Organizational Behavior

The University of Notre Dame has mounted an excellent overview about the discipline of organizational behavior. This site provides basic, theoretical and practical information.

The Information Institute of Syracuse and the American Library Association Office for Information Technology Policy developed The Participatory Librarian Starter Kit. Its theme is that knowledge is created through conversation. David Lankes, the Associate Professor at the School of Information Studies Syracuse University, in his presentation at the Amigos Members Conference in 2007 pointed out that libraries are in the information business and, hence, the conversation business.


The Society for Organizational Learning provides a lexicon, an interview with Peter Senge, best practices as well as considerable information about the organization.

O'Connor, Michael J. "Winning Culture." Leadership Excellence 26, no. 7 (July 2009): 5. Periodical available through ILL. Check WorldCat for holdings. O'Connor discusses how organizations can build a winning culture by defining the vision, mission and values; providing clear, meaningful communications to staff; and making sure that the leaders serve as role models.


What’s the difference between hourly and salaried employees when it comes to thinking about their time? Listen to the podcast of the interview from the Organizational Behavioral Division of the Academy of Management of Sanford Devoe,
Assistant Professor of Organizational Behaviour & HR Management in the Rotman School of Business at the University of Toronto.


If everyone worked on his self-image, the overall benefit to an organization is expected to improve.  Stanley writes about workplace issues from an employee’s point of view and provides many tips including relationship building.  Stanley, T. L.. "The Workplace Blues."  *Supervision* 70, no. 5 (May 2009): 8-11.  OmniFile Full Text Mega, WilsonWeb (accessed February 6, 2010.)

**Continuous Improvement**


- Lower costs, save time, and improve efficiencies
- Improve morale and reduce turnover by optimizing staff talents
- Stimulate creative thinking and generate new possibilities with brainstorming
- Encourage participation and build teamwork
- Make complex issues manageable
- Identify root causes of problems and address systemic issues


ASQ, a professional association involved with quality in many fields of endeavor, provides beginning information on the Deming Cycle, total quality management, and six sigma. For more information check the Access Pennsylvania database for “Deming, W. Edwards (William Edwards), 1900-1993” as author and subject and “total quality management” and “six sigma” as subjects.


**Conflict Resolution**

Mindtools provides an overview of conflict resolution.

CRInfo, the conflict information information source wth headquarter at the University of Chicago, provides lists of resources for training, books, articles, essays, grants and much more.

Joan Frye Williams and George Needham presented an Infopeople webinar, now archived, for Infopeople, March 8, 2011: “George and Joan on Conflict Resolution Techniques.” They demonstrate “real world examples of ways to approach conflict honestly, to find common ground, and to come to a mutually agreeable outcome.” Infopeople webinars are supported by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian.


**WebJunction Courses**

WebJunction Pennsylvania provides a large selection of free and discounted online workshops and training courses available to library employees, library board members, and trustees in the Commonwealth of Pennsylvania. This service is supported by a grant from the Office of Commonwealth Libraries. Log on to your account for access to courses such as:

Results and Teamwork without Authority
Knowledge as Capital
Overcoming Organizational Negativity