**Above and Beyond: Developing a Culture of Organizational Citizenship**

**Learner Guide**

<http://www.webjunction.org/events/webjunction/developing-a-culture-of-organizational-citizenship.html>

**Event Description**: A healthy and effective workplace often stems from strong leadership. For supervisors, it’s important to develop a team of individuals who work well together, do what needs to be done, and help each other succeed. Join us for a dynamic session to learn what it means to develop a healthy organizational culture, with an introduction to the concept of organizational citizenship behavior and its relevance to public libraries. You’ll learn techniques to build and support a team that is willing and able to go above and beyond, and to help your library succeed.

Presented by: **Rachel G. Rubin**, MLIS, PhD, Director, Bexley (OH) Public Library.

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| **What are your goals for viewing this webinar?** |
| **Personal Goals** |  |
| **Team Goals** |  |

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| **Discussion/Reflection Question 1** |
| Reflect on the statement: **Our organization has a pretty well defined culture.** Do you agree? Disagree? Why? Why not?  |
| **Activity 1** |
| List some of the specific examples of qualities that define your organization’s culture.How did you learn about your organization’s culture and how would you teach that to someone else, new to the organization? |
| **Discussion/Reflection Question 2** |
| Discuss or reflect on these four critical employee attitudes, and consider how they manifest for you or your team in the workplace:1. **Satisfaction**: Affective condition regarding an employee’s feelings toward the job.
2. **Commitment**: Desire to stay with the organization.
3. **Motivation**: The willingness to work hard.
4. **Citizenship**: Engagement in “above-and-beyond” activities that are social in nature that improve the efficiency and effectiveness of others and of the organization.
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| **Activity 2** |
|  Think about your BEST employee.  Make a list of all the traits, skills, and characteristics that make this employee stand out Pick the TOP THREE characteristics that you think are most valuable  1.2.3. |
| **Discussion/Reflection Question 3** |
| Rachel provides a number of examples of the traits and characteristics of Organizational Citizenship Behavior. Review those examples, identify which of these are often represented in your organization’s culture, and then identify those that are less frequently in play. Discuss or reflect on how you might continuously improve on those that are lacking. |
| Activity 3  |
| Of the ways Rachel suggests for leadership to encourage Organizational Citizenship Behavior, list 3-5 ways you will more deliberately and conscientiously consider these approaches. 1.2.3. 4. 5. |
| **Action Plan:** (include next steps, who, when, etc.) |
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