

Spring 2005

STRICTLY SPEAKING

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Issue 2

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 our director:

Busy, busy, busy...

Last year in this newsletter I announced a 500% increase in client use of the services we offer. I am pleased to report another record breaking year of activities. In this edition of our newsletter you will read about how the Speaking Center staff stays busy supporting our clients in their ongoing process of becoming more confident and competent public, group, and interpersonal communicators.

Our signature services are both reactive and proactive in nature. The reactive work is designed to respond to the individual needs of each client. In the Center, *Communication Consultants* work one-on-one with UNCG students, faculty, staff, and members of Greensboro's nonprofit community. The consultations can last 30 or 60 minutes, during which time we might offer feedback on a presentation, assist in topic selection, practice interpersonal skills, help a group to smooth out their final presentation and much more. We offer assistance no matter what stage of communication preparation a client is in.

The proactive services we offer take the form of interactive workshops designed to support the individual instructional needs of *Speaking Intensive* courses. This year we have developed and facilitated over 100 client-specific workshops and we have already started to receive requests for the next academic year.

Individuals or groups who are not able to take advantage of our free services on campus can still get support from us. Our web page <http://speakingcenter.uncg.edu> offers resources such as book chapters on e-reserve, tip sheets, and our ever popular group contract which helps get group projects off to a positive start.

How can we help you? Please call us at 336-256-1346 to schedule an appointment, to have a *Communication Consultant* offer your class or group an informative orientation of our services, to request a workshop, or to reserve a seat in one of our evening workshops.



Sincerely,
Kim Cuny, Director

A Typical Group Consultation...

In most major ways, group consultations are the same as individual consultations, except for the fact that there are more people in the room that contribute to the presentation. Groups can come in for organization or practice, to make group contracts, or to talk about any of the problems or questions they are having with a project. When the group comes in (up to six people), two consultants are on hand to facilitate the consultation, and the appointment will last an hour to make sure there is time to get everything done. The report forms have space for consultants to note individual strengths and areas for improvement as well as overall group cohesion and use of visual aids. Consultants always walk clients through their feedback, so nobody leaves confused. At the end of the consultation, everybody gets to fill out a feedback form, and each group member leaves with copies of the notes and suggestions of both consultants. As usual, a copy of the report will be sent to the group's professor unless they tell us otherwise. So there you have it. A group consultation is an excellent opportunity to benefit from more voices and more minds all focused on how to make a presentation even greater. Don't be intimidated. Come to the Center, and bring your friends!

~By Lynette James

"Parting is Such Sweet Sorrow..."

After four years of service to the University, I take my wonderful experiences from the Speaking Center out into the Chicago area. From freshman year as a research assistant to senior year as a manager at the Center, I have obtained valuable skills and helped many people tame their anxiety monsters. But the most beautiful things I will take away are the friendships and strong bonds I've made with my fellow managers, consultants, and junior consultants. I love them all very much and I know they will maintain the integrity and prestige of the University Speaking Center.

~Jay Haugen, Manager

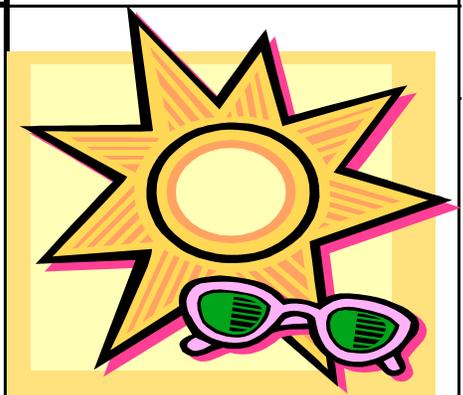
We're Making A Difference!

With the Spring 2005 semester still underway, we have already served **459** clients in consultations, reached over **700** people in orientations, and trained **51** classes in workshops! Here is what some of our satisfied clients are saying:

~"I recommend this to others because it can not only prepare you for a speaking intensive class, but also public speaking in the real world."

~"I benefited from their constructive criticism."

~"Anyone with anxiety about speaking would do themselves a favor by



Have a Great Summer and We'll See You in the Fall!!!
From The University Speaking Center



Hannah Johnson
Intern
CST Major



Tiffany Burch
Communication
Consultant
BAD Major



Jason Gardner
Communication
Consultant
CST Major



Sarah Wilde
Grad Assitant
CST



Pollen Wellman
Communication
Consultant
CST Major



Danielle Herron
Intern
CST Major

Research Proves It: The Speaking Center Really Works!

By Sarah Wilde

In order to get my M.A. degree in Communication Studies at UNCG, I recently completed a comprehensive exam project. I chose to do an assessment of the consultation service offered by the University Speaking Center. I used the informative and persuasive speeches that four sections of CST 105 students created and presented in their classes last fall.

Two of the classes were required to use the Speaking Center and the other two classes were not. To remain ethical, those students who chose to use the consultation services in the “not required to use the Speaking Center class” were allowed to and were evaluated accordingly. The students’ final informative and persuasive speeches were video-taped during their regular class sessions. Outside evaluators, who currently taught CST 105, were recruited, and were asked to evaluate the speeches using the National Communication Association’s (NCA) *Eight Public Speaking Competencies*.

The informative speeches of those who visited the Center were found to be better organized than those students’ informative speeches who did not receive help at the Center. The students who visited the Center for help on their persuasive speeches were found to have better organization as well as appropriate usage of language, vocal variety, articulation, and use of physical behaviors to support their verbal messages.

This research points out that the Speaking Center’s one-on-one consultation service can truly assist students in their ongoing quests to become more confident and competent communicators. Numbers don’t lie, so please come and take advantage of all the fabulous resources you have waiting for you. We’re ready to help you succeed in public speaking!!!



How Do I Become A Consultant?

That is a wonderful question and one that I would like to explore in depth. Becoming a consultant requires a 3.0 GPA, a letter of faculty recommendation, and a letter of personal interest indicating commitment to a one year paid position or a three to six credit hour internship for CST 412. After this process is completed, each interested student will become a Junior Consultant and be placed in CST 390. This class provides hands-on experience learning how to be a peer tutor. The students shadow a few individuals in the Center each week to get a grasp on how things work. Concepts that are introduced and thoroughly practiced are public speaking, interpersonal communication, group communication, and the development and facilitation of training workshops. Being a consultant is an extremely rewarding and positive experience. It gives me immense insight on how everyone is unique and the chance to work with so many different and wonderful people. It allows me the opportunity to give back to the UNCG community and help others master their fear of public speaking. Being a consultant is the intense feeling that we can truly make a difference. I love knowing we help others gain self-confidence, courage, and skills to enhance their own public speaking skills!



Meet Our New Grad Assistant... Alex Vizzier!

As a graduate student who transferred from Kansas State to UNCG this past semester, I was thrilled to have the opportunity to work as a graduate assistant at UNCG’s Speaking Center. I worked as a communication consultant as an undergraduate at Mary Washington College, and my experiences there made me realize how much I truly loved consulting students. The UNCG consultants have welcomed me with open arms, and their enthusiasm for consulting has made me reclaim my passion for it. I



look forward to working more closely with both the consultants and UNCG

Have You Checked Us Out On The Web???

The staff and resources at the Speaking Center can offer a wide range of support through first hand communication assistance. One great service that is easily accessible to most is our website located at : <http://speakingcenter.uncg.edu>. This website has all the information you need to answer any questions or concerns you may have prior to visiting us. It’s also loaded with downloadable tip sheets on communication topics ranging from help with anxiety to handling group conflict. So check it out and remember: communication happens every day!

Do You Know Our Policy???

The Speaking Center staff would like to remind our clients that they must come in for a consultation at least two days before the due date of their speech. This ensures that the client will have time to implement the feedback they get at the Center. Thanks for your cooperation!!!