

Fall 2004

STRICTLY SPEAKING

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The official newsletter of the University Speaking Center

University Speaking Center Mission: To support our clients in their ongoing process of becoming more confident and competent communicators.

Speaking From The Center

From the desk of the director:

In our third year of operation, The University Speaking Center is busy helping clients in their ongoing process of becoming more confident and competent oral communicators. We continue to offer our signature consultation and workshop services to UNCG students, faculty, employees, and Greensboro's nonprofit community. We offer assistance in the preparation and delivery of speeches, development of knowledge and skills in interpersonal communication, and overall success in group or team communication situations.

Our consultation services, which require an appointment, are designed to respond to the needs of each individual client. In the center, undergraduate Communication Consultants work with clients who are seeking to build upon their knowledge and skills in public, interpersonal, and group communication. This fall we once again celebrate an overwhelming increase in the number of consultations we perform in a given week. With this increase in mind, I am pleased to report that the feedback from our clients continues to be superior. Faculty members from Business, Broadcasting and Cinema, Interior Architecture, English, and Communication Studies have told me that during classroom presentations, they can tell which students have come to the Center to receive help.

Our workshop services take the form of dynamic and interactive training sessions on a variety of oral communication topics. I am especially proud of the workshops we have developed because they are more dynamic and activity driven than ever before. In addition to our free evening workshop series *Strictly Speaking*, last year we offered over 100 client-specific workshops. This semester we have already designed, developed, and facilitated over 40 client requested workshops.

For individual clients and groups that cannot take advantage of our workshop services, we continue to add new *Tip Sheets* to our Web page at <http://speakingcenter.uncg.edu>. These Tip Sheets cover a variety of public, interpersonal, and group communication topics. We are happy to provide paper copies of client-specific tip sheets to faculty, students, and others upon request. Some of our most popular tip sheets include *How to Outline a Speech*, *How to Conduct an Interview*, and *How to Incorporate Group Project Contracts* to ensure greater group work success.

Our services are free and available to the entire university community. Please call us at 336-256-1346 to schedule an appointment, have a Communication Consultant offer your class or group an informative orientation of our services, to request a workshop, or to arrange for us to help with tip sheets. How can we help you?

Kim Cuny—Director



A Consultant never knows how a consultation will go. We hope the client will leave with ideas on how to make their speeches better and with the confidence they will do the best job they can. A successful consultation means having the client walk away knowing something more about oral communication—and that is the best feeling in the world.

When I recently led my first consultation, I was probably more nervous than the student. I wanted to be able to help the student so she could do a good job. The consultation went well and the student left with a tip sheet and the confidence that what we talked about would help her speech. The student did a great job and she came back to The Speaking Center to tell us about her positive experience. She thanked the staff for their help and said she would definitely be back soon when she had another speech. I am glad she came back to let us know how she did because I know that I made a difference and that it was a successful consultation. I left the center that day feeling confident and proud that I had helped another student.

Jenny Mueller
Junior Communication Consultant

From a Fellow Student...

Would you like to become more involved at UNCG? Do you want to enhance your resume while helping others? Here is an opportunity for you!

The University Speaking Center offers all UNCG students of all majors the wonderful opportunity to become a Communication Consultant at the Speaking Center. As a consultant, you can gain important leadership skills, become a peer mediator, and get paid or earn 3-6 credit hours as a CST 412 intern.

CST 390 is a training course that all consultants must take before working in the center. CST 390 is a fun class that not only provides 300 level credit, but also teaches valuable communication skills that can be used

in or out of the center. These include interpersonal, group, and presentations skills.

You can get involved on campus and in the community. The Speaking Center works with several local agencies such as The Girl Scouts of America, ARC (Association for Retarded Citizens), and the Triad Storytelling Circle, just to name a few.

If you have a 3.0 GPA or higher, have completed CST 105 or CST 341 and would like to apply, send your letter of recommendation and a letter of personal interest indicating a minimum 1 year commitment to the address listed on the back of the newsletter.

Megan Gardner
Junior Communication Consultant

Happy Thanksgiving!

*From
The University Speaking Center*





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Manager
ISOM Major



Erika Lytle
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Trena Patton
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Jessica Moss
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The Prepared Group

Group work - the mere thought of it causes many to have a bad taste in their mouths. How can a group of different people with completely different schedules, personalities, ideas, and past experiences work together toward a common outcome? The University Speaking Center can help!

Students may schedule appointments at the center to work with their group on processing skills – decision-making, defining of roles, and proceeding effectively through the stages of group development. Appointments can also be made to work on facilitating group or meeting discussion, in order to foster dialogues and not monologues. Finally, appointments can be made to work on group delivery skills, namely transitions, introductions and conclusions, and organizing a group. Groups can call or stop by the University Speaking Center to schedule appointments. The appointment must be scheduled for at least two days prior to the final presentation.

The University Speaking Center website, <http://speakingcenter.uncg.edu> offers a variety of tip sheets related to group communication. Go to the website, click on “Resources,” then “Tip Sheets,” and you will see a section on group communication with PDF files on topics related to group contracts, characteristics of effective teams, tips for facilitating dialogue, decision-making, group roles, conflict management, and group-think just to name a few.

So the next time you have a bad taste in your mouth about a group project, check out the services and resources offered by the University Speaking Center for some support.
Graduate Assistant-Sarah Wilde

Strictly Speaking Workshop Series



These 60-minute interactive workshops are free and open to the entire UNCG community. They cover a variety of communication topics and are held regularly throughout the year. We have three workshops remaining in this semester’s series:

- “Once Upon the Time in the Real World: Using Storytelling Across the Curriculum” **November 9th at 6:00pm.** Come learn how to be an effective and entertaining storyteller, how stories shape our culture, and how to use storytelling in any professional field!
- “Communication in Relationships” **November 16th at 5:00pm.** Find out about the stages and barriers in relationship development, the stages of relationship deterioration, and how communication is at the heart of it all!
- “Women in the Workplace” **November 30th at 6:00 pm.** Discover the stereotypes and body composure of women, and how to dress for success in today’s competitive business world!

All workshops take place in our Training Room, located at 21 McIver Building Underground. Call to reserve a seat at 336-256-1346. A complete list of the series can be found at <http://speakingcenter.uncg.edu>. We hope to see you at

Students and Faculty Satisfied

Graduating senior, **Shannon Spradlin**, who served as a Speaking Center Consultant last year, conducted a survey designed to identify needs where Speaking Center support of speaking intensive courses at UNCG is concerned.

The first goal of the survey was to record the communication needs identified by faculty members in **16** of the academic departments that employed the services of the Center during the fall 2003 semester. Next, Spradlin tabulated feedback received from individual clients to identify how satisfied students from across the disciplines are with the help they receive at the center as related to their speaking intensive course work.

According to faculty responses, one-on-one feedback/tutoring consultations benefited the students who visited the Speaking Center.

Faculty who utilized the Speaking Center’s workshop services reported that the workshops have helped their students to achieve the oral communication goals set for their particular course. Some reported that they could see the difference in the classroom when students did their final presentations.

A freshman seminar faculty member responded, “I really like how my students come back with lots of positive suggestions; they seem to feel better about their public speaking skills.”

Spradlin’s research found that last spring the center’s clients overwhelmingly reported satisfaction with the one-on-one consultation services received at the Speaking Center. One client stated that the services were so useful, “Everyone who works at the speaking center should get a raise!”

Kimberly Cuny
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