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 Speaking Center orientations for classes and other groups.

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

*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 additional 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 work-
Come To Our Workshop
On Active Listening!

Date: April 25, 2007
Time: 6pm-7pm
Location: 21 McIver Bldg.

For more information on upcoming workshops and how to register go to:
http://speaking.center.uncg.edu/services/workshops/

Empathetic Listening

Empathetic listening is the major tool used by the staff at speaking centers/labs when building relationships with each other and their clients. Empathetic listening should be the goal for listening in all situations. Listeners should refrain from judging the speaker, demonstrating interest in what the speaker feels in motion a supportive chain reaction. This empathy occurs through listening to our clients and realizing his or her point of view. Empathetic listening requires that the listener show both verbally and nonverbally that listening is truly taking place. One should always strive to listen from the heart which opens the doorway to understanding, caring, and empathy. In order for a relationship to occur, our consultant must empathize with our clients. This empathy occurs through listening to our clients and realizing his or her point of view.

According to Stewart and Logan (2002), there are three competencies to developing empathetic listening: focusing, encouraging, and reflecting skills.

Focusing skills entail being attentive to the client. The consultant must make appropriate eye contact, react responsively, and use proper posture that faces toward the client. Encouraging skills entail the ability to motivate the client. By listening actively, a person demonstrates interest in what the speaker is saying. This sets in motion a supportive chain in which the speaker feels more accepted and can in turn be more open.

Reflecting skills entail reflecting on the client’s perspective. This can be achieved by paraphrasing the client’s words in an effort to fully understand the client.

Empathetic Listening By K. Cuny, S. Wilde, & A. Vizzier

IMPROVE MY LISTENING SKILLS?
BY EVAN ZAKIA

According to Lynn Upshaw, Chief Operating Officer for Ketchum Advertising Firm in San Francisco, “Listening is the most difficult skill to learn, and the most important to have.” We have all met people who just don’t listen to what we have to say. Perhaps it’s a boyfriend who stares out the window when you talk to him, or maybe it’s mom and dad who refuse to listen to all your excellent reasons why they should give you that loan. Whatever the situation, and whoever the individual, there is a place that can help even the poorest of listeners: The University Speaking Center. However, the question then arises, “How can the Speaking Center help me?” Well, the following are ways we can help:
1) Tips for active listening
We help you learn how to stop, look, listen, ask questions, and paraphrase the content of a speech or conversation.
2) Identifying types of listening
We help you learn how to listen for details, main ideas, emotional undertones, and the overall message of a speech or conversation.
3) Identifying individual barriers to listening
We help you learn the difference between physiological and psychological factors which create barriers for active listening.
4) Review aspects of a good listener
We help you reduce distractions, reflect on what has been said, give useful feedback, judge the content of the message etc.

These are just a few of the many ways the University Speaking Center can help you or someone you know become better active listeners. Remember, our services are open not only to students and staff, but also anyone from the Greensboro community. http://www.andrew.cmu.edu/user/hajduk/ConsultativeListening.html

“THE MOST BASIC OF HUMAN NEEDS IS THE NEED TO UNDERSTAND AND BE UNDERSTOOD. THE BEST WAY TO UNDERSTAND PEOPLE IS TO LISTEN TO THEM.” —RALPH NICHOLS

Some Of Our Graduating Seniors

Across
1 We share a space with which other center
2 We offer consultations, workshops, and this other service to our clients
3 Building where our workshops take place
4 This type of listening is a major tool used by the speaking center staff
5 Best way to understand people
6 If you visit our website and click the link “consultations,” the three types of skills we work on are presentation, interpersonal and this other skill
7 Month of our active listening workshop
8 Consultation space is located on the corner of Spring Garden and this street
9 Type of barrier to active listening

Down
1 We help you learn the difference
2 Tips for active listening
3 Review aspects of a good listener
4 Identifying individual barriers to listening
5 Identifying types of listening
6 Identifying individual barriers to listening
7 Review aspects of a good listener
8 Identifying types of listening
9 Tips for active listening

2007 International Journal of Speaking From The Center

"We’re here to help you improve your listening skills."