

Supervisor Success: Development Programs That Work

March 31, 2016



Twitter
#WJwebinar



About the Learning Round Table

- Promotes *quality* continuing education for all library personnel.
- Serves as your *source* for staff development, training, and activities.
- Is your *advocate* for quality library staff development and continuing education at both the local and national levels.

Join & learn more at:

<http://www.ala.org/learnrt/>



Upcoming LearnRT Events

Going to [ALA Annual Conference](#) this summer?

[Designing and Facilitating Learning Experiences that Make a Difference:
The Power of Active Experiential Learning](#)

(Preconference, additional registration fee, special rate for LearnRT members)

Speakers: Peter Bromberg & Sharon Morris

Friday, June 24, 8:30am - 12:00pm

Anytime + Anywhere = Never: tackling the motivation challenges of continual learning

Speakers: Betha Gutsche & Elizabeth Iaukea

Monday, June 27, 8:30-10:00am

Other LearnRT events and activities will be updated [HERE](#)



Rolling It Out: Strategies for Success

Sandra Smith
Denver Public Library

Angela Ibrahim
Pikes Peak Library District



Our Introductions



Sandra Smith
Learning and Development Manager
Denver Public Library

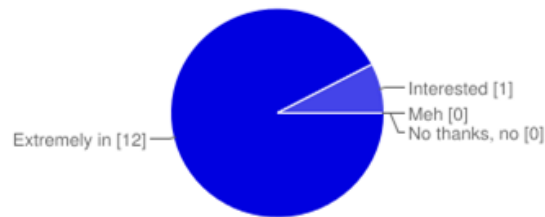


Angela Ibrahim
Training Project Supervisor
Pikes Peak Library District

Why This Symposium?

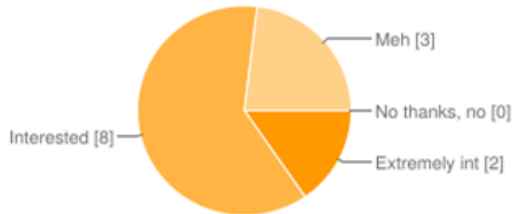
- Undermanagement endemic
- Quick Survey

How interested would you be in attending this kind of event if it were free?



Extremely interested!	12	92.3%
Interested	1	7.7%
Meh	0	0%
No thanks, not interested/not my thing	0	0%

How interested would you be in attending this kind of event if you had to pay up to \$50



Extremely interested!	2	15.4%
Interested	8	61.5%
Meh	3	23.1%
No thanks, not interested/not my thing	0	0%

- Volunteers!

What's Next?



Session 1

Session 2

Session 3

About *This* Session

The Strategic Connection

The Marketing Connection

The Sustainable Connection

Handouts:

Learning Guide

Verbiage: Strategic, ROI and Marketing

Marketing Tips: Get Them Engaged!

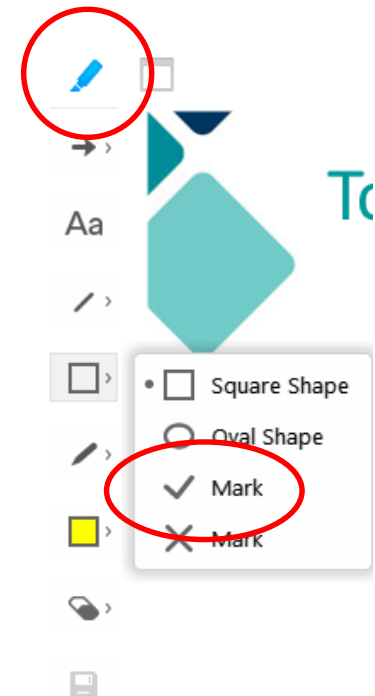


Annotation Tools

The tool buttons will open in a row on the left side of your screen, once you **click on the marker**. (if on a Mac, tools are at bottom of screen)

Check mark

- Click on square, half-way down.
- Use the drop-down menu and choose the check mark.
- Click on slide to indicate choice.



What challenges do you face when rolling out new training programs? (check all that apply)

And we have **time** for this when?

Fear from the Leadership Team -
if we train them **they will leave**

Fear from the Managers -
we have **no control over the content**

Policies in place that have **restrictions, barriers**

Scarce Resources: trainer, money, etc.

Skills assessment - what the heck do they need?

The Strategic Connection



What's the ROI for Your Library?

What's the ROI for Supervisors?

What's the ROI for Managers?

ROI Elements



- ❑ Make sure your program speaks to both Your Library's strategic goals AND operational needs
- ❑ Provide any data that would bolster your proposal. Data examples could include a gap analysis or needs assessment completed by managers and supervisors on skills and performance measures needed and desired
- ❑ See our handout of Sample Verbiage - You want to be aware of what your administrators and staff place importance on and be sure your program links to those priorities
- ❑ Develop goals and metrics prior to course design and work to them

ROI for Your Library



WIIFML?

- Now work in a Fast-paced Digital World
 - Easier access to Knowledge
 - Need Individually-motivated, Confident Employees
 - Staff as an Asset
 - Competitive Advantage
 - Increased Organizational Performance
-
- Accountability to stakeholders and community
 - Credibility to customers/colleagues
 - Building block for a Results-Focused Library
 - Increased Achievement of Library's Goals

There may be more than you or your Administrators and Staff realize!

...the Downside: Oh Noooo!

IF YOU THINK TRAINING
YOUR EMPLOYEES IS
EXPENSIVE....



YOU SHOULD TRY
NOT TRAINING THEM!!



"STRESS"

Put This on the Table:

*IF YOU'RE WORRIED THAT
YOU'LL TRAIN YOUR
EMPLOYEES AND THEY'LL
LEAVE...*

*WOULD YOU RATHER
NOT TRAIN THEM AND
HAVE THEM STAY?*

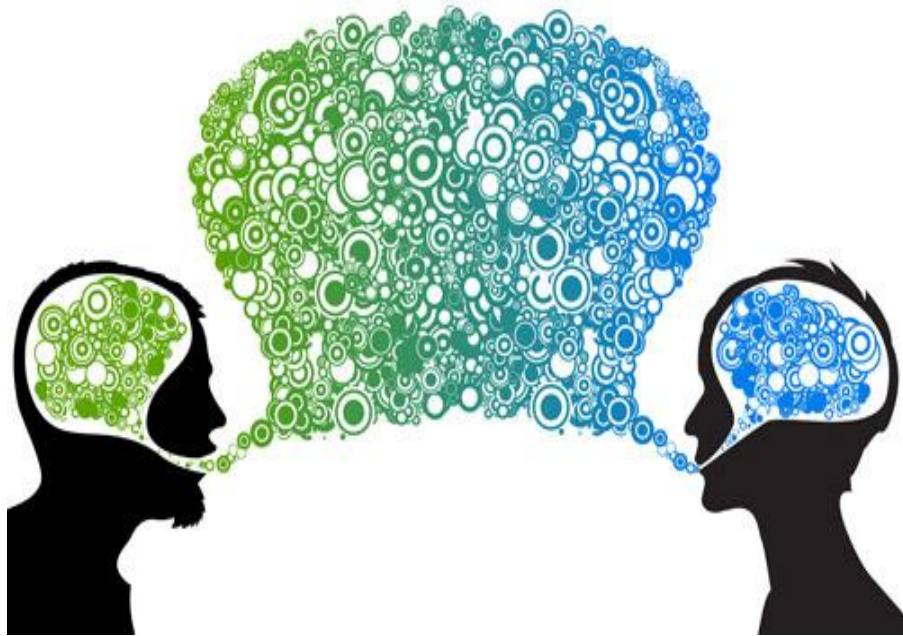


Some WIIFM Answers...



- ❑ Operational Excellence Day-To-Day: Internal and External
 - ❑ Performance Management Connection
 - ❑ Competencies Connection
-
- ❑ Address and problem-solve concerns about time and resources

Your Managers' Role



..in **Planning**

....in **Participation**

....in **Accountability**

....in **Ongoing
Learning**

WIIFM for your Supervisors



These are in addition to the basic skills, knowledge and abilities you are designing in your program!

Check out our Get them Engaged! handout...



The Marketing Connection

Grow a Learning Organization
with your Program!



"...an organization that facilitates the learning of all its members and continually transforms itself." (M. Pedler, et al)

Getting Them On Board

Reluctant to Engaged!

Hesitant to Enthusiastic!

Passive to Active!

Unskilled to Skilled!




LEARNING
ROUND TABLE

PR Ideas for Staff

Top 10 Reasons You'll Love It!

10 LEARNING FROM ANYWHERE

- Internet hosted site
- Available from work or home - even your phone!
- Your login is the same as Kronos / StaffWeb

9 REGISTRATION MADE EASY

- Is now electronic for face-to-face classes, eLearning classes, AND local training
- Electronic approvals – up to 3 levels
- Bulk registration for work groups

8 NOTIFICATIONS & REMINDERS

- Email reminders of upcoming classes
- Notifications of actions required for learning
- Notification of pre and post-tests needed

7 REPORTING AT YOUR FINGERTIPS

- Easily pull your recent learning events
- Access test scores
- Hours and money spent in training



Find Happy Bling



Have fun with
your PR!

Simple and
cheap is fine -
staff will love
and appreciate
it!

LEARNING
ROUND TABLE

Some Helpful Do's and Don'ts

DO Public and private recognition for your partners in making your program happen

DO Publicize what you're doing to all staff and others in your library world, near and far. You'll get helpful feedback and shared enthusiasm to keep you going!

DO Make a space on your intranet or elsewhere to be a One-Stop Spot for info on your program

DO Give your senior staff lots of status reports and info. Knock their socks off to gain buy-in and street cred!

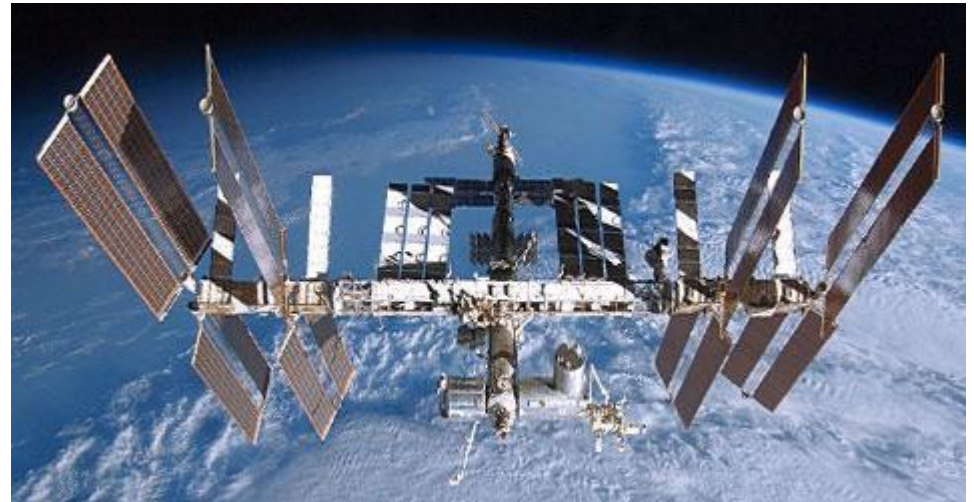
DON'T be intimidated! Ten percent of the time is plenty ;-)

DON'T hesitate to ask for help and advice from other learning and training folks in library land and otherwise. We are a very friendly, helpful and generous bunch – and have each been through the class or project from hell, and survived...and learned!



The Sustainable Connection

After Launch, how do you keep your program
Systemic and On-going?



Ongoing Strategies

- Evaluate
- Performance Processes
- Hiring Processes
- Organization Learning Goals
- Next! Getting the Right Butts in the Seats!



...And Don't Forget:



- Make a future plan - use your evaluations, metrics, data, ROI feedback
- Who owns the program now? You? Others?
- What is your Wish List from your vantage point? Pie in the sky?
- Just tweaking?

Don't Forget to Celebrate!



What We Covered...

- The Strategic Connection

How do you successfully position your program?

- The Marketing Connection

How do you get buy-in from various stakeholders?

- The Sustainable Connection

How do you keep it going?

Q&A

... and please take this quick survey if you're interested in a follow-up to this symposium!

<http://z.umn.edu/lrtpostsymposium>