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Japan happened in 2009 years ago. In general, however, the soldier finds the Wasling-ton Poem a credible source. Check your consumer credit report at least twice a year. "If the Value Fits, Use It" Evoking some consumption of the audience's attitudes, beliefs, and values in the speeches you deliver will make them more personally relevant and motivating. Develop each part separately, then bring them together using transition statements (see Chapter 11). Jenny argues that students should donate an hour a week to a nearby shelter, so that busy students can still participate. 20) and deliver your message in a culturally sensitive manner. For example, a politically conservative audi-ence may reject information from a liberal publication, planning, from deciding how you will record the interview to the questions you will ask. You can learn a lot through self-evaluation, but self- perceptions can be distorted.13 so objective evaluations by 20 1 • Getting Started CHEC K L I S TSteps in Gaining Confidence Prepare and practice, early on and often. Data are raw and unprocessed facts; info- mation makes sense of data. Present statistics accurately and in context, or not at all. Alert Listeners to Key Source InformationAn oral citation credits the source of speech material that is derived from other p eople's ideas. Convey correct meaning 2. How much can I competently research and report on in the time I am given to speak?Ask yourself: What do you want the audience to learn/do/reconsider/agree with? Does it rely on fallacies in reasoning? Incorporate natural, controlled movements. Then, once the occasion arrives, perform it while awaiting your turn at the podium and just before you start your speech. When a work is copyrighted, you may not reproduce, dis- tribute, or display it without the permission of the copyright holder. Reputable websites document the sources they use. Audiences we perceive as negatively usually cause us to feel more anxious than those we sense apologetic or neutral.5 But experienced speakers agree that by controlling their nervousness during the introduction, the rest of the speech goes quite smoothly. These sources includedirect quotations, as well as paraphrased and summarizedinformation—any facts and statistics, ideas, opinions, or theories gathered and reported by others. Outlining the Speech 95chapter 10 Organizing the Bodyof the SpeechA speech structure is simple, composed of just three basic parts:an introduction, a body, and a conclusion. • Word questions carefully: • Avoid vague questions, those that don't give the person being interviewed enough to go on. The first step is to consider the audience—h ow their inter- ests, needs, and opinions will influence their responses toward a given topic, speaker, and occasion. Supporting material potentially includes the entire world of information avail- able to you—from personal experiences to every conceivable kind of external source. Frequencies can indicate size, describe trends, or help listeners understand comparisons between two or more categories: • Inside the cabin, the Airbus A380 has room for at least 525 passengers— a nd as many as 853.11 (shows size) • According to the Centers for Disease Control (CDC), while cigarette use has declined 33 percent since 2000, the use of large cigars has increased 233 percent over this period.12 (describes a trend) • According to 2012 estimates from the U.S. Census Bureau, the total population of the state of Colorado comprised nearly 2,700,000 males and 2,600,000 females.13 (compares two categories) USE PERCENTAGES TO EXPRESS PROPORTION As infor- mative as frequencies can be, the similarity or difference in magnitude between things may be more meaningfully indi- cated in a percentage— the quantified portion of a whole. Online-Only Publications For online-only publications, use the book guidelines, and identify the publication as " online magazine," " online news- paper," or " online journal." Example: In an article on massive online open courses (MOOCs) posted on July 23, 2013, on the online maga- zine Slate, Gabriel Kahn, a professor at the University of Southern California and director of the Future of Journalism at Annenberg Innovation Lab . . .74 2 • DevelopmentFrom Source to SpeechDemonstrating Your Sources' Credibilityand AccuracyHow Can I Lead the Audience to AcceptMy Sources as Credible and Accurate?• If the source is affiliated with a respected institution, identify that affiliation. • If citing a study linked to a reputable institution, identify the institution. • If a source has relevant credentials, note the credentials. • If the source has relevant real-life experience, mention that experience. In the following excerpt from a speech about becoming socially conscious consumer, the speaker omits informationabout his key sources that would help convince the audience that his evidence and sources are trustworthy:The force behind this new kind of partnership is called "cause marketing." According to the Financial Times, cause marketing is when a company and a consumer group—or charity—lackle a social or environmental problem and createbusiness value for the company at the same time. Ability to work in a team 3. Common to all stories are the essential elements of a plot, characters, setting, and some sort of time line. Now, says Calapinto, acai is seen as a " superfruit" that can help with everything from lowering cholesterol to fighting aging through its antioxidant properties. Interview and Other Personal Communication Name the person, source qualifier, and date of the interview/communication. As with questionnaires (see "Survey the Audi-ence," which follows), interviews usually consist of a mix ofopen- and closed-ended questions. Offer ExamplesAn example is a typical instance of something. Because paraphrases alter the form but not the substance of another person's ideas, you must acknowledge the origi- nal source. If you experience heightened anxiety at this point, consider using the anxiety stop-time technique: Allow your16 1 • Getting Startedanxiety to present itself for up to a few minutes until youdeclare time for confidence to step in so you can proceed tocomplete your practice.3 I experience anxiety before, during, and after the speech. Understanding these values can help you deliver your message sensitively. Video icons appear near sample speeches to encourage students to watch the related video in LaunchPad Solo. Aspeaker who is well liked can gain an initial hearing evenwhen listeners are unsure what to expect from the messageitself. Political Affiliation As with religion, beware of making unwarranted assump- tions about an audience's political values and beliefs. Usually presented as advertising or publicity, propaganda encourages you to think or act according to the ideological, political, or commercial perspective of the message source. • A paraphrase is a restatement of someone else's ideas, opinions, or theories in the speaker's own words. Developing Supporting Material 79. Do you use examples they will recognize and find relevant? Con- sider consulting these and other polling organizations: • Pew Research Center for the People & the Press: p eople .press.org • National Opinion Research Center (NORC): www.norc .uchicago .edu44 2 • Development • Roper Center for Public Opinion Research: ropercenr .ucorn.edu • Gallup: www.gallup.com Analyze the Speech Setting and ContextsAs important as analyzing the audience is assessing (andthen preparing for) the setting in which you will give yourspeech— size of audience, location, time, length of speech,and rhetorical situation: 1. Each of theseideas should be expressed as a main point.Restrict the Number of Main PointsResearch indicates that audiences are most comfortable tak- ing in between two and seven main points.1 For most speeches, and especially those delivered in the classroom, between twound five main points should be sufficient. However, do keep a running list of source details for a bibliography to appear at the end of your speech draft or outline. The soldier knows the story contains inaccuracies because the soldier was there. If you have only one subpoint, considerhow you might incorporate it into the superior point. Check for sense 1. • Relate the topic to familiar issues and ideas about which they already hold positive attitudes. • Establish a time limit for the interview and stick to it. Skill in written communication 4. Resources for Students and Instructors For more information on student resources or to learn about package options, please visit the Macmillan online catalog at macmillanhighered.com/pocketspeak/catalog. Gender Gender is another important factor in audience analysis, if only as a reminder to avoid gender stereotyping. A speech exhibits coherence when it is organ ized clearlyand logically, using the principles of coordination and subor- dination to align speech points in order of importance (see "Principles of Coordination and Subordination," below). To brainstorm by word association, write down one topic that might interest you and your listeners. To be fair to audience members avoid misrepresenting the truth by offer- ing only one-sided data. I also calm myself down by saying, " Every- thing will be okay, and the world is not going to crumble before me if I mess up." Jenna Sanford, student Go to LaunchPad Solo to listen to the Relaxation Audio download at macmillanhighered.com /pocketspeak5 Use Movement to Minimize Anxiety During delivery, you can use controlled movements with your hands and body to release nervousness. Occupational interests often are tied to other areas of social concern, such as politics, the economy, education, and social reform. EDUCATION Level of education strongly influences p eople's perspectives and range of abilities. For a brief first speech, how- ever, gather what information you can about the audience in the time allotted. External dis- tractions can originate outside of us, in the environment, while internal distractions occur with our own thoughts and feelings.30 1 • Getting Started CHEC K L I S TDealing with Distractions While Deliveringa Speech Problem: Passing distractions (chatting, entry of latecomers) Solution: Pause until distraction recedes Problem: Ongoing noise (construction) Solution: Raise speaking volume Problem: Sudden distraction (collapsing chair, falling object) Solution: Minimize response and proceed Problem: Audience interruption (raised hand, pro- longed comment) Solution: Acknowledge audience reaction and either follow up or defer response to conclusion of speech. Assessed the audience's level of knowledge about the topic? If you find yourself feeling anxious during this stage, immerse yourself in the speech's preparation but calm your nerves by taking short, relaxing breaks to regain your confidence and focus. Are my questions relevant to the purpose of my speech? • In any listening situation, including that of listening to speeches, try to identify and overcome common obstacles. Recruiters of recent graduates report that what distinguishes the most sought-after candidates is not the " hard" knowledge of their majors, which employers take for granted, but the "soft" skills of superior communication, which few candidates display.2 Similarly, dozens of surveys of managers and executives reveal that ability in oral and written communication is among the most important skills they look for in new hires. It will be an important guide in developing your speech. Have I identified what I want the audience to gain from the speech—the specific speech purpose? Enhance Your Career as a Student Preparing speeches calls upon numerous skills that you can apply in other college courses. Expanded coverage in two chapters includes an over- view of classical and contemporary approaches (Chapter 23, "Principles of Persuasive Speaking"), and the building blocks of argument and tools of reasoning (Chapter 24). • Preface "Constructing the Persuasive Speech" 7. First level of subordination 1. As in the speech class, many courses also require that you research and write about topics, analyze audiences, outline and organize ideas, and support claims. These and other tasks covered in this pocket guide, such as working with presentation media and controlling voice and body during delivery, are valuable in any course that includes an oral-presentation component, from English composition to engineering. Vague questions waste the interviewee's time and reflect the interview- er's lack of prepara- tion. Ethical speakers avoid arguments that target a person instead of the issue at hand (ad hominem attack) or that are built upon other fallacies of reasoning (see Chapter 23).22 1 • Getting Started Use Your Rights of Free Speech ResponsiblyThe United States vigorously protects free speech— defines the right to be free from unreasonable constraints onexpression6— thereby assuring protection both to speakerswho treat the truth with respect and to those whose wordsare inflammatory and offensive. Here you will find the tools you need to help you prepare anddeliver a wide range of speeches and presentations. This can be especially useful if you're looking forsomething specific and you know the term for it. Developing the Introduction and Conclusion 126 15. The most important part of an56 2 • Developmentanecdote is the moral— t he lesson the speaker wishes to convey.6 For example, in a speech to students at Maharishi Uni- versity, comedian Jim Carrey talked about how his father'sfear of being impractical led him to become an accountantinstead of the comedian he wanted to be.This spurred Carreyto take another path: So many of us choose our path out of fear disguised as prac- ticality. . . . I learned more great lessons from my father, not the least of which was that you can fail at what you don't want, so you might as well take a chance on doing what you love.7 Draw on TestimonyConsider quoting or paraphrasing p eople who have an intimate knowledge of your topic. Withinthe body of the speech itself, main points should support thethesis statement, and supporting points should enlarge uponthe main points. Information is neutral unto itself, but is subject to manipulation for good and bad. Learning more about custom options at macmillanhighered.com/catalog /page/custom- solutions. Speech Topic. General Speech Service learning courses Purpose: To persuade Specific Purpose: To persuade Audience: To persuade my audience that ser- vice learning courses are beneficial for gain. Thesis in employment after schooling. Finding Credible Sources in Print and Online 6 1 • Getting StartedSpoken language is simpler, more rhythmic, more repeti- tious, and more interactive than either conversation or writ- ing.7 Effective speakers use familiar words and easy-to-followsentences. My 88-year-old father who needed a hip replacement got it— the week it was discovered that he needed it. • Customize A Pocket Guide to Public Speaking. Distinct40 2 • Developmentfrom the fixed physical characteristics of biological sex, g ender is our social and psychological sense of ourselves asmales or females.12 Making assumptions about the prefer- ences, abilities, and behaviors of your audience membersbased on their presumed gender can seriously underminetheir receptivity to your message. SlideShare uses cookies to improve functionality and performance, and to provide you with relevant advertising. See our User Agreement and Privacy Policy. Websites that do not have this information may contain outdated or inaccurate m ater ial.NASA 9 • Finding Credible Sources in Print and Online 69 Check That the Site Credits Trustworthy Sources 5 Check that the website documents its sources. Stating the main points in parallel form is one aspectof balance. It then has the potential to become propaganda, misin- formation, or disinformation. Refrain from Multitasking You cannot actively listen well while multitasking. Nor are statistics necessarily any more accurate than the human who collected them. Qualify the Source A simple and straightforward way to demonstrate a source's credibility is to include a brief description of the source's qualifications to address the topic (a "source qualifier"), along with your oral citation (e.g., "researcher at Duke Can- cer Institute," "columnist for the Wall Street Journal"). After that, unless extended, the work falls into the public domain, which means anyone may reproduce it. In classroomspeeches, the context would include (among other things)recent events on campus or in the outside world, the physicalsetting, and the order and timing of speeches, and the culturalorientations of audience members. It offers creators six types of licenses, three of which are perhaps most relevant to students in the classroom: attribution (lets you use the work if you give credit the way the author requests); noncommercial (lets you use the work for noncommercial purposes only); and no derivative works (lets you only verbatim— e xact— v ersions of the work). Do you avoid speech that demeans those with whom you disagree? • Briefly offer a positive summary of important things you learned in the interview. Who else will be speaking? • Every point must be supported by at least two points or none at all (consider how to address one " dangling" point by including it in the point above it).84 3 • OrganizationQUICK TIPSend Time Organizing Speech PointsDon't skimp on organizing speech points. Is the date current? Delivering Group Presentations 225 29. Technical Courses 33. • Offer solid evidence from sources they are likely to accept. The recipient of the source's message is the receiver, or audience; interpreting the message is called decoding. Librarians track, sort, and organize the millions of articles and book titles, both print and electronic, competing for your attention. Visualize success. Could be misinterpreted Principles of Coordination and Subordination • Assign equal weight to ideas that are coordinate. Initiative 9. And over 46 percent said that they were, and I'm quoting here from the survey question, "willing to pay morefor goods and s ervices from companies that are giving back."10 • Citing Sources in Your Speech 75 1 The speaker states the date of the study in cause mar- keting and shows that it is relatively recent research. At least a dozen major religious traditions coexist in the United States.11 Not all members of the same religious tradition will agree on all issues. • Do you aim primarily to educate or inform listeners about your topic? • Memory is the practice of the speech until it can be deliv- ered verbally. Foreexample, you might state that "Caffeine can cause actual intoxication" and provide evidence to back it up beforerevealing the source(s) of it— A chief source for this argu- ment is a report in the July 5, 2015, issue of the New EnglandJournal of Medicine. . . . Types of Sources and Sample Oral CitationsFollowing are common types of sources cited in a speech, thespecific citation elements to mention, and examples of howyou might refer to these elements in a presentation. The general purpose of an informa- tive speech is to increase the audience's awareness and understanding of a topic by defining, describing, explaining, or demonstrating knowledge of the subject.7 • Selecting a Topic and Purpose 49 • Is your goal to influence listeners to accept your posi- tion on a topic and perhaps to take action (e.g., " only eat wild salmon")? Features A Pocket Guide to Public Speaking addresses all of the topics and skills typically covered in an introductory speech text. Blogs and Social News Sites Blogs and social news sites can be important sources of infor- mation of unfolding events and new trends and ideas, if the source is reputable. Lundberg: The Essen- tial Guide to Presentation Software, Second Edition, by Allison Joy Bailey and Rob Patterson; The Essential Guide to Intercultural Communication by Jennifer Willis-Rivera; The Essential Guide to Interpersonal Communication, Sec- ond Edition, by Dan O'Hair and Mary O. For example, while learning about your topic in some way benefit listeners? LearningCurve LearningCurve is an online learning tool that adapts to what you already know and helps you learn the topics that you need to practice. Gauge Listeners' Feelings toward the Occasion Depending on the circumstances calling for the speech, p eople will bring different sets of expectations and emotions to it. Example: An advertisement to conserve energy Misinformation Something that is not true. Individual audience analysis is always the first step when seeking to learn about an audience. Are the supporting points truly subordinate to the main points? Research shows that you can counteract these sensa- tions by activating a relaxation response11 using techniquesuch as meditation and controlled breathing. Briefly MeditateYou can calm yourself considerably before a presentationwith this brief meditation exercise: 1. Further, search engines such as Google cannot differentiate quality of information; only a human editor can do this. If this form of anxiety affects you, start very early using the stress-reducing techniques described later in this chapter. Third level of subordination b. • Use active listening strategies (see Chapter 5): • Don't break in when the subject is speaking or inter- ject with leading comments. Notice, too, that in bothexamples, after you read the thesis you find yourself asking "Why?" or thinking "Prove it!"This will be accomplished by the evidence you give in the speech points (see Chapter 11) chapter 8Developing Supporting MaterialGood speeches contain relevant, motivating, and audience-centered supporting mat er ial in the form of examples, sto- ries, testimony, facts, and statistics. Knowing where audience members fall in relation to audience demographics will help you identify your target audience— those individuals within the broader audience whom you are most likely to influence in the direction you seek.You may not be able to please everyone, but you should be able to establish a connection with your target audience. Trustworthy speakers support their points truth- fully and don't offer misleading or false information. (See pp 183–84). • Consider multiple perspectives. Embraced as a " superfruit"— a potent combination of cholesterol-reducing fats and anti-aging antioxidants— acai became one of the fastest-growing foods in history. . . . Compare the original version of the excerpt to how it could be properly quoted, paraphrased, or summarized in a speech. Use ISBN: 978-1-4576-7040-4. On the contrary, audience members will welcomeinformation that adds backing to your assertions.The key is toavoid a formulaic, or mechanical, delivery. Every speech will suggest a different mix ofsources, so before beginning your search, reflect on whatmight work best for your particular rhetorical situation. Revised Chapters 19–21 show students how to create and deliver effective pre- sentations while avoiding technical glitches. Student Council (8–10 p eople): • Mixed demographic char- acteristics • Similar interests: government, maintaining a rich campus life, an investment in ethics and the honor code, and an interest in keeping student affairs within budget Manfred Rutz/The Image Bank/Getty Images 4 Jenny eliminates puppy mills— though the student council may agree that the mills are harmful, they are not in a position to directly address the problem. If paraphrasing someone else's ideas, restate the ideas in your own words and acknowledge the source. They use spe- cific anxiety-reducing techniques, described in this chapter, to help them cope with and minimize their tension.14 1 • Getting Started1 focus on the information rather than being graded. Needs to distinguish from spam b. Make sure to assess the credibility of each site, whether it is operated by an indi- vidual, a company, a government agency, or a nonprofit group. — Paige Mease, studentPerformance AnxietyFor most people, anxiety is highest just as a speech begins.4Performance anxiety usually is most pronounced during the introduction of the speech when we are most aware of the audience's attention. Subject line most important, yet neglected part of e- mail A. Original Acai was virtually unknown outside Brazil until Version: 10 years ago, when Ryan and Jeremy Black, two brothers from Southern California, and their friend Edmund Nichols began exporting it to the United States. P eople of the same generation often share a familiarity with significant individuals, local and world events, noteworthy popular culture, and so forth. Now you see yourself standing or sitting in the room where you will present your speech, talking very comfort- ably and confidently with others in the room. The general purpose of the persuasive speech is to effect some degree of change in the attitudes, beliefs, values, and behaviors of audience members. For example, instead of citing the actual number ofpersons belonging to Facebook worldwide (over 1.5 billionand counting), use a simple ratio to drive home the compa- ny's enormous reach: " Today, at least 38 percent of peopl e in the world has a Facebook account, roughly the population of China."15USE Types of AVERAGES ACCURATELY An average describes information according to its typical characteristics.Usually we think of the average as the sum of the scoresdivided by the number of scores. Examples to illustrate, describe, or represent your ideas? Consider the following case study.A Case Study Jenny is a member of the campus animal rights club and astudent in a public speaking class. • Being civic-minded means caring about your commu- nity, in word and deed. That preference extends to other matters, too: they prefer to work for these companies (62%), and invest in these companies (59%). Try waiting for the speaker to fin- ish before devising your own argument. Beware of Lazy and Overconfident ListeningLaziness and overconfidence can manifest themselves in several ways: We may expect too little from speakers, ignoreimportant information, or display an arrogant attitude. 2 She eliminates animal adoption because it may not be feasible for many students, Germans tended toward action-oriented listening, Israelis displayed a content-oriented style, and Americans exhibited both p eople- and time-oriented styles. Direct quotes should always be acknowledged in a speech. If three or more authors, state first and last name of first author and " coauthors." Example: In the book 1948: The First Arab-Israeli War, pub- lished in 2008, noted Israeli historian Benny Morris claims that. . . . Quick Tip Listen Responsibly As listeners, we are ethically bound to refrain from disruptive and intimidating tactics— s uch as heckling, name-calling, or interrupting— that are meant to silence those with whom we disagree. Then he goes to class until 2 o'clock. The online instructor's manual is prepared by Karin Becker, University of North Dakota; Paula Baldwin, George Mason University; Elaine Wittenberg-Lyles, University of North Texas; and Melinda M. Spoken language also is often more interactive and inclu- sive of the audience than written language. Are my questions free of bias or hostile intent? The LaunchPad Solo features "Needs Improvement" clips to help students recognize and avoid common pitfalls in their own speeches. The medium through which the speaker sends a message is the channel. Refrain from judging a speaker on the basis of his or her accent, appearance, or demeanor; focus instead on what is actually being said. First, consider the speech occasion and reason for speaking. Are controversial questions reserved until the end of the interview? CHEC K L I S TReviewing Main and Supporting Points Do the main points flow directly from the speech goal and thesis? 3 The speaker directly quotes from the source instead of paraphrasing, which provides stronger evidence and further credits the argument. 3 Volunteering at an animal shelter is an option for all ani- mal lovers, even those who are not allowed to have pets on campus. The lowest level of sharedmeaning exists when the speaker has merely caught the audi-ence's attention. Keep your personal identifying digital and print information secure. Organizing the Body of the Speech 8012. For both presentations, Jenny plans to speak on the broad topic of animal rights. Draw on Conversational Skills In several respects, planning and delivering a particularly important conversation. Reference Work For a reference work (e.g., atlas, directory, encyclopedia, almanac), note title, date of publication, author or sponsoring organization, and source qualifier. For ideas, consult your favorite print or onlinepublications. Consider some demographic characteristics: ratio of males to females, age ranges, cultural background, and socioeconomic status. (See Chapter 9, pp. Audience analysis is key to discovering and planning for these differences (see Chapter 6). Preparing Online Presentations 218 27. Preparation pres- sures produce a cycle of stress, procrastination, and outright avoidance, all of which contribute to preparation anxiety. Corlin offers the following brief example to illustratewhat American medicine can do. We often hear about the problems of the American health care delivery system, but just think what it can do. See macmillanhighered.com/ebooks to learn more. Audience members decode the meaning of the message selectively, based on their own experiences and attitudes. Secondary sources provide analysis or commentary about things not directly observed or created. These include the vast world of news, commentary, analysis, and scholarship found in books, articles, and a myriad of sources other than the original (see below). • We pay attention to information that touches our experi- ences and backgrounds. Thus you need to decide whether your goal is simply to give your audience information about the topic, to convince them to accept one position to the exclu- sion of other positions, or to mark a special occasion such as a wedding, a funeral, or an awards event. If. Be aware, however, that people rarely respond to perspectives opposed to their core values, so plan speeches on such topics carefully using audience analysis (see Chapter 6). A speech that contains both primary and secondary sources can be more compelling and believable than one that relies on one source type alone. Selecting an Organizational Pattern 109 13. It is at this stage that you can devalue your subject, sift through sources, and select relevantand audience-centered m ater ial to support your thesis andspeech points. Becoming a Public Speaker 22. chapter 3 Managing Speech Anxiety Contrary to what most of us think, feeling nervous about giv- ing a speech is not only normal but desirable. Survey Grassroots Issues: Engage the Community Audience members respond with interest to local issues that may affect them directly. • Chapter 3, "Managing Speech Anxiety," provides tech- niques that will help you overcome any fears of public speaking you may have. For more on specific types of speeches, consult Chapters22–25 in Part 7 on informative, persuasive, and s pecial occasion speeches, or the appropriate chapter in Part 8 or Part 9. Other Useful ToolsCITATION GUIDELINES. If this pre- performance anxiety is strong enough, some may even decide to stop rehearsing. Note how a speaker could paraphrase and summarize, with credit, the following excerpt from an article published in the New Yorker titled "Strange Fruit: The Rise and Fall of Acai," by John Calapinto. West Texas boasts its own Grand Canyon. • Enhance your own authority. Thebody of a speech should always be the longest part, and theintroduction and conclusion should be of roughly the same length. It con- cise-ly expresses what the speech will attempt to demonstrateor prove. All of this is about to be destroyed by irrespon- sible development.5 Gauge Listeners' Feelings toward the Topic Consideration of the audience's attitudes (and beliefs and values) about a topic is key to offering a speech that will reso- nate with them (see Chapter 7). Use a Library Portal to Access Credible SourcesEasy access to the Internet may lead you to rely heavily or even exclusively on sources you find through popular searchengines such as Google and Bing. For example, oral communication skills consistently rank in the top spots among such critical areas as leadership, teamwork, problem-solving, analytic and technical skills, and work ethic. • Style is the way the speaker uses language to express the speech ideas. Third level of subordination As your speeches become more detailed, you will need toselect an appropriate organizational pattern (see Chapters 12and 24). You will also need to familiarize yourself with devel- oping both working and speaking outlines (see Chapter 13). To allow for the full development of your ideas, working out- lines generally contain points stated in close-to-completeness 3 • Managing Speech Anxiety 13 sentences. Have I noted the date of the source? When was the information posted, and is it timely? (See "From Source to Speech: Evaluating Web Sources," pp. People are also interested in what other p eople in their communities are doing. E-readings E-readings offer additional and useful online content, includ- ing a complete tutorial on how to create presentation aids using Microsoft PowerPoint, Prezi, and Apple Keynote. If the topic is new to listeners. • Start by showing why the topic is relevant to them. It is easier (though not s imple) to spark interest in an indifferent audience than it is to turn negative attitudes around. These brief yet comprehensive and affordable print booklets focus on a range of topics and are designed to supplement a main text in a public speaking course. A blog is a site containing journal- type entries maintained by individuals or groups in which newest entries appear first. Does each main point and supporting point focus on a single idea? • Dyadic communication happens between two p eople, as in a conversation. Practice natural gestures, such as holding up your index finger when stating your first main point. Likewise, avoid loaded questions, those that are phrased to reinforce the interviewer's agenda or that have a hostile intent (e.g., "Isn't it true that you've never supported school programs?"). For example, in the summer of 2014, rumors circulated that the Ebola virus had mutated and become airborne when in fact it had not. Given how pervasively income affects people's life experiences, insight into this aspect of an audience's makeup can be quite important. • Tell stories with vivid language that reinforce listeners' attitudes.7 If listeners are a captive audience, • Motivate listeners to pay attention by stressing what is most relevant to them. It is also a skill that shares much in common with other familiar activities, such as conversing and writing, and1 • Becoming a Public Speaker 5 Quick Tip Voice Your Ideas in a Public Forum The Greeks called it the agora; the Romans the forum. This will allow the audience to put the source in perspective. Example: On July 17, 2014, in Congressional testimony before the U.S. Senate Foreign Relations Committee, T homas A. • Give good reasons for developing a positive attitude toward the topic. Quick Tip Listen Responsibly As listeners, we are ethically bound to refrain from disruptive and intimidating tactics— s uch as heckling, name-calling, or interrupting— that are meant to silence those with whom we disagree. Then he goes to class until 2 o'clock. The online instructor's manual is prepared by Karin Becker, University of North Dakota; Paula Baldwin, George Mason University; Elaine Wittenberg-Lyles, University of North Texas; and Melinda M. Spoken language also is often more interactive and inclu- sive of the audience than written language. Are my questions free of bias or hostile intent? The LaunchPad Solo features "Needs Improvement" clips to help students recognize and avoid common pitfalls in their own speeches. The medium through which the speaker sends a message is the channel. Refrain from judging a speaker on the basis of his or her accent, appearance, or demeanor; focus instead on what is actually being said. 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Reference Work For a reference work (e.g., atlas, directory, encyclopedia, almanac), note title, date of publication, author or sponsoring organization, and source qualifier. For ideas, consult your favorite print or onlinepublications. Consider some demographic characteristics: ratio of males to females, age ranges, cultural background, and socioeconomic status. (See Chapter 9, pp. Audience analysis is key to discovering and planning for these differences (see Chapter 6). Preparing Online Presentations 218 27. Preparation pres- sures produce a cycle of stress, procrastination, and outright avoidance, all of which contribute to preparation anxiety. Corlin offers the following brief example to illustratewhat American medicine can do. We often hear about the problems of the American health care delivery system, but just think what it can do. See macmillanhighered.com/ebooks to learn more. 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