

SPEAKING FROM THE CENTER

VOLUME 1, ISSUE 2

SPRING 2007

FROM THE DIRECTOR'S DESK

BY KIM CUNY

GREETINGS

What's New, What's Not, at the recently expanded Speaking Center? Last year we completed over 2,000 consultations which is double our 2004-2005 total. During the summer we were busy with our move across Spring Garden Street. Let's begin by focusing on what's new.

NEW

Our New Speaking Center location is 3211 MHRA (corner of Forest and Spring Garden). From this new space we will perform all of our signature one-on-one and group consultations. We can now do six consultations at a time where our original space allowed only three. Our friends from the TLC installed state-of-the-art equipment which allows our student clients to practice their speeches with the same technology they will later use in their classrooms.

* We are able to record and playback student presentations on VHS, VHS-C, and

DVD-R.

*We've extended our hours of operation to accommodate more clients.

* Our spring newsletter focuses on the theme of listening.

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

* We share an entrance with our CAC friends at The Writing Center.

*Our Web page has a brand new look:

<http://speakingcenter.uncg.edu>

* Soon we will have Instant Messenger available for clients to use to ask a consultant questions at any time during our hours of operation.

NOT NEW

We continue to offer public speaking, group, and interpersonal communication tutoring/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 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-

VITAL STATISTICS

Locations: 3211 MHRA (Consultations)

21 McIver (Workshops)

Phone: (336) 256 1346

Hours: Mon.-Wed. 10am to 8pm

Thursday 10am to 6pm

Friday 9am to noon

Web: <http://speakingcenter.uncg.edu>



"Listen" By Vik-E Butler

All the words that you would say,

All the thoughts you would convey,

Loss, muted, noised away

When they hear but do not

Listen

Though not by our own intention

Often is the minds condition

Confused, distracted, short of attention

And we hear but do not

Listen

To learn all there is to know

To send a message that clearly shows

Wishing, wanting, won't make it so

We have to learn to

Listen



OFFICIAL ENTRY FORM

Turn in this completed form and crossword puzzle (on back page) to 3211 MHRA along with your UNCG picture ID for a chance to win a prize bag complete with a \$15 Barnes and Noble gift card, a 1GB jump drive, candy, and many other exciting goodies! You can only enter once and cannot be a CAC employee. The deadline to turn in completed puzzle and form is April 5th.

Name:

Major:

Year:

E-mail Address:

Phone Number:

LISTENING BY JESSICA MOSS





**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/>

"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



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."¹ 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.

¹ <http://www.andrew.cmu.edu/user/hajduk/ComStatFact-Listening.html>

EMPATHETIC LISTENING BY K. CUNY, S. WILDE, & A. VIZZIER

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 talker and place themselves in the other's position, attempting to see things from 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 understand-

ing, 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.

Cuny, K., Wilde, S., & Vizzier, A. (2006). Peer to peer tutoring. *International Journal of Listening*, 20, 70-75.

Across

2 We share a space with which other center

4 This type of listening is a major tool used by the speaking center staff

5 Best way to understand people

8 Consultation space is located on the corner of Spring Garden and this street

9 Type of barrier to active listening

Down

1 We offer consultations, workshops, and this other service to our clients

3 Building where our workshops take place

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

