List of On-site, On-Demand Staff Development Programs for FY2014 (July 1, 2013 to June 30, 2014)

Details on the program available at:
http://librarylinknj.org/ce/onsite/staffdevelopment2014

The programs listed below are some *featured* selections of workshops available through the Continuing Education Providers we work with. Most can be customized for length and to meet the specific needs of your participants.

Training Techniques

All workshops are designed to be interactive, but unless it specifically says "hands-on" in the description, they are a combination of lecture, demonstration, group discussion and variety of exercises.

Want to Order Off-Menu?

If you have a topic, an idea, a training need or a consultant/consulting firm in mind that you don't see on the list, *please call us*! We will do our best to arrange it for you.

Need Help with Your Own Staff Development Programs?

If you are organizing your own staff development and would like recommendations of training providers, or just wish to discuss how to do staff development well, we are here to help you.

We are happy to work with you on *any* aspect of your staff development.

The subject areas are:
- Technology Skills
- Diversity
- Leadership, Team-Building and Customer Service
- Advocacy and Communication Skills
- Personal Development

Technology Skills

- Technology skills programs require a minimum of 8 participants.

Emerging Technologies: *NEW!*

We're pleased to offer our members an opportunity to select an option from the tasting menu of possibilities that grew out of our *Technology Speed Dating* programs.

Though we cannot duplicate the full Technology Speed Dating program in the Onsite, On-Demand service, if you'd like your staff trained in an up-to-the-minute technology topic, select *one or two options* from the seven choices below and we'll try to match you with a speaker to suit your needs. Emerging Technologies are lecture, demonstration and group discussion based. Some hands-on devices maybe available

1. eBooks
2. Google Apps
3. Smartphones & Tablets
4. Dropbox & Evernote
5. Pinterest, Facebook, Twitter and/or other Social Networking Tools
6. Streaming music and video
7. MOOCs

Google Cloud-Based Services for Libraries: *NEW!* – presented by John LeMasney

Learn how libraries can use Google's free suite of office, productivity, organization, and life tools to improve communications and increase visibility in your community. We'll discuss what can happen when library staff, administrators, and patrons use Google Drive, Hangouts, Maps, Calendar, Gmail, and Google Plus to advertise, communicate, and share information more effectively.

Note: This in NOT part of *Emerging Technologies*, listed above. It is a separate program.

Top Ten Technology Tools for Libraries: *NEW!* – presented by John LeMasney

In this session we will look at ten key technologies of interest to patrons and library staff alike. We will discuss visual bookmarking tools, social media trends, collaboration suites, cloud storage and related services, mobile trends, videoconferencing tools, open source hardware, and more! This session will bring participants up-to-date on the latest trends in popular technology adoption.

Note: This in NOT part of *Emerging Technologies*, listed above. It is a separate program. As described above, this is a 5-hour program. However, the program's content can be adjusted to create a 3-hour program. A shorter program will cover fewer tools.

Hands-on Technology Topics: – presented by Programs Plus

All programs in this track from Programs Plus are hands-on at PCs*.*

These hands-on programs need to be held 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.

- **Microsoft Applications:** (Windows, Outlook/Email, Excel, Word, PowerPoint, Publisher, Access, Project) - *Beginning* through *Advanced* classes
  3 hours or 5 hours
- **Adobe:** (Photoshop/Photoshop Elements, Acrobat) - *Beginning* through *Advanced* classes
  3 hours or 5 hours
- **Social Networking Applications – Facebook, Twitter, Tumblr, LinkedIn, Pinterest, Instagram and Vine:**
  3 or 5 hours – length will determine which and how many applications will be covered.

  With social networking influencing and dominating many of our user's everyday activities, libraries of all sizes need to understand and manage this phenomenon.

  This *hands-on* workshop will:

  - Introduce popular social networking applications
  - Demonstrate their use and management in library settings
  - Discuss ideas for engaging your audience and enhancing your online presence through compelling content which generates quality traffic

Note: These are NOT part of *Emerging Technologies*, listed above. They are separate programs. Instagram and Vine are mobile apps best used with handheld devices (Android & iOS).

Diversity

Overcoming Implicit Bias in the Workplace: – **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 and bias get in the way of performance?

This program will:

- Raise awareness of how bias can prevent individuals from reaching their full potential

- Explore how bias can impact recruitment, hiring decisions, mentoring, promotions, job assignments, performance reviews, training opportunities, interaction with colleagues and customer service

- Identify actions 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

Note: This is a 3-hour program

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

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

Culture Module

Participants will:

- Analyze the concept of culture as it relates to their professional context in the library and the community
- Identify how cultural orientations influence communication, expectations, conflict resolution, decision making, identity, leadership, relationships, the use of time, and status within the group

Generational Diversity Module

Participants will:

- Gain a greater understanding of the four generations and their preferred work style
- Discuss generational differences as it relates to motivation, feedback , communication, leadership, and work-life balance

Note: As described above, this is a 5-hour program. However, each module can stand alone as a 3-hour program.

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, Team-Building and Customer Service

Preventing Workplace Harassment and Violence: – *NEW!* presented by CAM Consulting

Dealing with the public can be a challenging, yet rewarding experience. Every individual providing service to others both within and outside of an organization is accountable for professional behavior. It is everybody's right to work in a safe, respectful, harassment and

violence-free environment. At times, situations can occur that are difficult. This is an interactive program with case studies, small group discussion, and video vignettes.

Participants will be able to:
- Define harassment
- Recognize inappropriate and violent behaviors
- Handle angry individuals
- Communicate assertively
- Take action when these incidents occur.

The Teen Brain - Providing Quality Customer Service to Our Teen Patrons: – *NEW!* presented by Pham Condello

The library serves everyone, but that doesn't mean that we are all instantly comfortable with everyone who walks through our doors. We may respond to teens based on unconscious prejudice or assumptions about their behavior and needs. Understanding and appreciating the way teens think can help us provide a welcoming atmosphere and set healthy boundaries with patrons in this unique developmental stage.

In this class, participants will:
- Explore the teen brain and learn why teens behave the way they do;
- Build a toolkit of practical tips to provide quality customer service to our teen patrons;
- Work through our prejudices concerning this demographic.

Note: This presentation is meant for library workers who don't specialize in teen services, but who encounter teens in their daily work.

Managing and Leading Staff in Real Life: The Basics: - 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?: - 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.

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.

Advocacy and Communication Skills

Sharing Your Voice - Connect, Engage, Advocate: – *NEW!* presented by CAM Consulting

Every person who works in a library shares its voice and face to the public. Engagement, advocacy, and community outreach are necessary for success in promoting the library and its offerings. Being able to introduce and manage library programs professionally helps encourage positive participation. Through practice and interactive exercises, we can learn how to confidently connect with an audience. Participants will leave with tips and tools to help them overcome anxiety and feel comfortable speaking in front of others.

Growing Healthy Teens: Programming and Partnerships: – *NEW!* presented by Pham Condello

Growing up can be tough and libraries have a strong role to play in helping teens on their path towards adulthood. We can be strong teen advocates by providing them with tools and experiences that will help them become successful and happy adults.

Participants in this workshop will be able to:
- Use the Developmental Assets framework defined by the Search Institute (http://www.search-institute.org/developmental-assets) to improve library programming for teens;
- Develop a personal script to advocate for teen empowerment programs;
- Identify potential community organizations to forge inter-agency partnerships;
- Pursue cost-effective solutions to fund these vital programs.

Everyday Advocacy – Tell Your Story: – 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: – presented by *Ilise Benun*

This workshop will lay the foundation for how libraries can use social media to achieve a variety of goals, including connecting with patrons who aren't coming into the building. In an interactive format with plenty of group discussion, participants can share their experiences (successes as well as mistakes) and learn what's working for local libraries.

Issues and questions addressed include:

- Facebook, Twitter, LinkedIn and Pinterest. Which platforms should a library be on? Do you need to do them all? How to decide?
- How are libraries using social media to enhance community engagement?
- How to effectively integrate social media into your day-to-day. Who should do it and how much time should be allocated?

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.

Note: *This program requires the purchase of program materials for each participant. There is an additional per-person cost.*

Personal Development

Time and Clutter - How to Manage Both: – 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.

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