

SPEAKING FROM THE CENTER

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FROM THE DIRECTOR'S DESK

BY KIM CUNY

What's New, and What's Not, at the Speaking Center?

Last year we completed 2,000 consultations and 100 workshops for UNCG students, faculty, staff, and our community. This year, there are many things that are new and some that remain the same.

NEW

* In addition to being able to record and play-back presentations on VHS, VHS-c, mini DVD-R, and DVD-R we have the capacity to do the same from removable storage such as Memory Stick Standard, SD Memory Card, Mini SD Card, Multi-Media Card, RS-MMC, Compact Flash I/II, Microdrive, SmartMedia, & xD-Picture Card.

* We now offer support via on-line chat! Send us your quick questions during our regular hours of operation. AIM: UNCGSpeaking

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

* Last semester there were some nights that

found our Web site receiving more than 1,000 hits. This semester that has gone beyond 3,000! To aid in navigating our site, we added a video to it. The video offers an overview of the site.

* We purchased FLIPVIDEO cameras which allow our clients to have the option of being recorded digitally as they practice their speech. We can send the recording via e-mail to the speaker for future viewing.

* Our center orientation speeches now focus on the 5 step process of speech making as well as offering an overview of our tutoring services for classes and other groups.

* We have formed an amazing community partnership with the HIVE community space on Grove Street in Greensboro.

NOT NEW

* Our Speaking Center location is 3211 MHRA (corner of Forest and Spring Garden). From this space we perform all of our signature one-on-one and group consultations. We can perform up to six consultations at a time when we use nearby classrooms.

*We continue to offer public

speaking, group, and interpersonal communication 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: however, it can be too late. Appointments need to take place two or more days before the final presentation date.

* Support in the form of oral communication tip sheets on our web page continues to grow both in volume 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 open and available to the entire campus community.

VITAL STATISTICS

Locations: 3211 MHRA (Consultations)
21 McIver Building
Underground (Workshops)
Phone: (336) 256 1346
Hours: Mon.-Thurs 10am to 9pm
Friday 9am to noon
Sunday 4pm to 8pm
Web: <http://speakingcenter.uncg.edu>
AIM: UNCGSpeaking



You Might as Well

By Laura Schule

A group is defined as:

Those who share a common goal,

Like a tug of war game,

Where only one side pulls.

A group is supportive,

In times of trouble and stress,

Like the beams in a house,

Through weather and duress.

A group must have openness

In order to function,

Like a 24 hour gas station

At a highway junction.

A group has roles that support or lead,

Like a baseball team with the coach that it needs.

A group is like the real world today,

You can't escape it any how or any way



JOAN AND PETE ALLAN SPEAKING CENTER FELLOW

CST major Kiya Ward has been named the Joan and Pete Allan Speaking Center Fellow for the fall 2008 semester. The fellowship is designed to encourage our undergraduate student staff members to do speaking center research or outreach projects which culminate in original academic papers.

Kiya's research was named a top paper for undergraduate research at the Carolinas Communication Association conference this semester.

Kiya's groundbreaking research identifies trust building behaviors practiced at speaking centers across the country.

COMMUNICATION STUDIES GRADUATE RESEARCH

Graduate Assistant Director, Hema Yarragunta's most recent research was named a top graduate paper at the 2008 Carolinas Communication Association conference.

The research examined the process and role of feedback at the Speaking Center. The research

situates feedback within the framework of structuration theory to demonstrate how the feedback mechanism creates and sustains an adaptable structure within our organization.

Hema completed her research under the direction of CST faculty member Dr. David Carlone.

UNCG



Our New Assistant Director



CST faculty member Erika Lytle now oversees the center's workshop program. Oral communication workshops are developed and facilitated by speaking center staff for UNCG students, staff, and faculty audiences.

Learn more at: <http://speakingcenter.uncg.edu/services/workshops/>

Some Of Our Graduating Seniors



NERVOUS ABOUT OUR FEEDBACK?

BY KISSY GOMES

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 just about all are undergraduates. So 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 their peers; so they are all ready to help you.

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 to receive feedback designed to help you to improve your oral communication.

Scared of feedback? Don't be. Our consultants are trained on how to give feedback in ways that make you understand and feel comfortable. No one wants to be criticized. At the speaking center we make it a point to help you improve by lifting you up! After you practice a speech your consultant will ask you what you think of your own presentation. They will ask you to give examples of things you did correctly, and examples of areas you could improve upon.

Group consultations provide a stable atmosphere for groups needing 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. For this type of consultation there may be two consultants in the room because one consultant cannot help a larger group as efficiently. Your consultants will try to get a feel for what it is that your group needs from us. We offer group contracts to help hold members accountable to what they decide will be done within the group.

In all practice oriented consultations, you can expect that your consultant will write down notes as you present your speech. They do this to help remember what to talk about when it is time to give you feedback. They will also nod and smile while you present. They might lean forward while they take notes. These are non-verbal feedback strategies designed to help you feel more comfortable during a consultation.

At the end of each consultation we will ask that you give us feedback by completing a satisfaction survey. We will use your feedback to improve upon our performance as consultants.

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 and confident oral communicator!

GROUP WORK TROUBLES? BY FAWN CANNON

Let's be honest, the majority of the student body loathes group projects. With everyone's busy schedule, it is really a hassle for some students to commit their time to out of class meetings for group work. Then there is always a student who gets stuck with all of the work, never feels that the group listens to their ideas, or takes great advantage of others. Most students tell us they experience one of these three things regularly. The truth is that we live in a society fixated on the individual. Group work was not a formal part of our curriculum before we got to college. Through our experiences, we haven't been conditioned to work in groups. As a result, many college students have not learned how to work with groups of people.

I'm sure you've heard the saying, 'two heads are better than one'. When we work in

groups, we have the opportunity to get to know new people, consider differing views, and learn how to work collaboratively in group settings.

One common practice that I have seen played out, and even have played a part in myself, has been the ordering of parts. As a consultant, I have experienced this with multiple groups. In this scenario, each person gets their specific part in the presentation and each does their own research. Even if everyone has done superb research, the presentation might still be choppy. Too often groups do not get together before their presentation to practice. Practicing is *always* an important factor, *especially* when it comes to group presentations.

I suppose you're wondering now, 'what role does the Speaking Center play in this?' The Speaking Center is here to help facilitate student groups.

Groups that come into the Speaking Center work with consultants who help direct and make the group process more fluid.

First, we suggest a group contract as something that *every* group should agree to. The group contract involves a set of agreed upon behavior expectations and consequences. Group members draw up their contract together. Each group's contract is unique.

Other things the Center works on with groups include: how to build a strong presentation, the stages of group development, effective conflict management in group settings, & brainstorming. We are here to help in every stage of the group process.

Group Support on the Web: speakingcenter.uncg.edu/resources/groupcontract