



## Make Your Professional Development

*Interactive! Fun! Relevant!*

If you're looking for staff development programs infused with engaging stories and chock full of immediately useful skills practiced on real library situations so that your employees can confidently increase their impact and influence with customers and co-workers -- you've come to the right place!

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Let us help you choose the right topic to meet your vision for staff development at your library. Many of our customers have found exactly what they were looking for by checking out our most requested programs described below and others have combined modules from several of these programs to create a custom package. If you're not quite sure what you need, we can also set up a consultation to discuss your current vision and challenges and make recommendations for which training(s) would be the best fit for your organization.

### How to Negotiate Solutions to Customer Challenges

**Give your team the tools to handle challenging customer situations with confidence, competence and calm.**

Cultivate a Service Win/Win Mentality

Command emotions by applying techniques to achieve "6 Seconds to Sanity"

Lessen stress and increase confidence in managing challenging behaviors

Promote solution and rapport with communication that connects

### Reset Your Team Compass

Connect, Communicate and Cooperate ©

**Help your team work more cooperatively and accountably together. This program will facilitate a common vision, teach employees how to work with different communication styles and increase their capacity for mutual respect.**

**Unify and empower** through creative teambuilding activities aimed at shaping a shared vision of how to work together to get things done.

**Strengthen relationships** through **Communication Styles assessment and team application** so there is *less* conflict, *less* taking things personally and *more* appreciation of differences, seen as an advantage in accomplishing outcomes.

**Increase mutual respect and accountability** by establishing team code of behavior, "guard rails" of expectations and an agreement of how to treat each other so there is more respect and cooperation and a happy-to-be-here workplace.

## Revitalize Your Customer Service Experience

**This program will help revitalize your customers' service experience by instilling in your employees an entrepreneurial spirit and marketing mind-set to service [an outside-in approach] then align behavior to outcomes [inside-out approach] so your customers can feel and see the difference.**

Explore how to meet and exceed customer expectations through unique **V.O.I.C.E.<sup>SM</sup> Customer Service Model** that explores: the **v**alue we create and share, the **o**pportunity to make a difference, the things we can do to make an **i**mpact, the ways we form **c**onnections and **e**ngage.

Explore delivering exceptional service by meeting five customer needs and enhancing the image of your service "V.O.I.C.E.<sup>SM</sup>" from outside in and inside out.

## Create a Team of Library Champions and Advocates

**Kick off the day by revitalizing your team's spirit with the keynote, The Magic of Libraries. The keynote will entertain with stories from library personnel and customers on what they find magic about libraries. Then we build on that inspiration and teach them how to talk up your library's programs and products to customers and to your community in an activity all can participate.**

**Keynote** – The Magic of Libraries.

Lift up your team spirits and revitalize their purpose, sparking again the good feeling within of revisiting why they do what they do with a keynote, The Magic of Libraries, a 40 minute to 1 hour presentation packed with stories and great ideas from interviews with library customers and employees on what they find magical about library staff, services, facilities and products.

### Follow Up Team Activity

**Build team** in **engaging interactive** activities so all can participate as they receive templates and tools on how to talk up your library products and services as they go "to and fro" with customers **within the library, outside in the community and on line.**

## Change It Up and Let's Roll!

**A change workshop participant said, "Thank you! I get it. I'm not crazy, I'm only in a phase of change!"**

**Your employees will gain perspective and acceptance of the change(s) they face, learn what each can do to cope and identify actions they can take together to become positive, proactive change agents and keep their focus forward.**

### Change it Up!

#### Get past the past

Make sense of where you are, what you're feeling and what you can do for you during transitions by applying our unique **Waves of Change Model<sup>SM</sup>**

### Let's Roll!

#### Strategize the "Now" for solution

How does this affect me and what can I do?

See change objectively through 5 categories of things that change during change (Direction, Territory, Relationships, Security, and Competency) and through a teambuilding activity create solutions relevant to the change in the library.

**Advance** forward by learning change management practices from other libraries across the United States.

## Customer Connection

### How to Use the Secret Sauce of Emotional Intelligence to Gain and Retain Customers

**Your employees will bridge the gap between delivering the "task" and the "relationship" of service by raising their Emotional Intelligence and deepening their ability to make connections with co workers and customers.**

Raise the level of your library's customers' experience by transforming everyday customer **contacts and transactions**, into **memorable connections that retain customers.**

Change customer outcomes and make Customer-Smart<sup>SM</sup> decisions by applying strategies contained in 6 Key Points of Connection: Authenticity, Accountability, Accessibility, Adaptability, Alignment and Acknowledgement.

## Turn Up Your Communication Power

You can create the right communication program for your library by choosing from the four modules below. If you're unsure which one to choose, we can make recommendations based on your needs.

*(Each module is 1 hour to half-day in length)*

### Program Module 1

**Communication Challenge:** Stop “walking on eggshells” and feeling afraid to speak up.

**Program Solution:** Identify passive, aggressive and passive-resistance behavior and their impact on listeners. Go to the source. Approach others assertively and directly.

### Program Module 2

**Communication Challenge:** Avoid seeing feedback as criticism and giving non-constructive input.

**Program Solution:** Examine three feedback formulas 1) to acknowledge others' positive behavior, 2) to gain improvement/change of another's performance/behavior 3) to seek feedback on your own performance/behavior so you can improve. Apply steps to give and receive feedback in a professional manner.

### Program Module 3

**Communication Challenge:** Manage Negative Behavior

**Program Solution:** Apply 3 C Approach to control emotional responses, apply communication strategies to manage negative behavior types and collaborate to get to solution.

### Program Module 4

**Communication Challenge:** Make assumptions and jump to conclusions that lead to conflict, bad feelings and delays.

**Program Solution:** Improve communication clarity by correcting faulty thinking and applying a dynamic communication technique to see the power of both sides, create understanding and pave the way for cooperation and collaboration.

\* **Working with Different Communication Styles** mentioned in Reset Your Team Compass is also an available module.

## Resiliency Programming

Looking to keep your staff inspired and energized? Check out below these three resiliency programs. If you're not certain which will work best for you, we will help you select the best program for your needs.

### Put on Your Oxygen Mask First

Managing Stress and  
Compassion Fatigue

**This topic is popular and needed.** Just recently there was standing room only at a conference where people signed up for this break out session because they were eager to learn how to manage the stress and emotions of dealing with task repetition, continuous customer contact and all the while remaining upbeat and pleasant.

**You can bring this same session to your facility** and learn how to remain resilient, handle the stress and manage “compassion fatigue” in offering service to a diverse, ever- changing public.

### Healing You: Achieving Inner Calm

Learn acupuncture points, create-your-own stress-less imagery, mindfulness designed to create your own internal calm “in the midst of madness” 😊

### Mindfulness at Work

#### Practices to Focus, Center and Balance

Reported benefits of mindfulness include resurgence of passion, patience, keener decision making, intuition, communication, focus, impulse command, and reduction of dis-ease. Learn practical everyday techniques to increase mindfulness in your employees.



**Contact us and let us know the program(s) that interest you and/or to arrange for a complimentary consultation to help you select the right program for your upcoming staff development or conference.**

**Phone us or click on my email link below, include your contact information in the email and we will get in touch with you.**

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**\* Indiana libraries receive LEU credits**