

SPEAKING FROM THE CENTER

VOLUME 8, ISSUE 1 FALL, 2013

THE DIRECTOR'S PODIUM

BY KIM CUNY



Last semester we presented original papers at national conferences and we hosted the 12th Annual Excellence at the Center Conference. This semester, there are many things that are new and some that remain the same.

NEW

*Where consultations go, we were over 40% more busy during the first half of the fall semester compared to the same time frame last year.

*We can now record speeches presented during consultations onto **your smart phone**.

NOT NEW

*We continue to offer public speaking, group, and interpersonal communication consultations.

*The number of speakers seeking support via the resources on our Web page continues to grow.

*We provide a safe place for non-native speakers of English to practice conversation with native speakers.

*We offer extended support via online chat! Send us your quick questions during our regular hours of operation. GoogleTalk/AIM: UNCGSpeaking Or visit our Web page.

*Speakers who need to be recorded when they come to practice can be recorded to their own electronic device or we can use our iPad or laptop. If we record to one of our devices we'll share by Google Drive before the consultation ends.

*Due to the spoken nature of our work & space limitations, we require appointments. It is never too early to call for an

appointment. It can, however, be too late. Appointments need to take place two or more days before the final presentation date.

*We are taking requests for our interactive oral communication workshops. We can facilitate these workshops in your space or the Speaking Center Training Facility in McIver.

*During a consultation, speakers work one-on-one with a communication consultant trained to offer guidance & feedback. Each individual session lasts 30 minutes while a group session lasts 60. We can assist you at any stage of your presentation, from discovery to organization to delivery.

*Our services are open and available to the entire campus community and, through our community outreach, to not-for-profit off-campus communities as well.

VITAL STATISTICS

Location: 3211 MHRA

Phone: (336) 256 1346

Hours: Mon.-Thurs. 10am to 7pm

Friday 9am to 12pm

Sunday 5pm to 7pm

Web: <http://speakingcenter.uncg.edu>

Gmail: UNCGSpeaking

Summer: Check Web for hours

Retention the focus of Top Panel

In November, our SC directors Kim Cuny and Erin Ellis received the Top Panel Award for their contributions to a panel titled "Communication Center Connections with the Basic Course." The award was presented by the National Communication Association's Communication Centers Section in Washington, DC. The panel focused on how speaking centers across the country can better connect to basic communication studies courses like UNCG's CST 105. In this time of retention-driven funding, audience members were particularly interested to learn that freshmen who visited the speaking center one time last academic year returned to UNCG for sophomore year at a 5% higher rate than freshmen who did not use our services. Those who utilized our services more than once returned at an 8% higher rate.



The Multiliteracy Centers @ UNCG

Our WC & SC directors have been saying for years that "as the ways we communicate evolve, the need to communicate effectively remains the same." New this year, our Speaking Center, Writing Center, and Digital Studio have a new organizational identity known as The Multiliteracy Centers. Visit the MLC Web page for more information:

multiliteracycenters.uncg.edu

THE CHALLENGES WE FACE: BY TY MCCULLERS



Working at the Speaking Center for the past three semesters has been an absolute pleasure. During this short time, I have learned a lot about communication, my peers, and myself. Though I could go on and on talking about how great the Speaking Center is, how we help speakers, and how faculty help us thrive as a campus resource, I will not.

Instead, I would like to talk about some of the challenges I have faced working as a consultant at the Speaking Center.

A lot of speakers that come to the Speaking Center assume that because I am a consultant, I am an

expert. I cannot blame them; I would also assume that if you were hired to work at a place about speaking, you would be an expert on speaking. However, there are speakers who do not know the value of collaborative, dialogue-based learning or how this type of learning is the bulk of our philosophy.

We do not exist to give speakers the answers and knowledge about speaking. We are there to help them come up with their own answers about their own work. As a matter of fact, the consultations where speakers do not perceive me as an expert but as a peer educator are the most productive.

Most of my friends and family that know I work in the Speaking Center also think that I am perfect when it comes to communication and that I should never have a problem communicating.

However, communicating effectively is a process. Sometimes I can not communicate as effectively, sometimes I cannot communicate at all, and sometimes I forget to communicate...period.

I close by saying that working at the Speaking Center has been fun and eye-opening. I have met a lot of great people and have become a better communicator.

Though there have been a lot of challenges that I have had to face as a consultant at the Speaking Center, I know that I would not trade this experience for anything.

Ty is a junior working on degrees in Spanish and Human Development and Family Studies.

A LETTER FROM AN INTERNING STUDENT: BY ARSHAD JACKSON



Speaking Center Director Receives National Recognition

Kim Cuny received the National Communication Association's Hobgood Distinguished Service to Communication Centers award. Cuny was recognized for dedication to excellence, commitment to the profession, concern for others, appreciation of diversity, and vision of what could be.

If you have yet to visit the University Speaking Center, then you are missing out on the fantastic opportunity to connect with and grow from your fellow peers.

Through the incorporation of peer-to-peer learning and an excellent accommodating staff, the University Speaking Center has an all encompassing environment that promotes a sense of friendliness and approachability to all of its users.

Here, we strive to provide our speakers with assistance that they may be able to utilize and incorporate within the broad spectrum of communication for the rest of their lives. This is done through

collaborative consultations, and the providing of authentic feedback. With that said, I feel privileged to be part of such an impactful organization here at UNCG.

This internship opened my eyes to how the Speaking Center operated both administratively, and behind the scene—which in turn gave me a more insightful perception of workplace communication and the theory of pedagogy.

The internship work specifically entailed conducting Speaking Center workshops and orientations, being a committee leader and a desk manager, directly working with the graduate assistants and my site coordinator, and so much more.

At the Speaking Center I have had the opportunity to impact the lives of many through meaningful interpersonal interactions. There are only a few things that compare to the wholesome feelings that I have experienced when I see the illuminated face of someone who has been helped through our services.

I would quickly encourage anyone to come and see the great things that we do here at the University Speaking Center! If you have not come to utilize our services, please, come and see what we are about for yourselves!

Arshad is a junior pursuing a degree in Communication Studies.

TRAINED, TRANSFORMED, AND TALKING



Here we feature the voices of four students who are enrolled in our 300-level speaking center theory and practice course, CST 390.

~Karen~

When I was a speaker who was looking for feedback, I looked at how well every member of the staff seemed to work with each other. As a speaker, I was only able to see the professional and knowledgeable sides of these skilled individuals. Now, as a consultant-in-training myself, I realize that there is a lot more going on in the Speaking Center than most people get to experience. The staff are not just members of a workforce; they're members of a tightly knit family of like-minded people. And, I'm so glad that I got that recommendation email from the Center, asking me to join the staff, or else I never would have gotten the opportunity to be a coworker with so many gifted individuals.

~Mai~

Being at the Speaking Center, I was helped tremendously. Before my appointment, I was unsure about my speech or my speaking ability, but after my appointment, I was confident in myself. The tip sheets offered to me help with my note cards and my outline. Now that I am a Speaking Center consultant myself, I have learned how important it is to know my information and resources. It both benefits me and the speaker I am working with. I hope to help others the way I have been helped.

~Mitchell~

When I first came to the Speaking Center as a student needing help, I felt instantly welcomed and like part of a family. I was helped so much in the times that I had come. Now that I have become a communication consultant, I plan on doing the exact same as everyone did for me. I am so excited to soon be a full consultant and I can't wait to help everyone who needs it!

~Rolando~

My experience in CST 390 has been a very positive one that has

taught me more about myself. When I came in, for instance, I didn't think my public speaking skills were up to par. However, as the semester progressed, I steadily began to feel more confident and well prepared when I presented.

Though I was still a bit nervous about having to observe other consultants in the Speaking Center, I realized that the more time I spent getting to learn from them, the less nervous I became.

At the end of the day, nothing is more rewarding than knowing that you've made progress, and moreover, that you have made a positive impact on another speaker.

ON BECOMING A CONSULTANT

Undergraduate students interested in becoming Communication Consultants first complete CST 390, the academic course of study attached to our hands-on training. To apply for CST 390 admission you'll need to provide proof of a 3.0 G.P.A. or higher, a faculty recommendation letter which speaks to your interpersonal communication skills and desire to help others, and a letter of personal interest that indicates (after you complete CST 390) a minimum of a one-year commitment to a paid position or a one-semester, 90-hour internship (CST 412). Learn more at: <http://speakingcenter.uncg.edu/staff/>

SENIOR SNAPSHOTS



**Andria: Senior Consultant
Fall 2013 Allan Fellow**

Major: Music Education and
Communication Studies



**Morgan: Managing
Consultant**

Major: Communication
Sciences and Disorders and
Communication Studies



**Shannon M.: Managing
Consultant**

Major: Communication
Studies



Tory: Desk Manager

Major: Speech Language
Pathology and Audiology