

# SPEAKING FROM THE CENTER

VOLUME 5, ISSUE 2

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## THE DIRECTOR'S PODIUM

BY KIM CUNY



Last year we completed 36% more consultations and supported 41% more speakers than past years. We also launched the Online Speaking Center (OSC). This year, there are many things that are new and some that remain the same.

### NEW

\* We took top paper awards at the National Association of Communication Center conference last month.

\* We have expanded the Online Speaking Center services to meet the specific needs of courses taught exclusively online.

\* We will be open during the summer.

\* We have partnered with the McGirt Horton branch of Greensboro Public Libraries to offer speech support to citizens who are looking to address their bodies of government in public forums.

\*When the Interactive Resource Center (IRC) moves to their Washington Street location we will continue to support Greensboro's homeless community members as they tell their stories.

### NOT NEW

\*We continue to offer public speaking, group, and interpersonal communication consultations as well as open enrollment evening workshops.

\* The number of speakers seeking support via the resources on our Web page continues to grow.

\*We offer extended support via online chat! Send us your quick questions during our regular hours of operation.

GoogleTalk/AIM:

UNCGSpeaking

Or visit our Web page.

\*We continue to offer speakers the option of being recorded digitally as they practice their speeches. We can send the recording via e-mail to the speaker for future viewing.

\*Due to the spoken nature of our work we still require appointments. It is never too

early to call for an appointment. It can, however, be too late. Appointments need to take place two or more days before the final presentation date.

\*We are taking requests for our interactive oral communication workshops. We can facilitate these workshops in your space or the Speaking Center Training Facility in McIver.

\*During a consultation, our clients work one-on-one with a communication consultant trained in peer-to-peer tutoring. Each individual session will last thirty minutes while a group session lasts one hour. We can assist you at any stage of your presentation, from invention to organization to delivery.

\*Our services are open and available to the entire campus community, and through our community outreach, not-for-profit off-campus communities as well.

\*Want to join our team of consultants? To learn how, check out :

[speakingcenter.uncg.edu/staff/](http://speakingcenter.uncg.edu/staff/)

### VITAL STATISTICS

Locations: 3211 MHRA (Consultations)

21 McIver Building

Underground (Workshops)

Phone: (336) 256 1346

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

Friday 9am to 3pm

Sunday 5pm to 8pm

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

Gmail: UNCGSpeaking



### Untitled

By Johnny Teeter

*The continuous snowflakes deliver a cold burn on my cheeks as I approach the building, squinting from an icy February sunrise.*

*A dreary, unexcitable morning I have been dreading for some time is this moment. My pace goes from too brisk to a slow shuffle as I approach those large, metal doors. Entering the auditorium, my breath is stolen as my heart audibly pounds at 300 beats per minute. I look around; the fear is unreal, as if from a vicious nightmare one cannot quite remember upon awakening. Deep breaths as I open a knapsack containing only week-old cracker crumbs, three pens, one of which has leaked the inside of the bag, and two crumpled sheets of rudimentary notes.*

*Nervously fidgeting with the papers, my touch reaches an unfamiliarity. Bumps. Oh, it's the raised outline of the Speaking Center insignia . . .*

*I blink and am faced with room full of upbeat, intrigued expressions. The next blink finds the audience laughing at a joke I have incorporated on the spot. One more bat of the eye and the sound of applause washes over me like going down a mile-long water slide made of blue jello.*



## UNCG'S ONLINE SPEAKING CENTER

BY ALYSSA DAVIS



The newest addition to the University Speaking Center's services is our Online Speaking Center. Our Online Center creates the opportunity for speakers to get help on their presentations from the comfort of

their own homes or their favorite coffee shops. Also, for commuting students or distance learners, the online center offers a more convenient option than coming to our physical location. Currently, we are able to help with the organization of your presentation and can review a recorded version of your speech posted to YouTube or a similar site. We hope to add practice sessions over

webcams in the future. You can make an appointment the same way for an online session as you would for a session in person. Give us a call at (336)256-1346 or come by and see us in MHRA 3211. Make sure to tell the consultant taking your appointment that it is for an online consultation, and remember to give them your email address and phone number as the appointment will involve a

conversation over the phone. Also, for students studying internationally or the members of UNCG's deaf community, we have the option to conduct your consultation through chat instead of over the phone. Whether you come to see us in person or online, we seek to help you the best that we can in the process of creating your presentations. So, come by and see us for your next presentation!



## 2011 NACC

## Conference Awards

At the 2011 National Association of Communication Centers conference hosted by the University of Richmond, Speaking Center GA Alyssa Davis won the Huddy-Gunn Graduate Student Research Award for her research paper, "The Implementation of Computer Mediated Communication in Communication Centers," while Speaking Center Assistant Director Hema Yarragunta, Speaking Center GA Erin Ellis, and CST Professor Dr. Roy Schwartzman won the Joyce Ferguson Faculty Research Award for their paper, "Catering to Customers or Cultivating Communicators? Reconciling Divergent Perceptions and Roles of Communication Centers."

## A Few of our Graduating Seniors



**Princess Newborn:** BS Psychology



**Tyler Anderson:** BA English



**Brent Monger:** BS Information Systems



**Ashley Foster:** BA Communication Studies

## PUBLIC SPEAKING = RIDING A BIKE? BY CAITLIN CONWAY



Do you remember the day that you first got on a bike? Probably not. Do you remember the first time you gave a speech? Maybe. You might be able to recall feeling nervous, shaky, fumbling for your confidence, all the while a little man inside your stomach was doing a tap dance. Riding a bike, giving a speech... both of these situations evoke such inhibiting emotions! But we do it. We ride the bike, fall off, scrape our knee, and get back on again. We practice all day until our parents call us inside because it's getting dark outside and dinner is almost ready. With time, we're cruising around the neighborhood with no hands, creating makeshift jumps out of plywood and cinderblocks, and impressing our friends with

our talented riding. But what about delivering a speech? Skillful speaking requires practice and continual maintenance. If public speaking were as easy as riding a bike, practically everyone would be able to get up and deliver a solid speech (and what a cool world that would be)! Public Speaking, however, is a process that requires significant preparation. In order to develop a speech, we must brainstorm, organize, practice and reflect! This is only the beginning though. We evolve as speakers when such a process is repeated. We always have to start over. While we often prepare for delivering a speech in similar ways, there are always new variables to face and different audiences to address. After a long winter of staying indoors, spring has finally come. We hop on our bikes and hit the road. Bike riding is a mechanism that our body becomes familiar with. It takes almost no thought to balance, pedal, switch gears,

and use the brakes. Conversely, after a period of time without presenting a speech, we must often refresh ourselves. We must allow ourselves ample time to prepare. If we don't do so, surely we will fall off every time!

Here at the University Speaking Center, we can help you with this process of preparing and delivering a speech. Regardless of what stage you are at in preparing your presentation, whether you need help brainstorming topics, organizing your research into a workable and clear speaking outline, adding elements of style, or practicing your verbal and non-verbal delivery skills, the Speaking Center can offer you assistance and guidance. Remember though, that unlike riding a bike, public speaking is a process which requires constant practice and rehearsal. So next time you have a public speaking engagement, why not consider making an appointment at the Speaking Center? We can help you cruise to success!

## COMMUNICATION FOR A LIFETIME

BY LARA AMSHAY



I lead a service learning trip during Spring Break to assist the homeless population of Washington D.C. My group and I worked preparing and serving food in soup kitchens, passing out clothing, and getting to know individuals living on the streets in our nation's capital. Working at the Speaking Center for a couple of years now, I have been continuously learning and practicing various communication competencies, and when I traveled to D.C. this past month, I found the communication knowledge I had gained at the Speaking Center traveled with me. If you have ever been in a Speaking Center consultation, you know

our staff takes the first five minutes of the consultation to get to know a little bit about you as a speaker. This might include asking questions about your major, your interests, classes, or hometown. Being an avid sports fan, I like talking to speakers about sports, especially if a speaker happens to be wearing team paraphernalia during a consultation. I find this helps me to get to know the speaker on a more personal level and helps the speaker to feel more at ease. In order to be a successful peer tutor at the Speaking Center, I've learned the importance of establishing common ground and putting myself in another's shoes. I've found this approach to be very beneficial not only in working with individuals experiencing homelessness this past month, but in many other areas of life. When conversing with individuals expe-

riencing homelessness, I've learned that many want simply to be treated as equals because too often they are treated unfairly. Many of the individuals I worked with in D.C. wanted nothing more than to be addressed by name. In fact, this is the same approach we use with speakers at the Speaking Center. By addressing individuals by name, we can increase levels of immediacy, or closeness, and make a consultation or conversation more personal.

I've found that no matter where I go or who I go with, the Speaking Center always comes along with me. The behaviors and communication tools I've learned are principles that will last a lifetime. So next time you take a trip, or engage in a conversation, feel free to make a pit stop at the Speaking Center to help prepare for your journey!