhancing Our Ability to Connect with Others

Sheila Bentley, Margarete Imhof; Fri 10:15-11:00 South; S/O

A number of recent studies report that empathy is declining and at a time when it is needed around the world. Several studies relate to empathy among college students, reporting as much as a 40% decline. However, the use of more electronic communication rather than live, face-to-face conversations is also contributing to this decline. In times of uncertainty and loss of transparency in spite of information overload, communication becomes a challenge as trust and confidence are replaced by suspicion and fear. These are in the way of empathy which is the ability to change perspectives and to feel WITH someone. Building on the ideas founded in the work of Brené Brown, this session will explore what empathy is and does, what the role of listening is in empathy, what empathic listening looks like and sounds like, and what attitudes, knowledge, skills, and behaviors are involved. Differences in empathy from one context to another, such as healthcare, business, and personal relationships, will also be explored, as will cultural, gender, and age differences in empathic behaviors. This session will engage participants in role plays, where they will practice and apply new skills and behaviors with feedback.

74 Mentoring Meet-up

Kathy O'Brien; Sat 3:45- 4:45 South

Connect, learn and share with ILA mentors, mentees and anyone else interested in this new ILA program. Pairs already engaged in mentoring will share their experiences; and newcomers are encouraged to bring your curiosity and questions. If you've wondered whether you might like to be mentored by an experienced ILA member — or you're the member who's ready to share and support a keen listener — join us for an open exploration of ILA Mentoring. We'll discuss the mentoring agreement, criteria for a match, and other rules-of-the-road that have helped our successful mentoring matches.

Brief Biographies of Presenters

(Presentation descriptions are referenced by numbers in brackets)

Ark, Raquel [70] Raquel is an American living in Germany who has over 20 years' experience managing, coaching, facilitating and teaching in the communication field both in industry and academia. She has a Master of Arts degree in Interpersonal and Organizational Communication and is a certified professional coach. She believes in the power of listening and loves to learn about and share ideas, tools and resources that help people develop listening capacities that go beyond what they typically consider. With others, she wants to enjoy catalyzing more effective listening in the world.

Arnold, Christa L. [13] Christa Arnold, Ph.D. received her doctorate in Communication from the University of Florida. Her primary research areas include lying and deception, social listening, physician-patient communication and listening in healthcare. Christa has received grants for her work in communication,

specifically listening and deception detection training for physicians and patients in the clinical setting. She publishes her work in International, National and Regional, Medical peer reviewed journals and various book chapters. With Dr. Stewart, her research in Social Listening has reached interdisciplinary audiences and she was invited to give a showcase presentation at Mayo Clinic in Jacksonville, Florida. Christa teaches Listening, Lying and Deception and Health Communication at the undergraduate and graduate levels.

Athearn, Lisa [51] Dr. Lisa Joniak Athearn teaches communication courses, including Listening, at the Dial Center for Written & Oral Communication at the University of Florida. Dr. Athearn's professional and pedagogical interests converge in how communication and listening can impact our communities. Currently, she is developing a course examining how social media affects empathetic listening. In her spare time, Dr. Athearn enjoys the outdoors and is working towards becoming a Master Gardener. She lives in High Springs, Florida with her husband, two kids and a couple of very rambunctious cats.

Ballestrin, Alissa [63] Bio to be added

Bentley, Sheila [73, 32] Sheila Bentley has consulted for over 30 years on listening, communication, and leadership. Her clients include Johnson and Johnson, The New York Times, Nike, FedEx, Disney, Methodist LeBonheur Healthcare, Pfizer, Bank of America, the U.S. Army, the IRS, and numerous school systems and other agencies. Sheila has also taught as adjunct faculty at Arizona State University and the University of Memphis. As a member of ILA for over 30 years, she has served as Past President of the ILA, and she is also the founder of the International Day of Listening. She has traveled extensively observing differences in listening around the world, and her son and daughter both live in Phoenix.

Benton, Carol L. [10] Carol L. Benton is a Professor and Program Coordinator of the Communication Studies degree program at the University of Central Missouri. Carol teaches undergraduate and graduate courses in Interpersonal Communication, Improving Listening Abilities, Family Communication, Mindful Communication, Nonverbal Communication and the Communication Studies Senior Capstone. She has created workshops and trained groups in the area of mindful communication, nonverbal awareness, performance studies and gender/diversity studies. She is the author of published articles, book chapters, and academic papers exploring the performance of personal and intimate narratives as well as mindfulness in intrapersonal and interpersonal interactions.

Berkowitz, Steffi [63] Steffi Berkowitz is the founder of Berkowitz Civility Group and a mediator who is dedicated to generous listening. Steffi has presented at over 200 conferences and training seminars, most recently at the International Ombudsman Association, educating people about conversation guidelines to move past conflict reluctance and improve relationships. She is a national and international award winning educator with a background in speech-language pathology/audiology, with a Masters in Dispute Resolution. She taught at the University of Miami Graduate School of Education and also held the positions of Executive Director of Special Education and Ombudsman/Mediator at Capistrano Unified School District.

Bodie, Graham [32] Graham Bodie is an internationally recognized communication scholar whose work focuses on what all organizations and individuals need to do better, Listen. Based on his extensive knowledge of how individuals and teams can more effectively communicate and build consensus, Dr. Bodie facilitates customized workshops and delivers compelling keynote addresses for groups of all sizes. His work has been funded by the National Science Foundation and featured in the Wall Street Journal, Psychology Today, and on National Public Radio. Dr. Bodie received his B.A. and M.A. from Auburn University and his Ph.D. from Purdue

University. He teaches courses in Integrated Marketing Communication at the University of Mississippi and dedicates substantial time to mend our frayed social fabric through his work with the non-profit Listen First Project.

Bommelje, Rick [61] Rick Bommelje is a listening leadership activist. Serving as a Professor at Rollins College in Winter Park, Florida, he guides learning journeys on listening and leadership at the undergraduate and graduate levels. Additionally, he has worked with numerous corporations. His goal is to provide leaders at all levels with a practical and "real world" approach to education and development. He focuses on action learning in which participants achieve measurable results. A lifetime member of the ILA and CLP, Rick has served in a variety of roles including Past President. He was also inducted into the Listening Hall of Fame.

Buber, Yonatan Featured speaker at Thursday's Luncheon Yonatan Buber, M.D., is a physician at the UW Medical Center Cardiac Clinic and a UW associate professor of Cardiology. Dr. Buber specializes in treating adult patients with congenital heart diseases and pulmonary hypertension. He strives to create active partnerships with his patients to achieve the best possible outcomes. Dr. Buber earned his M.D. from Ben Gurion University in Israel. His clinical interests include all forms of congenital heart diseases, pregnancy in women with heart diseases, pulmonary hypertension and exercise physiology. When he is not busy practicing medicine, Dr. Buber enjoys spending time with his family, as well as running, and reading.

Bush, Hannah [33] Hannah Bush is a PhD Candidate and instructor in the Department of Communication at the University of South Florida. Broadly, her research focuses on intersecting identities and work, including exploring: how women who are politicians in China enact resilience, how craft activists make decisions aligning with social justice goals, and how college women anticipate potential discrimination and harassment in future workplaces. Previously, she worked in market research for Kao Inc. after earning her M.A. in Communication from the University of Cincinnati and her B.S. in Communication at Bradley University.

Catt, Jerry [36] Jerry is retired Boise State University instructor interested in researching listening phenomena. Father of four sons Jerry also enjoys 10 grandchildren. An active and lifetime member of the International Listening Association, his life's work is devoted to discovering how listening might change the world. Jerry claims adamantly that there is no communication apart from listening. And yet, listening is a complex process that we've barely begun to understand. His current interest in listening study involves the phenomenology of imagination and how imagination factors into listening. Jerry's dream is to develop a piece of property in Cascade Idaho on which to establish a center for reverie, restoration, and reparation.
www.Listen4AChange.org

Dodge, Joan [37] A Special Education Teacher and Counselor, Joan Dodge, grew up in a large family. Being one of eight gave her the opportunity to observe relationships. She learned early on that listening and understanding are key to finding satisfaction in life. She continues to study human behavior and expand her perception of our interconnectedness. Joan lives with her husband in California where they raised their four children.

Drollinger, Tanya [64] Tanya is a marketing professor in the Dhillon School of Business at the University of Lethbridge. She was the co-developer of the Active Empathetic Listening Scale and has done a great deal of research on AEL in B2B settings as well as fundraising. Her research extends to non-profit, advertising and cross-cultural areas as well.

Dupuis, Dana [19] My interest in management development began over 25 years ago. I immersed myself in both management development and communication training and found that the latter presented key insights relevant to my management responsibilities, but were often overlooked within the business sector. Over the course of my career, I have worked to bridge management development with the most important insights from communication intelligence, and especially listening intelligence. My work has reached inside companies like Humana, Lockheed Martin, and Coca-Cola. At ECHO, we set out to explore how we all listen “to” and “for” different information. Through training and speaking engagements, my goal is to change how the world thinks about listening.

Furuya, Aiko [1] I am Aiko Furuya, a university lecturer and a Ph.D. candidate (foreign language education) at Kansai University, Japan. My research interests include second language listening comprehension and listening comprehension processes. I have conducted research on second language listening comprehension with varying levels of language proficiency from the perspectives of top-down and bottom-up processes in a mixed method research design (experiments and interviews). My particular focus is on background knowledge and vocabulary knowledge in listening comprehension. I also have an interest in which pedagogical interventions contribute to the improvement of listening comprehension between different levels of language proficiency.

Gingerich, Michael [32, 70] I am married to Katherine Walton Gingerich and am the father of three sons and five grandchildren. I live in Hershey, Pennsylvania. I am passionate about fostering relationships of depth and about listening with intention to everyone I meet, both professionally and personally. My heroes include Henri Nouwen and Fred (Mr.) Rogers. I find the work and words of Dr. Brene Brown, Archbishop Desmond Tutu, and the Dalai Lama to be foundational. I am a graduate of Indiana University of Pennsylvania (B.A.) and Lancaster Theological Seminary (M.Div.).

Godwin, Pearce [32] I was on an overnight bus ride across Africa after spending six months in Uganda with an international development organization. I had left Washington, DC to gain a fresh perspective on life, and I did. I was so looking forward to returning home but was deeply troubled by news that my beloved North Carolina had been gripped by the same rancor and vitriol that I’d left behind in Washington. Unable to sleep, I wrote *It is Time to Listen*. That message jumped over the ocean and was printed in dozens of major newspapers across the United States from the Miami Herald to the Oklahoman. Emboldened by the resonance of such a simple idea, we launched Listen First Project to encourage conversations that bridge divides. I am deeply thankful for the ~250 partner organizations who have joined the #ListenFirst movement as well as the thousands who have signed the Listen First Pledge. Together, we will mend the frayed fabric of America by bridging divides one conversation at a time.

Grau, Jennifer March [35] For more than twenty years, Jennifer’s work as a consultant, trainer, coach, facilitator, and presenter, has changed the way people work, by changing the way they listen, speak, and resolve conflict. Her creative and interactive programs develop leaders, strengthen teams, build capacity, support organizations, drive innovation and social change. Jennifer is President of Grau Interpersonal Communication whose clients include Fortune 500 corporations, non-profit organizations, educational institutions and government entities. Her work has been noted in the Wall Street Journal, and US News & World Reports. She is an International Listening Association Business Sector Awardee and Listening Hall of Fame inductee.

Halley, Richard D. [36] Emeritus Professor of Communication; Emeritus Lead Facilitator the Certified Listening Professional Program of the ILA; Former President of the International Listening Association; Member of Listening Hall of Fame; Sr VP Research Global Listening Center; Author of three books on listening; Multiple presentations at ILA since 1989

Hazel, Cynthia [18] Dr. Cynthia Hazel is a Professor in the Child, Family, and School Psychology Program at the University of Denver. Dr. Hazel has consulted extensively with secondary schools and districts interested in enhancing student outcomes and learning. Dr. Hazel's research interests include multi-tiered system of supports, positive youth development, student voice, consultation, student school engagement, allyship, and listening. All of her work is grounded in the Convention on the Rights of the Child, social justice, and striving for zero correlation between a student's demographic characteristics and educational outcomes.

Heng, Liew Kian [28] A practicing Professional Engineer, Adjudicator, Arbitrator, Strategic Management, Dr Liew has been lecturing as an educationist for university programmes and mentoring PhD students on innovations in Singapore and regionally for last 38 years. His interests include learning by listening to mother earth's natural environment and the deep space out there so as to "listen to grow, grow to listen".

Hill, Amanda [2] Amanda Hill is an Assistant Professor of Communication Studies at St. Mary's University where she teaches digital media. Her research examines co-productive media practices, specifically the importance of narrative and ethics within these practices. She has published diverse research and creative works nationally and internationally. Her research can be found in *Storytelling, Self, Society*; *Visual Ethnography*; and she has forthcoming articles in *Community Literacy Journal*; *Media Education Research Journal*; and *IAFOR Journal of Psychology & the Behavioral Sciences*. She holds a Ph.D. in Texts and Technology from the University of Central Florida.

Holmes, Bronia [9] Bronia Holmes has recently retired from teaching at the English Programs for Internationals at the University of South Carolina where she had the privilege to interact with individuals from most parts of the globe. In her retirement, she has more time to practice exploring inner space and the wonders that it brings.

Imhof, Margarete [52, 73] Margarete Imhof is full professor for psychology in education at the Johannes Gutenberg University in Mainz, Germany. Her primary research interest is in listening in educational contexts, such as instruction and teacher training. Her research and teaching goal is to understand the skills and competences which make up listening behavior and how to integrate the teaching of listening skills into the general curriculum. She currently serves as the editor of the *International Journal of Listening*.

Janusik, Laura Ann [48] Laura Janusik is a dynamic trainer, speaker, professor, and business consultant. She's one of the world's leading listening researchers in the area of teaching listening. She uses her MBA and PhD in Communication to help businesses, groups, and individuals better understand how to interact with each other to increase the bottom line, employee satisfaction, retention, and development. As a past president of the International Listening Association, she's well skilled in helping others listen to what is and what is not being said. She's currently a professor at Rockhurst University, and a trainer, coach, and consultant specializing in Listening Intelligence. Laura can be contacted at ljanusik@gmail.com or through her website, ListeningtoChange.com.

Jones, Andrew C. [3] Andrew C. Jones is assistant professor of contemporary communication at LCC International University in Klaipėda, Lithuania. He is a recipient of the Hinderliter Endowed Faculty Fellowship, Julie Johnson Kidd Travel Research Fellowship, and Distinguished Faculty award. Since 2015, Dr. Jones has delivered popular talks across Lithuania for audiences large and small. His primary research investigates the popularization of science, technology and mathematics, beginning with his dissertation on Sherlock Holmes, and continuing in a forthcoming work on mathematics in the detective fiction of Edgar Allan Poe. He is the faculty sponsor of “Listen First LCC,” part of Listen First Project.

Kaden, Tom [32, 70] As Co-Founder/Co-CEO, my hope is to create and foster relationships with my co-workers that are deep, authentic, genuine, compassionate, and caring, helping them be their very best selves. Essentially, practicing and cultivating what the organization of Someone To Tell It To preaches: everyone has a voice, everyone matters, and that we all need someone to tell it to in our lives. I am a graduate of Asbury Theological Seminary and Messiah College. I am married to Sarah, a registered nurse, and we have four children: Lillian, Luke, and twins, Madelyn and Mya. We live in Mt. Holly Springs, PA.

Kajitani, Kumiko [46] Kumiko is a Professor at Oberlin University in Tokyo. She is a Tomatis Auditory Counselor and Trainer. She is a certified Emotional Intelligence Trainer. She teaches speech classes in English and Japanese at Oberlin University. She is a popular Leadership and Team Building Trainer at a number of Japanese multi-national corporations. She is a specialist in a program that focuses on improved Mother - Child interconnection as well as Child - Teacher interaction in Kanagawa Prefecture, Japan.

Knifong, Donna [24] Donna Knifong has taught Communication Studies for several years as a Lecturer at California State University, Sacramento, and adjunct faculty at Sierra College of Rocklin, California. Her most recent work, Listening to Students, may be viewed at <https://www.csus.edu/student-affairs/retention-academic-success/spotlights/listening-to-students.html>.

Kohl, Jacqueline [34] Jacqueline Kohl is a senior lecturer in English and Literature at Eastern Kentucky University. She has an MFA in Creative Non-fiction, and is currently working on her EdD with a focus on creating a listening culture in adult and higher education. In her spare time, she performs as two Chautauqua characters for the Kentucky Humanities Council—Alice Lloyd and Sue Grafton. In the summer, Kohl runs a writing camp for middle and high schoolers known as Inkspire!

Koppett, Kat [44] Kat Koppett is the President of Koppett specializing in using improvisation and storytelling techniques to enhance performance. She is the author of Training to Imagine: Practical Improvisational Theatre Techniques to Enhance Creativity, Teamwork, Leadership and Learning, a seminal work in the Applied Improvisation field, and a workbook, “Listen Up!” on listening for ATD. Kat's clients include Apple, Facebook, Prezi, Chanel, and the Clinton Global Initiative. She holds a BFA in Drama from NYU and an MA in Organizational Psychology from Columbia University. Kat is the co-director of the Mopco Improv Theatre and a Board Member of the Applied Improvisation Network.

Lee, Sandra [28] A practicing Dental Surgeon who believes CARE is more powerful than CURE. As all CURE starts with CARE by listening to and making patients listen too. The only time a patient really listens is when the mouth is wide open on the dentist ‘s chair. The “loud” mouth is reduced to all ears, eyes, heart and mind to “聽”. Sandra has cultivated many returning listening patients in her CARE for the last 35 years.

Levine, Joan [38] Joan Levine, M.A., is a certified facilitator with the Compassionate Listening Project. She has facilitated numerous experiential sessions and intensives both in the Pacific Northwest and globally: in India, Java, Uganda, Rwanda, Malaysia. Her current passion is mentoring future CL facilitators.

Lindahl, Kay [45] Kay Lindahl, founder of The Listening Center, is a skilled presenter and workshop leader who teaches that listening is a sacred art and a spiritual practice. She is the author of the award-winning book, *The Sacred Art of Listening*. In her work she demonstrates listening as a way of being profoundly present with each other and our own inner wisdom, a creative force that transforms relationships. Lindahl has presented her work in diverse settings—local, regional, national and international. Kay lives in Long Beach, CA, where she is often visited by her children and ten grandchildren.

Lynch, Julie [43] Julie Lynch is instructor of Communication (Public Speaking, Effective Listening) and First Year Seminar at The College of St. Benedict/St. John's University. In 2020 she will teach Communication, Cultural and Social Difference Identity, and Writing Foundations. In 2004, she completed a licensure at the St. Benedict Monastery in a four-year Spiritual Direction Program. In 2006 she co-led the Religion/Spirituality division of The International Listening Association with Maria Roca. An Intrapersonal/Contemplative Listening focus continued with her presentations at ILA in 2009, 2010, 2014, and 2015. She co-authored a publication in "Mindfulness Journal" in 2015, "Mindfulness and the College Transition: The Efficacy of an Adapted Mindfulness-based Stress Reduction Intervention in Fostering Adjustment among First Year Students" (Ramier, T& Tennison, L & Lynch, J. & Murphy, P.). Recently, she presented a poster session "Circle of Understanding and Restorative Practice" at the American Association of Colleges and Universities (2017). Most recently, she presented "Compassionate Listening and Restorative Practice" at ILA in 2018.

MacFarlane, James [46] James MacFarlane, who has trained in the Tomatis Method in Tokyo will assist K Kumiko Kajitani in the presentation, to include helping answer questions from the audience.

Manion, Ali [18] Ali Manion is a Ph.D. student in the University of Denver's Child, Family, and School Psychology program. Before beginning her doctorate, Ali worked in schools as an elementary classroom and visual art teacher for seven years. Her current research interests are focused on the use of visual art and art therapy techniques by school-based mental health providers and clinical psychologists. Outside of psychology, Ali is passionate about travel, music, art, and movement.

Mathes, Benjamin [8, 32] Benjamin is the founder of Urban Confessional: A Free Listening Movement. Currently in over 80 countries, their volunteers stand on street corners with signs that say "Free Listening" and provide compassionate, non-judgmental listening for anyone who needs to talk. Their work has been featured in over 40 national publications including the Huffington Post, The Atlantic, Fast Company, and The Big Think, as well as in over 30 international publications across 15 languages. Most recently, his work with Urban Confessional was presented at the 2018 ATHE Conference in Boston, and was be highlighted at the 2018 Parliament of the Worlds Religions in Toronto. Additionally, he produced the documentary, *Listening is Loving*, about the power of listening to people with dementia, which will be distributed internationally in 2019, and his book, "Short Paragraphs on Listening" was an Amazon Top New Release in 2019.

McCormick, Janet K. [29] Dr. McCormick earned her BA, MA and Ph.D. in Communication and has been teaching courses in higher education and conducting workshops globally for over 30 years. Her repertoire of courses includes but is not limited to: public speaking, interpersonal communication, communication theory, leadership communication, intercultural communication, gender communication, small group communication, 2020 ILA Convention Program

listening, organizational communication, communication consulting and auditing, communication training, communicating organizational change, conflict negotiation, persuasion, and interview communication. She is the recipient of numerous teaching, advising and service awards for her dedication to the Communication profession and her ability to better prepare students for the global workforce.

Meldrum, Helen [72] Helen Meldrum, is an associate professor of psychology at Bentley University in Massachusetts. Prior to joining the Bentley faculty, she was an associate professor of psychology and communication at the Massachusetts College of Pharmacy and Health Sciences. Meldrum received her doctorate in Psychology and Education at Clark University. She holds a Master’s in Counseling and Consulting Psychology from Harvard University. Her B.S. is from Emerson College, where she concentrated in Communication Education and Psychology. Helen has addressed a wide variety of groups across the country and internationally. Her most recent book is entitled “Characteristics of Compassion: Portraits of Exemplary Physicians.”

Meyer, Laura Landry [50] Laura Landry Meyer, Ph.D., CFLE is associate professor and program coordinator in Human Development and Family Studies program at Bowling Green State University in Bowling Green, Ohio. She co-founded the creation of a listening course in 2011. Her recent research focuses on the scholarship of teaching and learning about the course.

Naineni, Krishna [25] I am a General Practitioner (GP) in a busy general practice in the southeast region of England. I have been a Member of Royal College of General Practitioners since 2011 and a training faculty at The Brighton and Sussex Medical School. I teach clinical communication and consultation skills using innovative teaching techniques. I’m studying MSc in Clinical Education from University of Brighton, UK. I’m currently working on my dissertation project- 'An exploration of listening concepts in UK medical students'. I’m passionate about listening education, research and practice. My goal is to raise awareness about the significance of clinical communication skills in clinical practice. My vision is to enhance the listening and leadership skills of healthcare professionals and support them in establishing listening intelligent healthcare units.

O’Brien, Kathy [74] Kathy O’Brien runs Red Shoe Communications, which was named Best Employee Communications Training Provider in 2019 by Human Resources Online. She also teaches negotiation as a Visiting Professor at the Sasin Graduate Institute of Business Administration, Chulalongkorn University in Thailand. She serves on the ILA Board and leads ILA’s Mentoring Program. Kathy has made Asia her home for 23 years; her career has also taken her to New York, London and her hometown Boston.

Purdy, Michael [54] Michael W. Purdy (PhD Ohio University) is co–editor with Deborah Borisoff (NYU) of *Listening in Everyday Life: A Personal and Professional Approach* (2nd ed.), University Press. He has authored articles for the *International Journal of Listening*, (including two articles in 2015). His publications include: *Listening and Qualitative Research*, in *Listening and Human Communication in the 21st Century* (Blackwell, 2009); *Listening and the Non–Technologized Self in Cultura De Guatemala* (U. Landivar, Guatemala City) and *Transparency and communication: Dialogue in financial reporting and media communication in Communication, Comparative Cultures and Civilizations* (Hampton, 2008). This year he also posted an article (*Listening Ecology: Tuning into the Environment, Saving the Planet*) for the Global Listening Centre, Kolkata, India (<http://www.globallisteningcentre.org>).

Rappeport, Annie [6, 4] Annie is a Ph.D. Student in the International Education and Policy Program with a focus on Environmental and Peace Education. Annie is serving her second term as the Graduate Student Government President at UMD. Annie has been a member of ILA since 2017 and presented at the 2018 ILA Dublin Conference about the importance of listening in healthcare and recently did a podcast featuring the International Day of Listening.

Reiter-Salisbury, Nancy [57] Nancy balances stakeholder engagement, social technology, accountability and enthusiasm to help organizations and her students build and maintain relationships for social good. As a public relations practitioner for 25 years focused on conscious capitalism, she's been driving ideas with a social purpose in healthcare, academia, and non-profits. A true connector, she leverages storytelling, inspires listening and promotes developing a mutual understanding to make a difference in societal well-being and environmental sustainability.

Rhodes, Caren [18] Dr. Caren Rhodes-Doudna recently graduated with her Ph.D. from the Child, Family, and School Psychology (CFSP) program at the University of Denver where she also earned her Ed.S. degree with an Early Childhood Education concentration. She is a Nationally Certified School Psychologist (NCSP) and working on earning her post-doctoral hours towards her eventual licensure as a psychologist in the state of Colorado. Dr. Rhodes-Doudna specializes in working with children with Autism Spectrum Disorder as well as other neurodevelopmental disabilities. She also has specialization in consultation regarding pediatric traumatic brain injury. Her research interests include how individual factors, such as temperament, influence child outcomes, resiliency, family quality of life, effective interventions/ treatments to address the negative impact of adverse life/traumatic experiences of children within neurodiverse populations, strength-based assessment and interventions for neurodiverse populations, consultation, and advocacy for neurodiverse populations.

Ruge, Christopher John [35] Christopher is a senior computer science major and cyber security minor at Michigan Technological University (MTU). At MTU Chris worked as a Resident Counselor, an Orientation Team Leader, and a Computer Repair and Field Technician. He is a graduate of the Leadership Institute. As a volunteer teacher with the STEM outreach program Mind Trekkers, Chris introduces middle and high school students to the joys of science. Last summer he was a software development intern for CCI Systems and will do the same for Target this summer. Chris earned the rank of Eagle Scout from the Boy Scouts of America.

Sisson, Diana C. [22] Diana C. Sisson is an assistant professor in the School of Communication and Journalism at Auburn University. She is also a research fellow for the Arthur W. Page Center at Pennsylvania State University. Sisson's research focuses on the intersection between public relations, authenticity, relationship management, and social media.

Snyder, Joel [39] Dr. Joel Snyder is known internationally as one of the world's first "audio describers," a pioneer in the field of Audio Description, a translation of visual images to vivid language. Since 1981, he has introduced audio description techniques in over 40 states and 62 countries; in 2014, the American Council of the Blind published Dr. Snyder's book, *The Visual Made Verbal – A Comprehensive Training Manual and Guide to the History and Applications of Audio Description*, now available as an audio book voiced by Dr. Snyder, in English, Polish, Russian, Portuguese and in Braille.

Steil, Manny [71] Dr. Manny Steil, CLP, CSP, CPAE is internationally known as "The Ambassador of Listening" and a "Speaker Worth Listening To". Dr. Steil served 20 years as Director of Debate at Macalester College and Chairman of the Speech Communication Division, Department of Rhetoric, University of Minnesota. For 56

years, as CEO of Communication Development, Inc., he has helped millions of individuals and a multitude of organizations throughout 25 countries impact their performance, productivity, profitability, and pleasure through enhanced listening and leadership. Dr. Steil was the founder and first President of the International Listening Association-Member #1. He is the: author/coauthor of 5 books and hundreds of articles; creator of the first Effective Listening Video Program; and architect of the impactful Sperry Listening Project.

Stoltz, Molly [56] Molly Stoltz has been active in the listening for over a decade and has taught undergraduate communication courses for over 15 years. Her interests include teaching listening and writing about the philosophy of listening.

Valikoski, Tuula-Riitta [65] T-R Valikoski is Adjunct Professor, Researcher and Ass. Professor (emer.) in the Faculty of Information Technology and Communication Sciences, Tampere University. Her research interests: listening and professional communication in legal and social work context. Her articles have appeared in national and international journals like the Prologi, Oikeus (the Justice), IJL, the Empedocles and Mobile, Media and Communication. She is first editor-in-chief of the Prologi and current member of the editorial board of IJL. She has valid memberships to NCA, ICA, ILA, ECREA and has been chairing the Research Committee of ILA 2007-2009. She is also past Vice Chair of the ECREA section ICSI. Currently she is working on the project, entitled Consent-Objection in Child Welfare Decision-Making Process, funded by the Academy of Finland 2017-2021.

Vansteenwegen, Kris [66] Kris Vansteenwegen is Managing Director of Heisenberg International, a European based management consulting company providing contextualized organizational development services. Mr. Vansteenwegen holds a MSc in Business Studies and an Executive MBA. He has 30-years of experience in business environments where he provides consulting and management services, primarily in the context of large strategic transformation programs. To facilitate his clients in constructing high performing teams and accelerating leadership development, Mr. Vansteenwegen developed a simple but effective method to leverage listening as a powerful competence, resulting in increased personal and professional success, motivation and satisfaction.

Webster, Stephanie [51] Dr. Webster is a Master Lecturer and the Associate Director for the Dial Center for Written and Oral Communication, where she has worked for the past 17 years. She directs the department's Public Speaking program and teaches online courses in Interpersonal Communication Skills and live courses in Spirituality and Communication. She has taught both undergraduate and graduate students in the business college at UF, consulted with the UF Cancer Center on presentations, and conducted research with UF Health on team communication in the emergency room. Her passion is holistic health and working across disciplines to help individuals communicate effectively.

Wolvin, Andrew [4, 56] Andrew Wolvin is a Professor in the Department of Communication at the University of Maryland. An internationally-recognized scholar of listening behavior, he has authored/co-authored research studies, book chapters, white papers and books on listening. A founding member and early president of the International Listening Association, Professor Wolvin teaches a UMD senior seminar on listening each semester. His listening scholarship has been recognized with the ILA Lifetime Achievement Award.

Worthington, Debra L. [22, 56] Debra L. Worthington is Professor of Communication and Associate Director of Communication in the School of Communication and Journalism at Auburn University. She is lead author of Listening: Processes, Functions, and Competency, and lead editor of The Sourcebook of Listening

Research: Methodology and Measures. Her research has received multiple top paper, top convention, and top panel awards. In 2017, she was inducted into the International Listening Association's Hall of Fame in recognition of her outstanding research, teaching, and service to the field of listening. She is a past president of the International Listening Association.

Yamaguchi, Precious [58] I am currently an Associate Professor of Communication at Southern Oregon University in Ashland, Oregon. I have my doctorate in Communication Studies from Bowling Green State University's School of Media and Communication Studies with research emphases in Critical/Cultural Studies, International Communication, Intercultural Communication, and Digital Media. My academic research is interdisciplinary, focusing broadly on issues of culture, identity, generation, technology, social media, and international textile markets.

Executive Board 2019-2020

President	Anita Dorczak
1st Vice-President	Lori Joubert
1st Vice-President Elect	Melissa Beall
Immediate Past President	Helen Ralston
2nd Vice-President, Membership	Sandra Bodin-Lerner
Secretary	Vacant
Member at Large, Public Relations	Gayle Pohl
Member at Large, Global	Kathy O'Brien
Member at Large, Special Projects	John Backman
Student Member	April French
Non-voting members	
Executive Director	Nanette Johnson-Curiskis
ILJ Editor	Margarete Imhof
Listening Post Editor	Gayle Pohl
Web Editor	Nicole Bodin
Listening Education Editor	Erica Lamm

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)

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



Life Members

Any member who pays a one-time fee, or a greater fee prorated over a five-year period, shall be listed in all future convention programs as a lifetime member. An asterisk shall be placed beside the names of Lifetime Members who are deceased.

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



International Listening Association

Debra Worthington

Ray Young



ILA Lifetime Achievement Award Winners

The ILA Lifetime Achievement Award is presented to an individual who is recognized for lifetime achievements involving the ILA and its growth and development. Winners include:

Nanette Johnson-Curiskis: 2019

Carole Grau: 2018

Andrew Wolvin: 2015

Lyman K. "Manny" Steil: 2012

Ralph Nichols: 2006

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

Nadine Marsnik: 1998

Weslynn Martin: 2005

Helen Meldrum: 2018

Ralph Nichols: 1980

Michael Purdy: 1994

Paul Rankin: 1980

Alice Ridge: 1991

Charles V. Roberts: 2002

Carl Rogers: 1981

Donald Spearritt: 1989

Lyman K. (Manny) Steil: 1985

Kathy Thompson: 2006

Charles Veenstra: 2019

Kittie Watson: 1988

Carl Weaver: 1983

Harvey Weiss: 1997

Wesley Wiksell: 1981

Miriam Wilt: 1981

Tom Wirkus: 2011

Belle Ruth Witkin: 1993



- Ethel Glenn: 2000
- Harry Goldstein: 1981
- Warren Gore: 2007
- Carole Grau: 2010
- Jennifer Grau: 2016
- Dick Halley: 2012
- Margarete Imhof: 2015
- Laura Janusik: 2016
- Nanette Johnson-Curiskis: 2009
- Sara Lundsteen: 1981
- Florence Wolff: 1986
- Andrew D. Wolvin: 1985
- Debra Worthington: 2017

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

- CUNY/Queensborough Community College: Franca Ferrari, Heather Huggins
- Echo Listening Intelligence; Dana Dupuis, John Winter
- Kean University; Sandra Bodin-Lerner, Jack Sargent
- SOMEONE TO TELL IT TO: Michael Gingerich, Thomas Kaden
- Universidad Francisco de Vitoria (Spain): Yolanda Lopez, Maria Martinez

ILA Convention Venues, Presidents, Themes

The International Listening Association has met as a body every year since its founding in 1979. On August 23-24, 1979, Lyman K. "Manny" Steil hosted the "Listening State-of-the-Art Symposium" in Minnesota. According to the letter sent to interested individuals, the meeting would serve as an opportunity to "share important information and experiences and to establish a network of professionals." Twenty-seven people met for the symposium and decided to establish the International Listening Association. The following have been locations for the annual meeting along with the presiding President and the convention theme.

	Year	Planner→President	Location	ILA Convention Theme
1	1980	Lyman K. "Manny" Steil	Atlanta, GA	Listening: 1980 and Beyond; Birth of the ILA
2	1981	Lyman K. "Manny" Steil	Denver, CO	Rocky Mountain High
3	1982	Sally Webb	Washington DC	Washington Listens '82
4	1983	Bob Miller	St. Paul, MN	
5	1984	Andrew D. Wolvin	Scottsdale, AZ	The Field of Listening: Directions in the 80's
6	1985	Marguerite Lyle	Orlando, FL	Building Bridges through Listening
7	1986	Larry Barker	San Diego, CA	Conceptual Frontiers in Listening



8	1987	Carolyn Coakley Hickerson	New Orleans, LA	Listening in an Age of High-Tech--High-Touch
9	1988	William E. Arnold	Scottsdale, AZ	Listening makes a difference
10	1989	Kittie W. Watson	Atlanta, GA	Listening: The Next Generation
11	1990	Ethel C. Glenn	Indianapolis, IN	Centering Listening in an Oral Culture
12	1991	Wayne Bond	Jacksonville, FL	Listening as an Agent for Change
13	1992	Judi Brownell	Seattle, WA	A Listening Mosaic
14	1993	Michael Gilbert	Memphis, TN	Listening as Empowerment
15	1994	Sheila Bentley	Boston, MA	Listening An Agent for Positive Change
16	1995	Margaret Fitch-Hauser	Little Rock, AR	Listening in the Natural State
17	1996	Philip Emmert	Sacramento, CA	Listening: Building Foundations
18	1997	Susan Ellen Bacon	Mobile, AL	Listening: Celebrate the Past, Prepare for the Future
19	1998	Janet Cherry	Kansas City, MO	Listening: The Heart of Humanity
20	1999	Charles Roberts	Albuquerque, NM	Listening Enchantment
21	2000	Harvey Weiss	Virginia Beach, VA	The Listening Spirit
22	2001	Dick Halley	Chicago, IL	2001 An Odyssey Toward Effective Listening
23	2002	Kimberly Batty-Herbert	Scottsdale, AZ	Listening: The Foundation of Community
24	2003	Melissa Beall	Stockholm, Sweden	Touch the World: Listen
25	2004	Ray McKelvy	Ft. Myers, FL	Listen to Bridge the Gulf

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



39	2018	Helen Ralston	Dublin, Ireland	Listening Beyond Boundaries
40	2019	Anita Dorczak	Vancouver, BC	Listening to Conflict
41	2020	Lori Joubert	Seattle, WA	Embrace the World: Listen to Build Relationships
42	2021	Melissa Beall	Bloomington, MN	The Intersection of Teaching, Research, Service, and Practical Application in Listening



International Listening Association

Mark Your Calendars!

**2021 ILA Convention
Crowne Plaza Aire Hotel
Bloomington, Minnesota**

March 17-20, 2021

**Theme:
The Intersection of Teaching, Research, Service,
and Practical Application in Listening**

Submissions will be due in September, 2020 . We encourage early submissions.

**Convention planner: Melissa L. Beall
Melissa.Beall@listen.org**

