

List of On-Site, On-Demand Staff Development Programs for July 1, 2012 - June 15, 2013

Details on the program available at: <http://librarylinknj.org/content/site-demand-staff-development-%E2%80%93fy13-july-1-2012-june-30-2013-offer-members-librarylinknj-ne>

The programs listed below are the *featured* selections of what is available through the Continuing Education Providers we are working with. Most can be customized for length and for the specific needs of participants. They are designed to be interactive.

If you don't find what you need in this list, please call us! We are happy to work with you on *any* aspect of your staff development. If you have a topic, an idea or a training need that you don't see on the list below, or a consultant/consulting firm you would like to use, contact us and we will try and arrange it for you. If you are setting up your own staff development and need recommended training providers or just wish to discuss how to do staff development, we are here to help you.

The subject areas are:

- Diversity
- Leadership and Team Building
- Communication Skills
- Personal Development
- Technology Skills

Diversity

The Power of Inclusion: Raising Awareness and Promoting Positive Relationships – *NEW!* - presented by *Lourdes Tango*

A diverse library staff can develop innovative programs and services for their community, thanks to the different perspectives, backgrounds and experiences they have. How well do we leverage this talent? How inclusive are we of different viewpoints? Can we tell when we let stereotypes get in the way of performance?

This program will:

- Define inclusion as it relates to the broader context of diversity
- Raise awareness of how stereotypes and biases can prevent individuals from reaching their full potential

- Identify messages that exclude others and the cumulative impact on individual performance
- Practice new skills that promote inclusion and positive relationships with co-workers and library patrons

Awareness & Action: Making Cultural and Generational Differences Work for Your Library – *NEW!* - presented by *Lourdes Tango*

A newly revised version of the program *Working Across Cultural and Generational Differences*.

This interactive program will provide *all library staff* with the tools and skills to work and manage effectively across cultures and age diversity.

- Participants will:
- develop awareness by identifying the impact of values on behaviors
- strategize an action plan to improve customer service and relationships with colleagues

Communicating in a Diverse Environment – presented by *CAM Consulting*

Our society's new reality presents both opportunities and challenges for highly diverse groups of people to work together to accomplish organizational goals. Through understanding and effective communications, people can learn to respect the uniqueness of others and capitalize on the energy and talent that every person has to offer. Participants will leave appreciating the differences and similarities that people bring with them every day.

Leadership and Team-Building

Managing and Leading Staff in Real Life: The Basics - *NEW!* - presented by *Luisa Paster*

This workshop is for *both* new supervisors and for veterans who would like to step back and refresh their practice in some of the overriding areas of managing people. We will discuss three key leadership skills – authenticity, bringing out the best in people, and

communication. We will practice using these skills in prepared scenarios and real-life situations suggested by participants.

This program is well-suited to county systems, consortia or other library groups.

Why Can't We All Just Get Along?- *NEW!* - presented by *Luisa Paster*

Squabbling among staff members can lead to low workplace morale, ultimately affecting customer service and the smooth operation of the library. This workshop uses the principles of emotional intelligence and interpersonal dynamics to help participants relate more effectively with one another and with library patrons. Participants will also learn some simple mediation techniques to help themselves and others resolve the inevitable small conflicts that arise in the library.

How Extroverts and Introverts Can Play Nicely Together (& Help Each Other, Too!) – *NEW!* - presented by *Ilise Benun*

In this interactive workshop for all library staff, participants—both introverts and extroverts—will learn interpersonal skills they can use to work together harmoniously and complement each other's strengths. Extroverts will learn to notice when their introverted colleagues need help (or just patience), while introverts will learn what they can do and say to get the help they need.

Adapting to Change – presented by *Luisa Paster*

Change is demoralizing when we don't understand how it works or our role in it. In this class we will discuss the four phases of change – the occurrence of the change, a disorientation period, adjustment, and normalization. Participants will learn a four part technique for accepting change and apply it on a personal level to the workplace change they are currently experiencing.

Building Trust in the Workplace – presented by *Luisa Paster*

Workplace trust is everyone's responsibility. This program explores how easily we each damage workplace trust by making assumptions, breaking promises, covering ourselves, spreading rumors, and bypassing people. Participants discuss how they can each build trust by effectively sharing thoughts and feelings, making commitments they can keep, admitting mistakes, requesting and accepting feedback, and testing assumptions.

Creative Problem-Solving – presented by *CAM Consulting*

Facing challenges of tighter resources along with increased demand for services, libraries need to become more inventive on how to do it all. Problems provide opportunities for discovery, learning, and growth. Creativity takes the process outside the box. Communication shares innovation. Teamwork allows diverse individuals to collaborate in the achievement of strategic outcomes. Participants will leave with the skills necessary to think strategically and solve problems innovatively.

Customer Service – presented by *Luisa Paster*

Taking a broad approach to customer service, this class includes identifying external and internal customers; the benefits of good customer service for the customer, the staff, and the organization; what good customer service looks like; meeting the customers' needs; four key principles of service interactions; active listening; four steps to saying no. Participants leave with an individual action plan.

Note: An optional program approach focuses on how managers can ensure good institution-wide customer service.

Moving Forward Together – presented by *CAM Consulting*

Individuals can work together as a group but not necessarily as a team. It takes commitment to a common goal for teamwork to develop. The quality of team relationships directly impacts performance, motivation, retention, and customer satisfaction (internal and external). A team's strength is most tested during stressful times. Participants will leave knowing how to move forward together to achieve organizational success.

Nuts & Bolts Leadership – presented by *CAM Consulting*

Leading others through the process of achieving organizational objectives is a challenging, yet rewarding assignment that requires excellent administrative, interpersonal, and communication skills. By applying situational leadership, participants will be able to coach and motivate their staffs into high performance teams. They will leave the session with a toolbox filled with nuts 'n bolts techniques. *This program includes the purchase of a book for each participant. This is an additional cost. For this particular program, purchasing the book is highly recommended, but it is **optional**. Without the book, the program is adjusted and called "Situational Leadership."*

Resolving Conflicts – presented by *Team Builders Plus*

Participants will learn to transform problems into creative opportunities and develop communication tools to build rapport. A guided process will help team leaders establish

a cooperative atmosphere to resolve conflicts as they occur. This module instructs individuals how to be aware of the positive and negative impacts of conflict and provides the skills to make conflict an opportunity to improve relationships.

Solving Workplace Problems – presented by *Team Builders Plus*

Managers will learn a five-step process that combines a variety of methods to provide an effective approach to solving simple-to-complex organizational problems. Each step of the process is explained in detail. Participants have the opportunity to be involved in group discussions, apply the process learned using a case study, and finally apply the solution to their own problem. Managers leave the workshop with implementation tools, forms, and additional resources to help them apply the skills learned back on the job.

Communication Skills

Storytelling as Everyday Advocacy – **NEW!** - presented by *Ilise Benun*

One of the best ways to communicate a message is through story. What better way for libraries to communicate what they offer patrons than through funny, heartwarming stories? In this fun and interactive workshop, library staff will learn how to develop and frame their own stories (including in the form of an elevator pitch) and share them with people who need to hear them.

Social Media Basics for Libraries – **NEW!** - presented by *Ilise Benun*

Facebook, Twitter, LinkedIn and now Pinterest. What's next? Which new technology do you need to figure out how to use to reach tech savvy patrons? In this workshop, library staff will learn to match social media tools to the communications they're best suited, and how libraries are using them to enhance community engagement.

Communicating with Others – presented by *Luisa Paster*

People bring both practical and personal needs to communication interactions. There is both a functional purpose and an emotional content. To learn how to meet this duality, participants will practice using five key skills - maintaining self esteem; showing empathy; sharing thoughts, feelings, and rationale; asking for help; and providing support.

Communicating in a Diverse Environment - presented by *CAM Consulting*

Our society's new reality presents both opportunity and challenge for highly diverse groups of people to work together to accomplish organizational goals. Through understanding and effective communications, people can learn to respect the unique nature of others and capitalize on the energy and talent that every person has to offer. Participants will leave appreciating the differences and similarities that people bring with them every day.

Why We Click With Some and Clank With Others – presented by *Team Builders Plus*

Ever wonder why you click with some and clank with others? Enjoy a hilarious trip through the human personality as it plays out, in all its glory, in the workplace, with DiSC. Learn why some co-workers insist on perfect plans before executing anything, while others just jump in, make things happen, and adjust on the fly. Discover why using the golden rule can do much more harm than good, and how to persuade just about anybody to your point of view by understanding their style – and yours. This program reveals the hidden drivers that form our likes and dislikes about the people we work with. Master DiSC's four behavioral styles and you will have the keys to maximizing your own potential and improving every relationship at work. Fun, engaging, and immediately applicable in the workplace, this program provides the foundation for both professional and personal growth. *This program requires the purchasing of program materials for each participant. There is an additional cost.*

Personal Development

Time and Clutter: How to Manage Both – ***NEW!*** - presented by *CAM Consulting*

There's never enough time. Stuff is everywhere. When demands appear overwhelming, we are affected personally, professionally, and emotionally. By identifying the difference between urgency and importance, we can better manage our time to clear out the mental and physical clutter that affects our lives. Participants will leave with techniques that will allow them to finally get in control.

Stress Management: Keeping it all Together – presented by *CAM Consulting*

Stress is a fact of life, but it doesn't need to be a way of life. We have the power of choice in our reactions to events. The key to managing stress is focusing our energy on what we *can* control, rather than on what we *can't* control. Participants will leave knowing how to achieve a healthier work-life balance and greater personal satisfaction.

Technology Skills

These programs require a minimum of 8 participants and need to be in either a training lab or in an area that provides an instructor PC with projection and computers for participants located close enough to easily teach the group.

Presented by *ProgramsPlus*. If you don't see the technical skills you need training in, please contact us at LibraryLinkNJ. ProgramsPlus is available to create customized technical training.

All technical skills programs are hands-on at PCs unless otherwise indicated.

Choose from a variety of topics including any *Beginning* through *Advanced* classes in:

- **Microsoft Applications** (Windows, Outlook/Email, Excel, Word, PowerPoint, Publisher, Access, Project)
- **Adobe** (Photoshop/Photoshop Elements, Acrobat)
- **Web/Internet technologies** such as:

Cloud Computing - NEW!

Imagine your PC and all of your mobile devices being in sync—all the time. Can you imagine being able to access all of your personal data at any given moment or having the ability to organize and mine data from any online source? Moving forward, you can also imagine being able to share that data—photos, movies, contacts, e-mail, documents, etc.—with your friends, family, and coworkers in an instant. This is what personal cloud computing promises to deliver and what will be covered in this hands-on class. Pros and cons of using the cloud will also be included.

Social Networking - Be Where Your Patrons Are - NEW!

With social networking influencing, and seemingly dominating many of our everyday activities, libraries of all sizes are being compelled to understand and manage this phenomenon.

For libraries wanting to connect with clients via social networking applications, this introductory three-hour, hands-on workshop will:

- Introduce popular social networking applications such as Facebook, Twitter, Tumblr, LinkedIn and Pinterest.
- Demonstrate their use and management in library settings
- Provide practical advice on setting up and managing a profile.
- Discuss ideas for engaging your audience and enhancing your online presence through compelling content which generates quality traffic
- Cover safety issues, as well as the pros and cons of social networking applications on public use computers

Is a Blog the Right Tool for My Library? - NEW!

Reaching out to your patrons does not have to cost your library money. Blogs are an easy way to share information, to encourage feedback from patrons, to highlight services or new materials, and more. Blogs can be wonderful as marketing tools, and a fantastic way to become more real or approachable to your users. Simple to set up and use, blogs are all about inviting opinions and getting input from your users to collaborate on making your library the best it can be. In this hands-on workshop, participants will learn to create, design, market and upload content quickly and with no added cost or stress.

Effective Electronic Communication - NEW! This program is a seminar presentation and *not* hands-on.

Email is alive & well, and it's more important than ever to take the time to write messages that are secure, as well as clear and error-free. In this workshop, you'll learn strategies to make your email more effective, whether you write newsletters or just use it to communicate with friends, colleagues and library users.

This class includes an added emphasis on how to avoid workplace disasters such as serious miscommunications that can lead to customer service nightmares, lawsuits and personnel actions, which can be triggered by careless or poorly written email. This workshop will also guide you in writing a comprehensive and effective email policy for your organization.

Participants will learn effective email strategies such as managing email overload, polishing grammar and spelling, and choosing relevant subject lines.

Online Photo Sharing - NEW!

What program will let me share pictures with friends, family members and on our library's website? Is one program easier to use for editing? Will I be able to email photos easily? Photo sharing is provided through both websites and applications that can facilitate the upload and display of your images. This hands-on program covers the basics of several websites such as Picasa, Flickr, Shutterfly, among others that work to keep photos safe, organized and sharable.

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