



Welcome!

**The webinar will begin at
1:00 Eastern/10:00 Pacific**



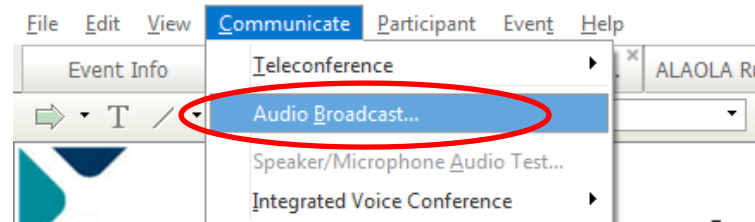
Audio Tips

Today's audio is streaming to your computer's speakers or headphones.

Too loud or soft? Adjust volume level in the Audio broadcast box:



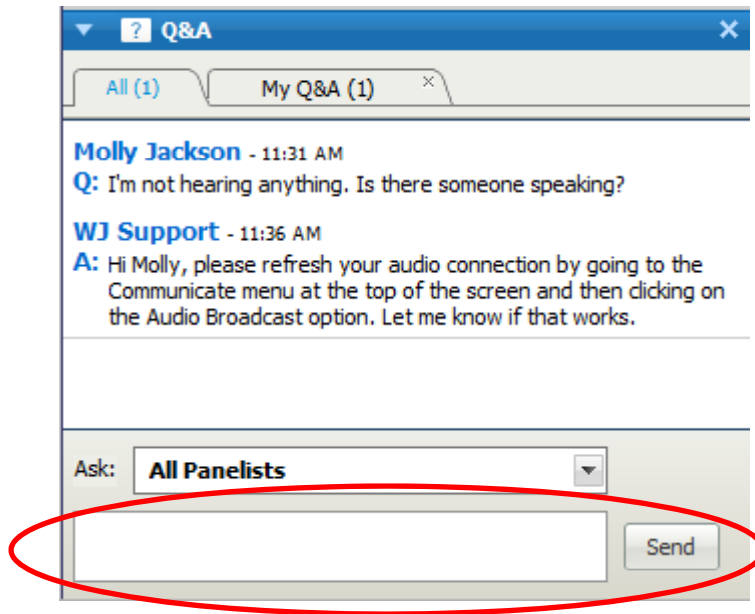
Lost all sound? Hear an echo? Click on the **small radio tower icon** (above chat box) OR go to the **Communicate** menu (at the top of the screen) and select **Audio Broadcast** to refresh your connection.





Need Help?

Please post **technical support questions** into the **Q&A Panel**.



Step 1: Type the problem in the **dialog box**.

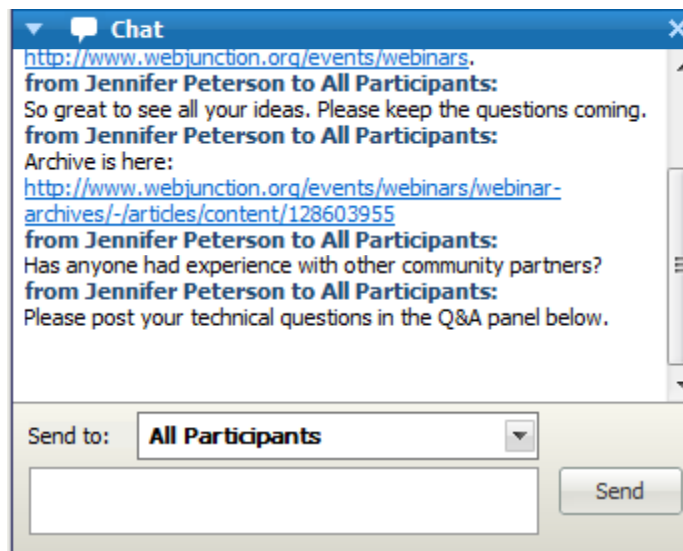
Step 2: Click **Send**.



Chat Etiquette

Use **Chat** to talk with attendees and presenters about the topic.

Do not post technical questions to Chat.

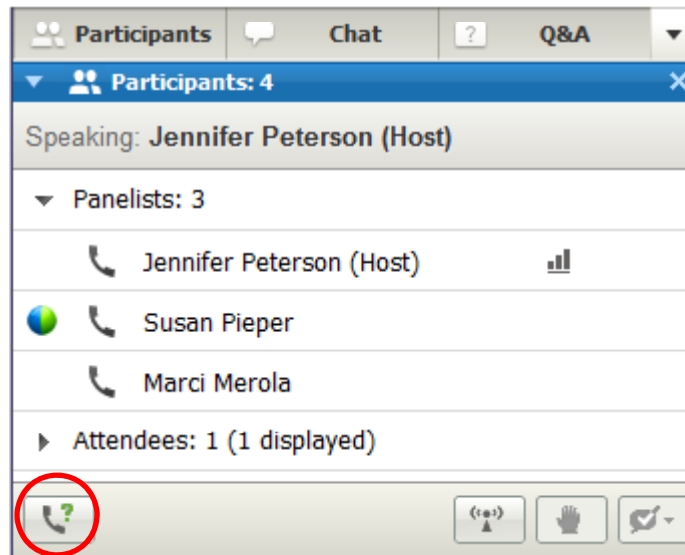


And if you're tweeting, use this hashtag: **#wjwebinar**



Telephone Access

If you not able to listen via your computer, you may join by phone.



Step 1: Click on **Phone Icon** under the Participants list.

Step 2: Call the toll-free number provided.

Step 3: Enter the **Access Code** and **Attendee ID** provided.



Customize your experience

Panels can be opened or closed by clicking on the panel name at the top of the column, or by using the X in the individual panel.

Hover over edge of panels to drag and resize.



The screenshot displays a webinar interface with two main panels: 'Participants' and 'Chat'. The 'Participants' panel is at the top, showing a list of participants including Jennifer Peterson (Host), Susan Pieper, and Marci Merola. A red circle highlights the close button (X) in the top right corner of the 'Participants' panel header. A red arrow points down from the top of the interface towards the 'Q&A' panel. The 'Chat' panel is at the bottom, showing a message from 'WJ Support to All Participants' and a 'Send' button. A red arrow points to the left edge of the 'Chat' panel header, indicating where to hover to drag and resize.



Remember to post to **Q&A panel** if you need technical assistance.

Other Technical problems?

Contact WebEx support

Event Number: 717 191 052

Phone: 1-866-229-3239



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Minnesota State Library Agency & Minitex

Missouri State Library

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Library of **Virginia**

Washington State Library



Today's Presenter



Melissa Powell
independent librarian
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“THAT’S NOT WHAT I SAID!”



Foundations of Interpersonal Communication

Melissa M. Powell, MLIS

Library Consultant



Based in beautiful Fort Collins, Colorado.
Spent a short 'retirement' working in a bookstore.
Spent the last 10 years studying communication and leadership.
Became a consultant so I could work with ALL libraries because I
couldn't choose just one. 😊





What I am going to talk about:

- What is genuine communication?
- Different types of communication
- How to listen
- We all have a place in the team.

What you will take away:

- Resources
- Awareness
- Confidence

A decorative border of various green leaves, including some with prominent veins and others that are more rounded, surrounds the central text.

What is Genuine Communication?

GENUINE COMMUNICATION . . .



Communication that is beneficial to all.

IT'S YOUR CHOICE . . .





GENUINE

*with no
attachment to an
agenda.*

A decorative border of various green leaves, including some with prominent veins, surrounds the central text. The leaves are scattered around the edges of the slide, creating a natural, organic frame.

Different Types of Communication

DON'T JUDGE A BOOK...

Who we see at work may not be who they are at home.





COMMUNICATION IS SITUATIONAL



EMOTIONS
affect how we
hear.



***CULTURE,
GENDER,
& AGE***
***affect how we
hear.***

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How to Listen

ACTIVE LISTENING

- Listen with your whole body
- Be curious
- Summarize what *you* heard them say
- Use *their* words in responding

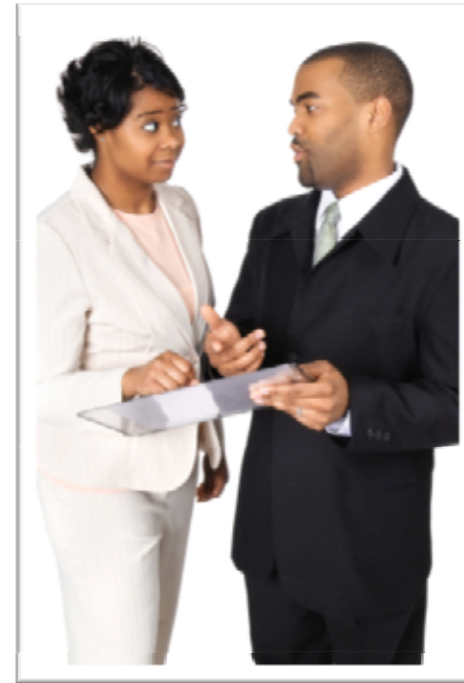


LISTEN WITH YOUR WHOLE BODY



FACE THEM

LEAN FORWARD



USE EYE CONTACT

Inquiry



Separate

Reflect

Inquire

CLOSED QUESTIONS

A closed question can be answered with either a single word or a short phrase.



OPEN QUESTIONS

An open question is likely to receive a longer answer.



Negative Phrasing

“if you had only. . .”

“unable to . . .”

“Can’t”

“but . . .”

“You should . . .”

“against policy”



Positive Phrasing

"Can"

"I can offer you . . ."

"Would you be willing . . ."



"Let's see . . ."

"yes, and . . ."

GIVING FEEDBACK



GIVING FEEDBACK

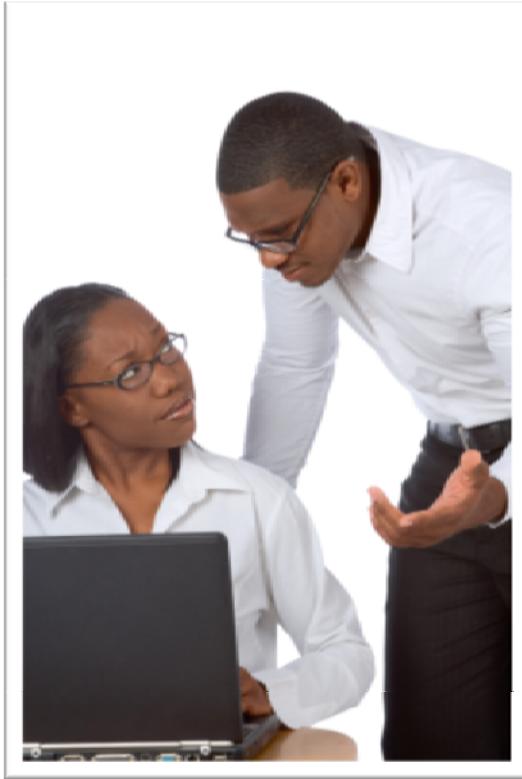


- Intention of Benefit
- Reflect
- Present a Balanced View
- Put yourself in their place
- Be specific
- Share, don't blame
- Be direct
- Say your piece then let it go

RECEIVING FEEDBACK



RECEIVING FEEDBACK




- Keep an open mind
- Look at your reaction
- Do not explain
- Be grateful
- Contemplate
- Be aware of your emotions



We're Not
Gossiping.
We're Networking.



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we all have a
Place in the Team

We have different
personalities
which means different
focus
which means we
communicate in
different ways.





IT TAKES ALL KINDS.





EVERYONE HAS A ROLE.





FIGURE OUT YOUR ROLE.





AND COMMUNICATE!





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