**Responding to All: Managing Relationships with Key Constituencies**

<https://www.webjunction.org/events/webjunction/responding-to-all-managing-relationships.html>

**Event Description**: Do you know an amazing library director who stumbled into trouble unexpectedly? Are you one? Every library director seeks to be responsible and successful, but sometimes things go wrong. Understanding concepts for responsible leadership and strategies for fostering key relationships will boost your effectiveness and impact as a director, whether you are new to the position or have been around the block a few times. You will identify key relationships that need to be managed well⁠—your governing authority, your staff, your community, your profession, and last but not least, yourself. Embracing these relationships and working out a checklist of behaviors and communications for each audience will lead to more balance in your work. You’ll leave this webinar inspired by big ideas and motivated by practical steps that will refine your practice as a successful library leader.

**Presented by:** Jamie LaRue and Sharon Morris

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| **What are your goals for viewing this webinar?** | |
| **Personal Goals** |  |
| **Team Goals** |  |
| **What’s Working?** | |
| Reflecting on Jamie and Sharon’s models, consider which of the relationships or key constituencies are working well for you at this time.  What qualities or characteristics of the relationship(s) make it work so well?  Are there qualities or characteristics of this relationship that could be improved or refined? | |

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| **Deeper Understanding of 5 Key Constituencies** |
| Explore [Jamie’s blog](https://jaslarue.blogspot.com/) series on the five key constituencies the public library director (regardless of your role), and note those factors you and your team can apply to practice for improved communication.   * [The First Year: 5 Strategies for Success](https://jaslarue.blogspot.com/2019/09/the-first-year-5-strategies-for-success.html) * [Managing your relationship with your boss](https://jaslarue.blogspot.com/2019/09/managing-your-relationship-with-your.html) * [Managing your relationship with staff: Part I](https://jaslarue.blogspot.com/2019/09/managing-your-relationship-with-staff.html) * [Managing relationships with your staff: Part II](https://jaslarue.blogspot.com/2019/09/managing-relationships-with-your-staff.html) * [Managing your relationship with the community](https://jaslarue.blogspot.com/2019/09/managing-your-relationship-with.html) * [Managing your relationship with the profession](https://jaslarue.blogspot.com/2019/09/managing-your-relationship-with_12.html) * [Managing your relationship with yourself](https://jaslarue.blogspot.com/2019/09/managing-your-relationship-with-yourself.html) * [Managing relationships: pulling it all together](https://jaslarue.blogspot.com/2019/09/managing-relationships-pulling-it-all.html) |
| **Thriving as a Learning Organization** |
| Whether you’re a director, a staff member, or a volunteer, understanding the relationships within the library ecosystem can help create a healthy and effective learning organization. Review these characteristics of a learning organization and check those you feel are well represented on your team and circle those you’d like to improve.   * **Balancing relationships**, and being honest with yourself and others when one relationship or constituency is being neglected or when assumptions are being made that create disconnect in the library’s ecosystem. * **Being an active participant in a culture of collaboration**, recognizing that there are many parts and roles that come together to make your library ecosystem work, and that increased understanding of the various systems at play make for healthy collaboration. * **Taking responsibility for individual learning**, assessing personal skills and knowledge gaps that can be improved in our ever-changing profession and understanding how improved skills and knowledge map to our organization’s success. * **Being open to change**, with a willingness to create new ideas and knowledge, and a commitment to continuous improvement. |
| **Mindmap Your Key Constituents** |
| Jamie LaRue developed a mindmap of key relationships and Sharon Morris created a mindmap of public library director spheres of responsibility. What does your map look like?  Draw your own mindmap of the various constituent and responsibilities you engage with in your work. Consider the broad categories, the key people and their interests. Jot down your focused strategies to use with each constituent/area and plan balanced and sustainable engagement among all of them. |
| **Relationship Management Planning** |
| Using the [Relationship Management Plan](https://www.webjunction.org/content/dam/WebJunction/Documents/webJunction/2020-01/relationship-management-plan.pdf) (pdf), assess each of the relationship types and consider the frequencies, strategies and success measures you might use to manage your relationships.  Which strategies work for you to plan your time, track your progress?  How do you know you are successful? What ways do you track success? |
| **Action Plan:** (include some simple next steps, along with who, when, etc.) |
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