

SPEAKING FROM THE CENTER

VOLUME 2, ISSUE 2

FALL 2007

FROM THE DIRECTOR'S DESK

BY KIM CUNY

GREETINGS

What's New, What's Not, at the recently expanded Speaking Center? Last year we completed five years of service to UNCG students, faculty, staff, and our non-profit community. This year, as we celebrate five years of service, there are many things that are new and some that remain the same. Let's begin by focusing on what's new.

NEW

Our New Speaking Center location is 3211 MHRA (corner of Forest and Spring Garden). From this new space we perform all of our signature one-on-one and group consultations. When we moved into this space last year we started doing six consultations at a time where our original space allowed only three.

* We can record and playback student presentations on VHS, VHS-C, and DVD-R.

* We now offer support via online chat! Send us your quick questions during our regular hours of operation.

AOL: UNCGSpeaking

* We just hosted the national conference for speaking centers and labs!

* Our fall newsletter focuses on the theme of nonverbal communication.

* Look for our new poster series up and around campus, courtesy of the Speaking Center at Davidson College.

* We have a new assistant director and a graduate assistant both are our own alumni!

NOT NEW

We continue to offer public speaking, group, and interpersonal communication tutoring/consultations. Our phone number remains 336-256-1346 and we still require appointments due to the spoken nature of our work. It is never too early to call to arrange for an appointment but it can be too late as appointments need to take place two days (or more) before the final in-class presentation date.

* We still do center orientations which offer an overview of our services for classes and other groups.

* Support in the form of oral communication tip sheets on our Web page continues to grow both in volume of tip sheets and popularity.

* Our space has state-of-the-art equipment which allows our clients to practice their speeches with the same technology they will later use in their classrooms.

* We continue to take requests for our interactive oral communication workshops. We can facilitate these workshops in your space or The Speaking Center Training Facility which remains in our original McIver Underground location.

* Our services are available to the entire campus community at no charge. Please call 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, learn more about our open evening workshop series, or to arrange for us to help with tip sheets.

VITAL STATISTICS

Locations: 3211 MHRA (Consultations)

21 Melver Building (Workshops)

Underground

Phone: (336) 256 1346

Hours: Mon.-Wed. 10am to 8pm

Thursday 10am to 6pm

Friday 9am to noon

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



"Practice" By Evan Zakia

Oh must you tug and twirl your hair

while talking to the floor?

I want to listen to your speech,

but truthfully I'm bored.

Why let your speech be hit or miss

when all you need is practice?

Your eye contact's erratic and

your hand gesture's misused

I want to understand your points,

but man am I confused.

Why let your speeches come to this

when all you need is practice?

Lucky for you there is a place

where you can learn about

non-verbal communication

to help your speeches out.

The Speaking Center's here for you,

your audience will thank you too.



PAYING ATTENTION TO NON-VERBALS

BY AMANDA COOK



You may have been told, "Don't judge a book by its cover." The problem is that even at our youngest ages we select what toys we will play with based on their appearance and relativity to our own interests. As adolescents we

become infatuated with pop idols because of their style and good looks. The fact is that most people will decide how they will respond to you and your message *before* you even open your mouth.

In preparing for a speech, interview or other speaking engagement, most people spend a lot of time considering what they will say and very little time

thinking about how they will say it. Here are a few things to consider while preparing a presentation:

Appearance is first. Will you be over or under-dressed for the occasion? The best bet might be to dress conservatively and with a moderate number of accessories. Always practice eye contact, facial expressions and gestures in advance. Have a friend

watch or come to the Speaking Center to get some feedback. Finally, be aware of your body movements and posture. Try to stand upright with as few distracting movements as possible. Some presenters find that walking relieves some anxiety, but beware of pacing, swaying, and rocking. Practice these few techniques and audiences will be signing up for all of your presentations.



Come To Our Workshop
On Communication In
Relationships!

Date: December 4

Time: 7pm-8pm

Location: 21 McIver Bldg.

For more information on
upcoming workshops and
how to register go to:

[http://speaking.center.uncg.edu/
services/workshops/](http://speaking.center.uncg.edu/services/workshops/)

“THE MOST
IMPORTANT
THING IN
COMMUNICATION
IS HEARING
WHAT ISN'T SAID.
-PETER F.
DRUCKER

Some Of Our Graduating Seniors



S.O.F.T.E.N TECHNIQUE

BY SARAH WILDE

Have you ever done a speech and felt as if your audience was not paying attention to you? Or had a one-on-one conversation with someone and wanted to make sure they knew you were listening to them? There are certain non-verbal behaviors you can do to affirm the speaker in an interpersonal or public setting, letting them know that you are listening to them. These behaviors follow the acronym SOFTEN.

The S stands for Smile. You can make a nervous speaker feel more comfortable about his/her presentation just by having a pleasant look on your

face. The O stands for open posture/body stance. When your friends or fellow classmates are speaking, try to face them, remove physical barriers between yourself and them, and not cross your arms. The F stands for forward lean. Whether sitting or standing, be sure to lean your body toward the speaker to be perceived as engaged in the topic. The T stands for taking notes. By writing things down you can help pass the information to long term memory and again be perceived as interested in the speaker's message. The E stands for eye contact. You should look at the speaker to show involve-

ment, but be careful not to stare and make the speaker uncomfortable. The N stands for nodding. Head nodding can alert the speaker that you understand what is being said and that you are connecting with their message.

The consultants at the center practice this acronym when working with you, their clients. Make a friend or peer feel more comfortable speaking by validating them and their message using the SOFTEN technique.

Joesting, L. (Ed.).(1995). *Communicate: A Workbook for Interpersonal Communication* (5th Ed.). Dubuque, Iowa: Kendall/Hunt .

SPEAKING CENTER CONSULTATIONS BY FAWN CANNON

What do you expect in a consultation at the University Speaking Center? Are you nervous about presenting your speech to a total stranger? Relax, here are some things to expect and some information that you may not have known about the University Speaking Center.

All consultants at the speaking center are students, and most are undergraduates. Relax when you come in for your consultation because most of the consultants have had or will have to take the same type of speaking intensive classes that you are taking. They have all taken CST 390, which trains them how to work with you, their peers.

There are two types of consultations that we currently offer at the Speaking Center: group consultations and individual consultations.

Individual consultations provide a one on one relaxed atmosphere for you, our client, to receive both verbal and nonverbal feedback to help improve your communication skills. Scared of feedback? Don't be. Our consult-

ants are trained on how to give positive feedback in ways that make you feel comfortable. No one wants to be criticized, and so at the speaking center we make it a point to help you improve by lifting you up! Expect, after practicing a speech, your consultant to ask you what you think of your own presentation. They will ask you to give examples of things you did correctly, and examples of what you could improve upon.

Group consultations provide a stable atmosphere for groups who need help with their project or assignment. This allows all group members to distribute the workload equally, without their being a great deal of squabbling between members. Expect, for this type of consultation, that there will be two consultants. We do this because we feel that one consultant cannot adequately help a group of three or five as efficiently as two consultants can. Expect your consultants to try to get a feel for what it is that your group wants out of the consultation. We discuss group contracts which can be used to help hold members accountable to each

other and the group's decisions.

In all practice oriented consultations, expect your consultant(s) to write down notes as you present your speech or presentation. They do this so as to remember what to talk about when it is time to give you feedback. Expect them to nod and smile while you present. This is called audience affirmation, which makes a speaker feel more comfortable when speaking to an audience. They might also lean forward, and of course, take notes. These are non-verbal feedback strategies to help you, as our client, feel more comfortable when being in a consultation.

So, the next time you come to the Speaking Center, whether it is required or not, remember that we are doing everything we can to help you become a more competent communicator!

