

COM 4905: Communication Practicum/Speech Lab Consulting Spring 2021

Instructor: Dr. Stephanie M. Webster

Office: Zoom

Office Hours: Mondays 12:30-3:30pm and by appt

Phone: 352-672-4828. (yes this is my cell, I need you to be able to reach me quickly if you have an odd situation)

E-mail: swebster@ufl.edu (best means of contact)

Lab Grad Coordinator: Nick Dzoba ndzoba@ufl.edu

Website: <http://lss.at.ufl.edu> - follow log on to canvas

I. Course Objectives

- Increase skills in the consultation and mentoring relationship.
- Develop awareness of liability issues in consultation.
- Continue to refine mastery of presentation skills across a variety of settings.
- Increase understanding of how scholarly training relates to life outside the classroom.

II. Course Description

The Speech Lab training is a 3-credit course combining online classroom instruction with practical, hands-on communication experience. This is a course for students that have already completed an advanced level public speaking course and are ready to move on to mentoring others in the speech preparation process.

In the early part of this course, we will examine concepts central to the consultation and mentoring relationship, including ethics, empowering others, and helping others with speech anxiety. We will focus on tools in preparation for working with the clients of the Public Speaking Lab. Students will also stretch their own speaking skills to consider speeches in professional settings such as teaching, dissertation defenses, and conference presentations.

After the first 3 weeks of the semester, students will use their skills to assist others to develop presentations. Students will total 150 hours in consultation, record-keeping, reflection, and preparation (or 10 hours per week).

III. Optional Texts:

Connor, M. & Pokora, J. (2012). *Coaching and Mentoring at Work: Developing Effective Practice*. Second Edition. McGraw-Hill Publishing.

Newton, F., Ender, S., and Gardner, J. (2010). *Students Helping Students: A Guide for Peer Educators on College Campuses*. Second Edition. Jossey-Bass.

Most students do not opt to pick these up. However, if you plan to involve yourself more in consulting in the future, you might appreciate further readings. In particular, I'd recommend the top one.

Assignments:

Office hours	10 points
Online certification trainings	30 points
Practice 2608/3218 consultations	15 points
Past lab undergrad consultant	
Oral Exam/consultation	25 points
Listserv debriefs	10 points
End of Semester Reflection	10 points

Total: 100 points

Grading scale:

93-100 A	80-82 B-	67-69 D+
90-92 A-	77-79 C+	63-66 D
87-89 B+	73-76 C	60-62 D-
83-86 B	70-72 C-	59 and below E

Assignment descriptions:

Online Trainings (30 points)

Since you are working with students' academic information, you are required to complete both the "FERPA basics" training and the "Maintaining a Safe and Respectful Campus" training through UF.

- Go to myufl, my self service, and my training. You can then search both trainings and take them online.
- Submit proof of completion by September 28th. You can take a screen shot of the certificates.

Practice Consultation(s) (15 points)

You will complete a role play with a returning undergraduate consultant where you play the consultant and the role play a client coming in for help. This will be done in the speech lab/on Zoom. You will role play a case for 15 minutes. Then you will get feedback and an opportunity for questions for another 15 minutes. You will do one 2608 case or one 3218 case depending upon which course you took previously. If you want, you can request to do both. Please set aside 1 hour for this practice.

Oral Exam on Client Intake (25 points)

In order to assess student effectiveness with the consultation process, each student will complete a 30-60 minute intake me before starting in the speech lab. I will play the role of a client coming into the lab for help with a speech. Students will

demonstrate the interpersonal, administrative, and public speaking skills learned in the online training portion of this practicum.

Listserv Debriefs (10 points)

For each client contact, students will post a debrief on the class listserv. Speechlab-L@lists.ufl.edu. The debrief should be about 1 paragraph in length and should focus on consulting skills that worked and those that could have been improved. Avoid reciting a play-by-play. Focus on what everyone else might learn from that consultation. Be sure to protect client identity in your debrief. The post is more about you as a consultant than the client. Debriefs are due within 5 days of the client contact.

Lab Hours/Attendance:

Your Lab Hours will be conducted by Zoom. I will send you the links. Please be sure to sign in using UF Zoom specifically and not just your personal zoom account. Punctuality and Dependability are important in professional settings. A practicum is intended to be a move beyond the classroom and into professional practice. Students must hold 3 office hours in the speech lab per week. We will not hold lab hours on UF holidays, including 'recharge days' on Feb 25 and March 24.

Zoom guidelines:

- If you are working with a graduate consultant, you can use break out rooms for privacy.
- You should have your camera on at all times.
- Be sure to use best practices for zoom meetings with lighting, camera angles, distractions, and dress.
- Be sure that you are in a distraction free room with no other people as these meetings are FERPA protected.

Recordings: If a student wants a copy of a recording, contact me with their email address, and the date and time of your consultation. I will share the recording and screen to be sure we don't accidentally share anything else.

The following policies apply:

Absences:

- Each unexcused absence will result in a 5 percentage point reduction from your overall grade.
- Whether documented or not, **all hours missed from the speech lab must be 'made up.'** You will also need to arrange a substitute for your originally scheduled time in the lab. If you get a sub and can't do a direct trade with them to take some of their hours in return, you will need to schedule the office hours you missed at some other

time the speech lab is published as open. This ensures you continue to accumulate all practicum hours.

Tardiness: Tardiness means you are 1-15 minutes late to your lab hours. After 15 minutes, you are considered 'absent,' not tardy.

- each incidence of tardiness will result in a reduction of 1% point from your overall course grade.

Late Work:

Listserv debriefs are due within 5 days of client contact. Late posts will reduce your grade in the class by 1% point per occurrence.

Online trainings are due as noted in the schedule of topics. Late trainings will result in a 3 point deduction per day late.

Dress Code: Business casual in lab and during workshops.

Professionalism: You will get as much out of your practicum as you put in. This is an excellent opportunity to enhance your resume and learn more about consulting. You should learn a great deal and enjoy your practicum experience.

The Dial Center considers all practicum students representatives of the University. Students must maintain a courteous, professional attitude and protect the privacy and rights of clients (this includes not identifying any clients that come to the lab, and making no comments on social media about the lab or its clients).

You should conduct yourself as if you are working a salaried, full-time position. You will need to arrive at the lab on time and maintain regular hours. If you will be absent, you should contact Dr. Webster immediately as well as any appointment scheduled. If you have an appointment you must miss, you should arrange a substitute or a timely make-up to fit that client's needs. If you are in office hours and there is not client in the office, you should use the time to in some way improve the lab. For instance, you might make informative handouts or videos that help students (or that can be posted on our website).

Accommodations:

Please inform me if I can do anything to make sure physical circumstances don't get in the way of your work. UF's official statement on ADA issues includes: "Students requesting classroom accommodation must first register with the Dean of Students Office. The Dean of Students Office will provide documentation to the student who must then provide this documentation to the Instructor when requesting accommodation." I'd appreciate your paperwork the first week of class.

Schedule of topics

(This is a hybrid course. You are completing all training online. Practice consultations, the oral exam, and office hours will be on Zoom).

Week 1: Jan 11-15 – Module 1 ‘Intro to Lab and Ethics.’ Review syllabus and complete Module 1. *Schedule practice consultation and oral exam. Turn in office hours assignment with all of the possible hours you could work in the lab.

Week 2: Jan 18-22 – Module 2 ‘Building the consulting relationship.’ You will explore active listening in this lecture. And ...

Start Module 3 ‘Helping with different types of presentations.’

Week 3: Jan 25-29 – Finish Module 3 ‘Helping with different types of presentations.’ Complete your practice consultation this week. These should be done with a returning undergraduate consultant (see canvas home page for their names and emails) or with Nick Dzoba, Graduate Coordinator, ndzoba@ufl.edu.

Week 4: Feb 1-5 – ‘Oral Exam.’ Oral Exam with Dr. Webster this week.

Weeks 5-15. Feb 8-April 21. Hold 3 office hours per week working in the Speech Lab.