Supervisor Success: Development Programs That Work

March 31, 2016
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](#)
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!
- Interested
- Meh
- No thanks, not interested/not my thing

<table>
<thead>
<tr>
<th>Interest Level</th>
<th>Count</th>
<th>Percentage</th>
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<tbody>
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<td>12</td>
<td>92.3%</td>
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<tr>
<td>Interested</td>
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<tr>
<td>Meh</td>
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<tr>
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How interested would you be in attending this kind of event if you had to pay up to $50

- Extremely interested!
- Interested
- Meh
- No thanks, not interested/not my thing

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<td>23.1%</td>
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- Volunteers!
What’s Next?

The HOW

The WHAT

The WHY

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!
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

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

- Accountability to stakeholders and community
- Credibility to customers/colleagues
- Building block for a Results-Focused Library
- Increased Achievement of Library’s Goals

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
...the Downside: Oh Noooo!

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

YOU SHOULD TRY
NOT TRAINING THEM!!

HUMAN ERROR

"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?

OHH NOOO!!!
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!
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!
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