Gaining Employee Engagement

Trisha Mick- Info2Go 2017
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About Me

- Branch Assistant Manager at Meridian Library District @ Silverstone
- Co-lead a team of 9 employees
- Member of ILA Board as Treasurer

- 3 dogs and 2 cats
- Husband recently home from serving in US Navy

- Avid learner, passionate human being, and assertive leader.
My Leadership Journey

- Page → Circulation → Information Desk → **Interlibrary Loans** → Adult Programs → Outreach → Public Services Assistant Manager → Branch Assistant Manager
- 40 hours meant getting professional development time
- Someone who believed in me, encouraged me to apply for other positions
- My leadership philosophy: I am here to encourage leadership, professional development and opportunities in my staff and coworkers, no matter their position.
Where to Start...

- Start with Why
  - Adapted from Simon Sinek’s Start with Why
- Do you know what you do in your job? Do you know how you do it?
- Do you know why you do it?
- Why is this job different from all the others? Why did they choose to come in today?
- Shows you what your team values and what motivates them.
My Team’s Why’s

- To make a difference in people’s lives.
- To contribute to the community and being happy with ourselves.
- When I was younger I used to come to the library and the children’s staff was always so nice to me, they drew me in, and I wanted to provide that for other children.
- I’m from Boise, but I kept hearing about all the positive things MLD was doing and all of the innovations they were making.
- At first I just needed a job, but now I’ve become more passionate. I’m providing something that improves state of being and it’s rewarding. Now I’m considering going for my MLIS.
- How dedicated this library is to getting people technology.
- I grew up out of the country in a place where they didn’t have books. My family had our own home library and we would share our books with the kids in the area. It was really cool to see how those books could open up doors and imagining a life other than their own.
One on One Sessions

- Informational interview style
- Formal
  - If you could change anything at the library (no restrictions/limitations) what would it be? Realistically?
  - What was your greatest achievement last month, or challenge?
  - What are your professional and career goals?
  - How can I help you?
- Informal
  - What are you most proud of?
  - What is the one question you wish you asked earlier?
  - If you wanted to create an environment where motivation and innovation could thrive, what would you do?
  - How can I help you?
Learn About Each Other

- **Strengths Finder**
  - Top 5 strengths out of 34
  - Focus on what you are really good at instead of focusing on what you are not
  - Chart it out- make a map of the entire team to see where you are really strong at and who you can utilize for the next project
- **Myers-Briggs Personality Test, Colors Test, DISC Assessment**
- **5 Dysfunctions of a Team by Patrick Lencioni**
  - Where did you grow up? How many siblings do you have, and in what order? What was the most difficult/important challenge of your childhood?
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Define Goals and Set Challenges

- Does your library have their own strategic goals for the organization?
- Does your team have goals for how they want to contribute to the overall goals?
- Do you have individual goals (professional development) for yourself?
- How can you adapt and align your goals to the team goals? How can you adapt and align the team goals to the organization?

- Use your goals and set challenges to meet to work towards your goals
- Make sure they are fun, challenging, staff are able to use their strengths to reach them
- Quality versus quantity
Friendly Competition to Better Your Library

- Pedometers, average steps per hour
  - Encourages staff to get up off their desk and walk patrons to the shelves
- Booklet to visit other libraries, tasked to see their qualities
  - Encourages staff to strategically look at what other libraries are doing and what we can do
- Lightning round questionnaires during meetings- Kahoot.it
  - Encourages staff to read up on the mission, vision, and values of the library
- Baby photo contests, two truths and a lie
  - Encourages staff to get to know each other, build relationships
Have Fun!

- Quarterly cook offs- pie baking contests, soup offs, Holiday cookies/candies
- Makerspace, coding, and robots during meetings
- Articles and TED talks, healthy debate- with values
  - We disagree with tact
- Off site, after hours barbeques, game nights, and coffee runs
- Volunteers, 5Ks, walking groups
Professional Development Opportunities Available
LLAMA

- LLAMA: Library Leadership and Management Association
  - www.ala.org/llama
  - /llama-webinars
  - /llama-mentoring-program
  - Facebook: @LibraryLeadership
  - Twitter: @LLAMA_ALA

- Making Difficult Conversations Effective
- Leading in Absence
- Creating a Leadership Development Training
- Project Management

*Must be a LLAMA member to view archived webinars*
Webjunction

- Courses and Webinars Available
  - [www.webjunction.org](http://www.webjunction.org)
  - /events/archives.html
  - /find-training/free-events.html
  - Facebook: @WebJunctionNews
  - Twitter: @WebJunction

- Put a Goal on It
  - Accidental Leadership with George Needham
  - Above and Beyond: Developing a Culture of Organizational Citizenship
  - Incubate Leadership @ Your Library
Infopeople

- Courses and Webinars Available
  - www.infopeople.org
  - /training
  - Facebook: @Infopeople.org
  - Twitter: @infotweets

- What Will Happen When I’m Gone: Ensuring Knowledge Transfer to Your Successor
- Cross Training for a Flexible Staff
- Preventing Staff Burnout
- Building Business Connections with you Community
WebEx

- www.webex.com
  - /webinars
- Facebook: @Webex
- Twitter: @WebEx

- On-Boarding New Leaders
- Developing Good Leadership Habits Early
- Leadership Self Awareness
- Creating a Deeper Connections: Sharing Your Leadership Point of View
Training Magazine Network

- www.trainingmagnetwork.com
  - /recordings
  - /resources

- Facebook: @TrainngMagazine
- Twitter: @TrainingMagUS

- 7 Behaviors of Fierce Leaders
- The Five Question Leader: Work Less Hard, Have More Impact
- Five Levels of Leadership
- Innovations in Training
- Help Them Grow or Watch Them Go
Center for Creative Leadership

- Insights.ccl.org
  - /webinars
  - /articles

- Facebook: @CenterforCreativeLeadership
- Twitter: @CCLdotORG

- Measuring ROI in Leadership Development
- Yes You Can! Innovating Despite Restraints
- 10 Truths About Leadership
- Leadership Trusts: Building Productive Partnerships

*Cost associated with many webinars*
Blogs, Podcasts, ad MOOCs

- **Podcasts**
  - The Complete Leader
  - Dose of Leadership
  - HBR IdeaCast
  - Office Hours
  - Stanford Entrepreneurial Though Leaders Series

- **MOOCs**
  - edX
  - Coursera
  - Versal
  - Library Juice Academy
  - NovoEd

- **Blogs**
  - Tanveer Nseer
  - Gallup Blog
  - Kixal
Books Worth Reading

- Start with Why by Sinek
- The Five Dysfunctions of a Team by Lencioni
- Tribes by Godin
- Drive by Pink
- Strengths Finder 2.0 by Rath
- The Happiness Advantage by Achor
- Collaboration by Hansen

- HBR Guide to Coaching Employees
- Quick Emotional Intelligence Activities for Busy Managers by Lynn
- How Full is Your Bucket by Rath
- Coaching Essentials by Bossons
- Read more leadership and professional development books for free at The Collection (libraries.idaho.gov/the_collection)
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