

STRICTLY SPEAKING

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

Speaking From The Center

Nearing the completion of our second year in operation, I want to take the time to reflect on how we have been helping the UNCG community. In this edition of our newsletter you will see that we stay busy helping our clients in their ongoing process of becoming more confident and competent communicators. We continue to offer our signature reactive and proactive 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 reactive services 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. As we celebrate an over 500% increase in reactive services offered this fall over last, I am pleased to report the feedback from our clients continues to be superior. Many faculty members have told me that, during classroom presentations, they can tell the difference between their students who have come to the center and those who have not.

Our proactive services take the form of dynamic and interactive training workshops on a variety of communication topics. In addition to our evening workshop series, *Strictly Speaking*, last semester we offered over 50 client-specific workshops. This semester we have already designed, developed, and facilitated over 40 client-requested workshops. We offer our workshops to UNCG classes at the request of faculty from any discipline, to UNCG student organizations, student services, employee groups, and to nonprofit community groups. Here too, we have had a growth rate of 400% over last year, while we continue to receive praise in audience feedback.

For individual clients and groups that cannot take advantage of our workshop services, we now offer *Tip Sheets*. Tips are offered on a variety of public, interpersonal, and group communication topics. We are happy to provide 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.

Overall success, in both the workplace and our personal relationships, hinges upon our ability to communicate effectively. Our services are free and available to the entire university community. How can we help you? Please call us at 256-1346 to schedule an appointment, have a consultant offer your group an informative orientation of our services, to request a workshop, or to arrange for us to provide you with tip sheets.

Kimberly M. Cuny, Director University Speaking Center

CST 390 Secrets Revealed!

Think you might be interested in taking CST 390 so that you can become a Speaking Center Consultant? If you're wondering if it's really for you, here's the scoop:

***YOU DO NOT NEED TO BE A COMMUNICATION STUDIES MAJOR TO TAKE CST 390.**

Students of all different majors take CST 390 and become Junior Consultants at the Speaking Center. The first requirement is a cumulative 3.0 GPA. You'll also need to make a minimum year-long commitment to being a Communication Consultant, or a semester-long commitment to a three to six credit communication internship. A positive attitude, and a willingness to learn

and help others are also must-haves!

***CST 390 IS NOT JUST ABOUT WRITING SPEECHES.** While public speaking skills ARE something we work on in this class, this is NOT the only thing we do. CST 390 focuses on such topics as team-building skills, interpersonal communication, and getting junior consultants acclimated to the procedures of the University Speaking Center.

***CST 390 IS A FUN AND EXCITING OPPORTUNITY!** Not only does CST 390 provide 300 level credit and Junior Consultant status, it provides the students with a unique learning experience. CST 390 students learn about community opportunities, how to help clients with different



The Drop Zone

The three stages of public speaking apprehension are identified according to the speaker's heart rate (normal being 60-80 beats per minute). These stages of public speaking apprehension are anticipation, confrontation, and drop-off and can be likened to the feelings you experience when deciding to ride *The Drop Zone* at Carowinds. In the ride you're raised to the top of a 16-story tower, held there for a few seconds, and then dropped all the way down.

The first stage, anticipation, occurs before you begin a speech. Your heart rate is 90-140 beats per minute. Waiting in line for *The Drop Zone* can be likened to the anticipation stage of public speaking apprehension. As you watch others experience the ride, you think about how scary it will be.

The next stage, confrontation, occurs when you begin your speech. Your heart rate is 110-190 beats per minute. The wait at the top of the ride before you are dropped can be likened to this confrontation stage. The three or four seconds that you wait feel like an eternity as you realize how high you are and you prepare for the fall.

Finally, you enter into the drop-off phase when you actually begin your speech. Your heart rate is 90-140 beats per minute like it was in the anticipation stage. The ride's drop, analogous to the drop-off phase, may or may not be as bad as you thought. At least you get some release; you know the end is coming and you'll make it.

When the ride is over, most people say they were scared, but they had a good time. Just like public speaking, this ride causes anxiety but it can be fun!

public speaking needs, how to transform a paper into a presentation, how to communicate with students of all ages, and much, much more!

Now that you know the truth about CST 390, you should consider becoming a consultant! Those interested should contact the Speaking Center Director. Stop in Room 22 McIver Building Underground or call the Speaking Center at 256-1346. See you in the fall!

Jessica Moss, Communication Consultant



Andrew Strickland
Senior
Consultant



Carley Swaim
Communication
Consultant



John Hicks
Communication
Consultant



Katie Carter
Communication
Consultant



Mari-inetta Glover
Senior
Consultant



Shannon Spradlin
Senior
Consultant

The GA's version of a Prepared Client

The prepared client scenario...

A student recently found out that her CST 105 teacher assigned a persuasive speech and remembered that her Management professor is requiring her group to make an appointment at the Speaking Center. The student calls the Speaking Center right away to make these appointments. The student has completed the first step of becoming a prepared client. In addition to making an appointment, there are a few other things that will make the consultations run more smoothly.

Clients are required to schedule appointments at least two-days prior to their final presentation. If an appointment is scheduled too close to the final presentation day, the student will not have enough time to tweak his/her presentation based on the feedback from the consultant(s).

Secondly, clients should arrive on-time. If a client does not show up by at least five minutes after the scheduled appointment time, a "No Show" form will be sent to his/her professor. The same is true for a group; all group members must arrive no later than five minutes after their scheduled appointment time.

Consultations are more effective when students come to their appointments with objectives. Even if you are required to come to the Speaking Center, know what you want to go over with your consultant(s). Do you want to do a run-through of your presentation, to manage your anxiety or verbal fillers, to organize your individual or group presentation, or to receive help brainstorming an attention-getter or transition statements? Also, if you would like to or need to be video-taped, please bring in a VHS tape.

Sarah Wilde, Graduate Assistant

Community Outreach

One of the Speaking Center's main goals is to reach beyond our campus community and provide our services to the greater Greensboro area. This semester we continue to tackle that goal by creating relationships with various community programs. We have reached out to the ARC of Greensboro, The Girl Scouts of the Triad, Toastmasters, Americorps, Triad Storytelling Circle, and Western Guilford High School. Each of these relationships allowed us to build bridges into the community. More so, each of these relationships provided us with a better understanding of how our services can be beneficial to the outside community as well as the campus community. All and all, each collaboration was a learning process for everyone.

We helped provide three men from the ARC of Greensboro with the confidence and skills to go out into the community and give persuasive speeches. We performed a series of four different workshops for the Girl Scouts of the Triad that covered such topics as conflict management, receiving the appropriate message, and from stress to success. These workshops will later help the girls receive communication badges. We also did workshops for the Triad Storytelling Circle and provided them with two storytellers for one of their events. The Center for New North Carolinians invited us to participate in Americorps' Speakers Training. The collaboration with Western Guilford High School was with the Speech and Debate Team. We assisted the students with speeches, debates, and preparation for competitions. We have also hosted a local Toastmasters meeting with hopes for future partnerships. For further information about the Outreach Program check out our website at www.uncg.edu/cac

Carley Swaim, Communication Consultant



**Two Communication
Consultants among those
Nominated for Student
Excellence @ UNCG**

**Joshua Green
& Andrew
Strickland**

The University Speaking Center

Located behind
Brown and Taylor
Buildings in
McIver Building
Underground

Monday - Wednesday 10AM–
5PM
Thursday 10AM–8PM
Friday 9AM–noon

Now seeking excellent students to
serve as paid Jr. Consultants

The University Speaking Center
22 McIver Building Underground
UNC Greensboro
Po Box 26170
Greensboro, NC 27402-6170