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.

From the Desk of the Director

During our fourth 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. They can guide students, faculty, and other clients in their development of speaking skills and, as a result, help them build confidence and become effective speakers. 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. Faculty members from Business, Broadcasting and Cinema, Classical Studies, 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. We also sponsor a free evening workshops series Strictly Speaking.

For individual clients and groups that cannot take advantage of our 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. 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.

This is an exciting time to be a part of our growing staff. The university capital campaign includes a sizable line for supporting our student staff in research and conference pursuits as well as team building events. We are involved in an awesome array of community oral communication outreach projects (which staff members are opting to do as service-learning projects for academic credit). Our past record of peer consultations offered in a single semester has just doubled. Soon we hope to start offering our services (for a fee) to the public and corporate sectors. Plus, we will move into a brand new building next semester!

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?

---

“Anyone with anxiety about speaking would do themselves a favor by coming here.”

“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.”

<table>
<thead>
<tr>
<th>Smile. It's Contagious!</th>
<th>Let's Make It Personal</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Amanda Cook</strong></td>
<td><strong>Sherry McDowell</strong></td>
</tr>
</tbody>
</table>

We all experience public speaking anxiety in some form, so the University Speaking Center is on a mission to help UNCG students develop the skills necessary to tame their anxiety when speaking in front of a group. We offer many wonderful strategies in the University Speaking Center on everything from how to practice your speech effectively to what to eat and drink the day of your presentation, but it’s also important to remember to keep it simple. The first and easiest step toward feeling less anxious and more confident is to SMILE. The fact is that when people are smiling at you it’s hard not to smile back, and when you’re smiling you can’t help but feel positive. This is a great cycle. If a speaker smiles at the audience, the audience will inevitably smile back, and the cycle will continue. It works both ways. So remember, also, to be a friendly audience member and give the speaker a boost of positive energy with your smile. Mother Theresa said, “We shall never know all the good that a simple smile can do.” So next time you stand up to present, in class or in public, be sure you are dressed completely, and that means wearing your biggest and brightest SMILE!

Within the study of communication, there are many things designed to help us in the realm of teaching, training and so forth; but the one that I have found to be the most helpful is immediacy, or the perception of openness and approachability between a presenter and his/her audience. Having immediacy affects the way the learner behaves, learns, and evaluates their experience after the training. There are fourteen categories of immediacy including such behaviors as appearance, gestures and movement, eye and facial behaviors, vocal behaviors, and use of space and time. These behaviors create a learning environment that is not only interactive – a new activity facilitated every 8-10 minutes - but also provides a comfortable environment for the audience.

Research has found that a presenter’s incorporation of immediacy behaviors or those actions that communicate openness and approachability, can affect audience members’ interest in learning, responsibility for their own learning, and the managing of poor audience behaviors. You are probably familiar with and utilize many of these behaviors already, but for some fresh ideas or for confirmation of what you are already doing that is working, you can come into the Speaking Center and receive a consultation, request a workshop, or get a copy of a two-part essay by our director Kim Cuny and our assistant director Sarah Wilde.
A Remarkable Semester
Lucas Bryant

In an era of broken records surrounded by controversy and doping scandals, rest assured there are still some broken records that do not require an asterisk. Some of these records include those broken by the University Speaking Center this spring. The center saw its number of consultations in the first week increase by a whooping 287% compared to the spring 2005 semester. In just the first week the center held 112 consultations, while last year it took more than three weeks to reach that plateau. So please don’t argue that the Speaking center is breaking records by using performance enhancing drugs, it’s simply students helping students.

Visit us at our website: http://speakingcenter.uncg.edu

This newsletter is available for download in PDF format at http://www.uncg.edu/cst/speakingcenter/resources/newsletter/