Supervisor Success: Development Programs That Work

March 31, 2016

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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/](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](#)
Creating Awesome Supervisor Training
Best Practices & Techniques from the Library Field

Jerilyn Veldof
University of Minnesota
Welcome!

Jerilyn Veldof  
Organization Development  
University of Minnesota Libraries  
jveldof@umn.edu
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!
Symposium Overview

The HOW
The WHAT
The WHY

SESSION 1
SESSION 2
SESSION 3
Learner Guide

Supervisor Success: Development Programs That Work

Event Description: As our profession transforms and our work changes, nurturing skillful and competent supervisors has become a priority for all types of libraries. Rising to the challenge, many people are creating and offering learning and development programs in their libraries. Whether we hire outside consultants or create in-house programs, we could all benefit from knowing the best practices. Let’s learn together about the most effective and low-cost options for supervisor development programs, and how to strategically promote implementation of those programs in our organizations. And let’s explore how we might motivate our supervisors to fully benefit from their learning. Event Page:
http://www.webjunction.org/events/webjunction/supervisor-success-symposium.html

What are your goals for viewing this symposium?

Personal:

Unit/Department/Organizational Goals:

Discussion and Reflection Questions

Session 1 - Creating Awesome Supervisor Training: Best Practices and Techniques from the Library Field

1. What do you think are the benefits to providing supervisory development opportunities?

2. Are you in an organization that you’d characterize as (for the most part) having a growth mindset? If not, what can you commit to doing to help move your organization in that direction?
Our Experts

• Has anyone contracted or worked with them?
• Anyone else you’d recommend?

Understanding Your Learners (Session 1)

Marketing Tips: Get Them Engaged (Session 3)

Verbiage: Strategic, ROI and Marketing (Session 3)
About This Session

Supervisor Development IS a best practice in and of itself!
Development Doesn’t Stop Here
“Workplace training must be an ongoing conversation. It is almost impossible to solve a workplace challenge with a single training session so supervisors must continually discuss their training needs and learning progress with their managers.”
“I think the most effective approach is to offer regular, planned development experiences that expect leadership to exist everywhere in the organization.”

DeEtta Jones
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.
YOUR TURN!
Do you characterize your organization as having a growth mindset?

Options:
- Yes!
- For the most part
- On a good day
- Not at all
Building a Supervisor Dev. Program?

Let’s get specific.

What approaches work best?
Understanding Your Learners

1. Assess what you know now.

2. What are the characteristics of the target learners that may affect their learning?

3. What knowledge, skills and attitudes do your target learners already have about being supervisors or the topic of your program (if decided)?

4. What are your target learner’s learning preferences?
Learner characteristics

Previous knowledge, skills, and abilities

Learning style preferences
Pause!
Think about the techniques or approaches to supervisor development that you’ve either implemented for your staff or those that you experienced yourself in supervisor development programs.

Type some of these in the chat box.
“Consider succession planning in advance of need. Identify those in the library who have potential and interest to assume management responsibilities. This should then become part of a comprehensive professional development plan for those individuals. Opportunities for training and on the job experiences should then be made available.”

TEMPLATES: http://z.umn.edu/listidps

Claudia A. Monte
Take a Holistic Approach

“Management skills are developed on an evolving basis through awareness, learning, and reinforcement.”

“Integrate new learning into daily practice…”
“Layer” the Approach to Learning

➢ Reflective time
➢ Small group interaction around the reflection or a case study
➢ Large group exchange

DeEtta Jones
Use a Variety of Modes to Deliver Content

➢ One-shot instruction sessions
➢ Self-paced training modules
➢ In-person sessions
➢ Remote learning
➢ Multi-session themed training
Include a Mentor Component

➢ Managers
➢ Others in your organization
➢ External professional coach

Hilda Weisburg

Kimberly Sweetman
Combine Content Experts with Peer Learning

- Formal and informal communities of practice
- Peer coaching triads
- Informal discussion meetings
Provide opportunities to practice

➢ Examples of reports generated by librarians about their program, and, if possible, 20-30 minute videos of a librarian in action all of which candidates should evaluate and then discuss with each other.

➢ How would they support/guide this librarian to improve his/her program?
Provide “In-Person” Events

- Especially for reflective topics
- Include time for synergistic exchanges
- Plan for interaction, exercises, demos and sharing of experiences

Linda Bruno
DeEtta Jones
Claudia A. Monte
Provide Blended Learning Events

- Realistic
- Basic skills training
- But with in-person events.
Incorporate Experiential Learning

➢ Provide time for application
➢ Makes the learning real

Claudia A. Monte
Annotation Tools

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**Check mark**

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Recap of Techniques

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<tr>
<td>1. Use Professional Development Plans</td>
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<tr>
<td>1. Take a holistic approach</td>
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<td>2. &quot;Layer&quot; the approach to learning</td>
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<td>3. Use a variety of modes to deliver content</td>
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<td>4. Combine content experts with peer learning</td>
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<td>5. Include a mentor component</td>
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<td>6. Provide opportunities to practice</td>
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<td>7. Provide “in-person” events</td>
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<td>8. Provide blended learning events</td>
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<td>9. Incorporate Experiential Learning</td>
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What do you think are the 2 most important ones?

Add your check marks!
What We Covered...

1. Why supervisor development is so important.

2. Importance of creating an organization with a growth mindset to support and infuse supervisor development throughout the organization.

3. Understanding your learners and designing your programs around their needs and preferences.

4. Best practices for approaches to supervisor development.
What’s Next?

The HOW

The WHAT

The WHY

Session 1

Session 2

Session 3
… and please take this quick survey if you’re interested in a follow-up to this symposium!
http://z.umn.edu/lrtpostsymposium