


Today's Presenter



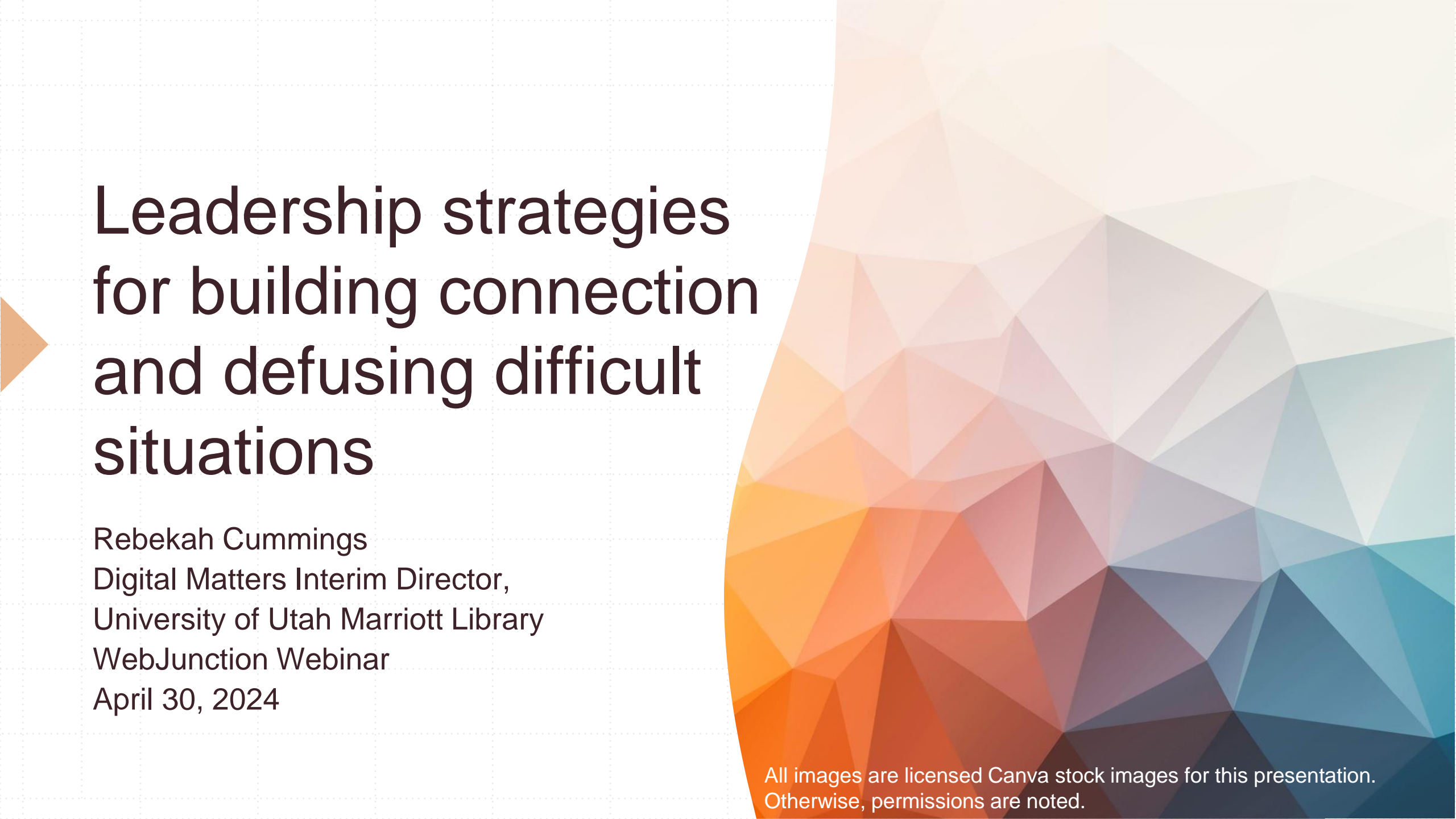
Rebekah Cummings

Interim Director of Digital Matters,
University of Utah Marriott Library



Leadership strategies for building connection and defusing difficult situations

Rebekah Cummings
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University of Utah Marriott Library
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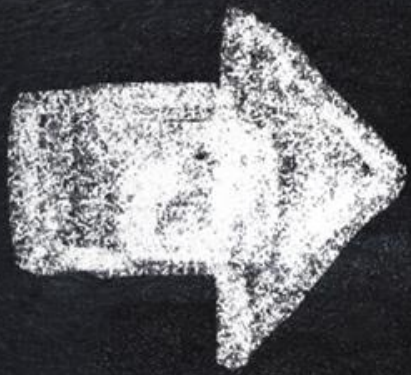


People
are
People





**Good
Inside**





Adopting a good inside perspective allows you to...

- Stay curious and ask questions
- Separate behavior from identity
- Intervene differently
- Search for common ground and shared humanity
- Be kinder to yourself and others



**No, some people are
actually terrible.**



STATE OF UTAH

Calling in vs. Calling out



“Some people you can work with and some people you can work around. But the thing that I want to emphasize is that the calling-in practice means you always keep a seat at the table for them if they come back.”

**You are
good
inside**





Most Generous Interpretation

These cows are sick. Why?

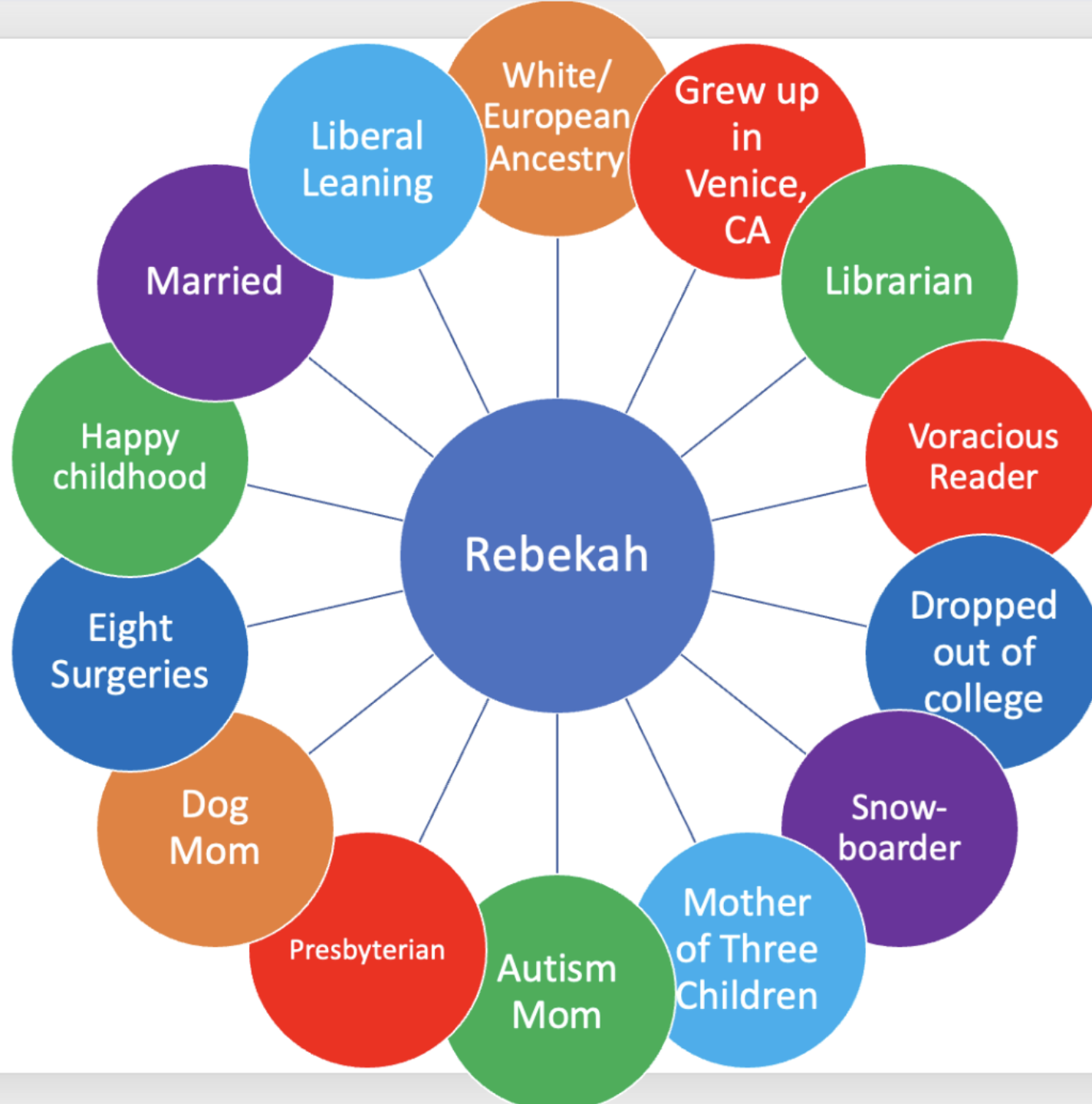


Our initial assumptions come from...

- Previous experience working on farms and working with cows
- What we can see in the picture
- Authority figures (Rebekah said so!)
- Media influence - Mad cow! E coli! Poor animal care!
- Book about cows, the environment, climate change, food production
- Knowledge about water sources and problems
- Anthropomorphizing - There are so few cows. Maybe they are depressed?
- Conspiratorial thinking - That grass looks too green, something fishy is going on.



A fuller frame



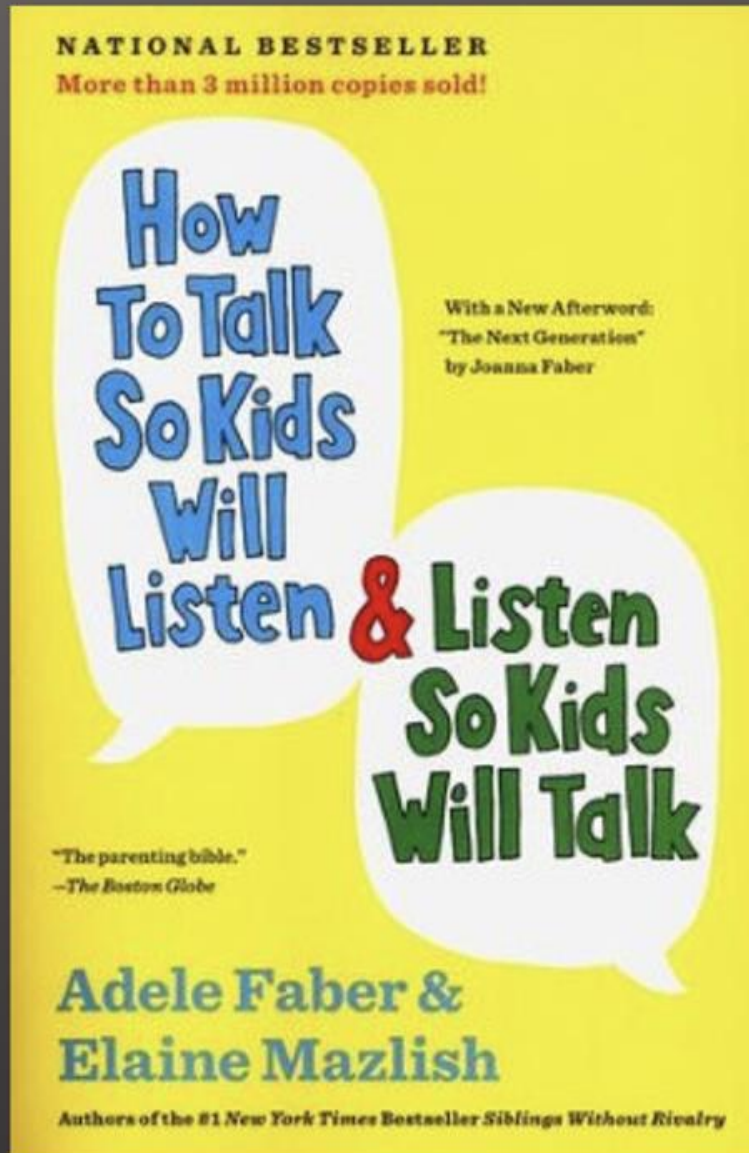
I can never know your full experience

AND

I will always try

AND

**there are so many points of shared
humanity**



Fully Present

Acknowledging Feelings

Curious Longer

Tag-Team Solutions

Same Side

Fully Present

A

C

T

S



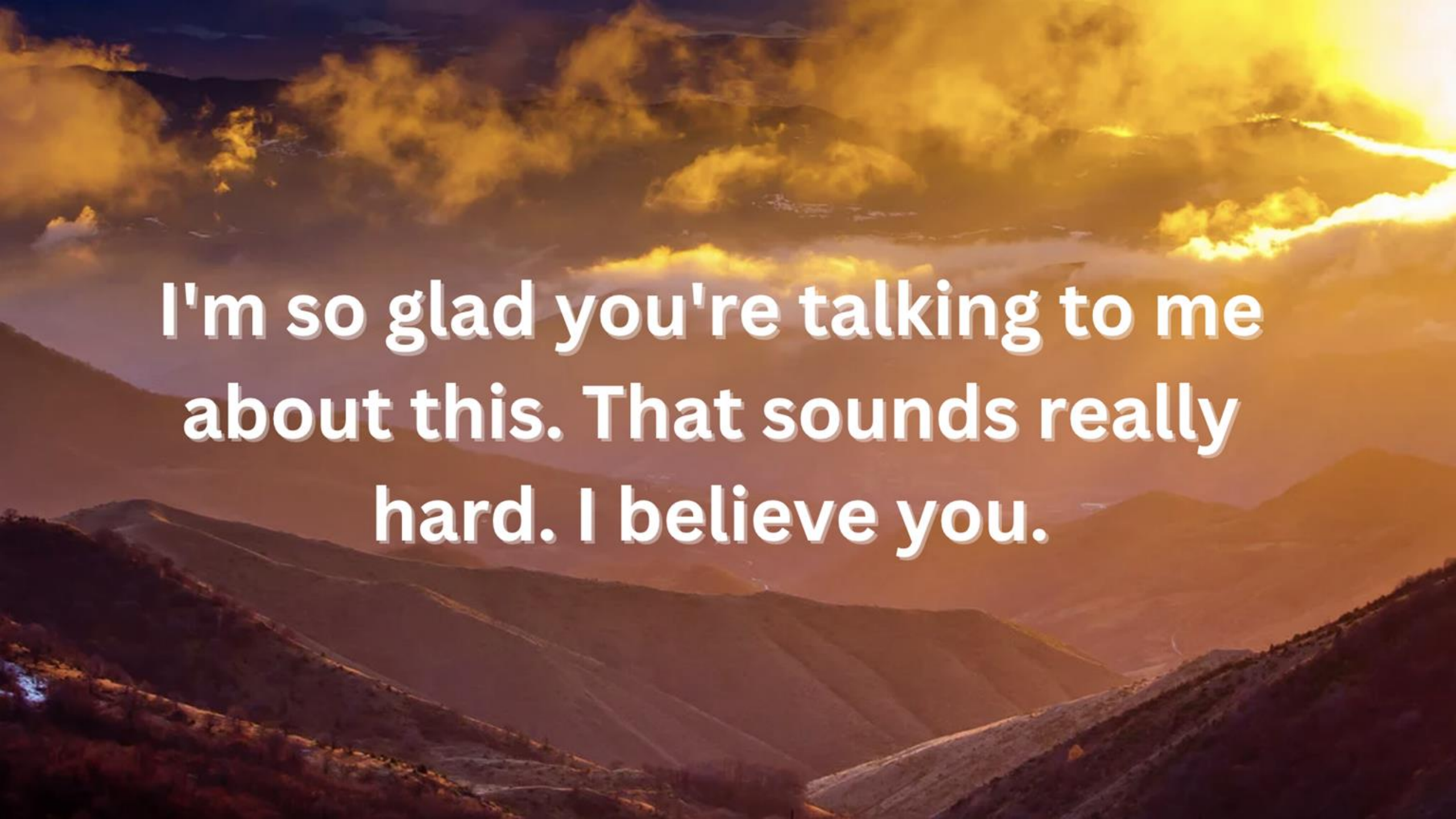
F

Acknowledging feelings

C

T

S

A dramatic landscape at sunset or sunrise. The sun is low on the horizon, breaking through a layer of clouds, creating a bright, golden glow. The sky is filled with large, billowing clouds that are illuminated from below, giving them a warm, orange and yellow hue. Below the clouds, a range of mountains is visible, with the foreground showing dark, silty slopes and a valley. The overall atmosphere is one of hope and resilience.

**I'm so glad you're talking to me
about this. That sounds really
hard. I believe you.**

F

A

Curious Longer

T

S



“BE
CURIOUS,
NOT
JUDGMENTAL.”

-TED LASSO

(AUTHOR UNKNOWN)



**Questions help you understand
the problem**



**Questions help people
identify their own
solutions**

Questions Build Connection

- What is something about this semester that excites you and one thing that scares you?
- What is one thing that you are grateful for right now and what is one thing that is no longer serving you?
- What is one thing you are good at and one area where you can improve?
- Name a book, TV show, or podcast you loved this year.
- What would be one version of your ideal job in five years? What do you see as your biggest fear or impediment to getting there?
- What is a non-work goal you are trying to achieve?
- What task on your to-do list do you keep procrastinating? Why does it still deserve a place on your to-do list?
- If you could pursue one other degree for free and time wasn't an issue, what degree would you pursue? Why?
- Is there a day on your calendar that scares you right now? Is there a day that excites you?
- If you could be on any game show or reality TV show, what would it be?
- What is on your summer bucket list for fun and for work?
- What is one thing that you will take with you from your time in Digital Matters?



F

A

C

Tag Team Solutions

Same Side

A wooden spoon is positioned vertically on the left side of the image. The background is a rustic wooden surface with various fresh ingredients: a bunch of vibrant green basil leaves in the top right, several bright red tomatoes scattered around, and a few dark peppercorns. A piece of white cheese or butter is also visible near the top center. The overall scene is a top-down view of a kitchen workspace.

Tag Teaming Solutions:

1. Understand and Describe the Problem
2. Come up with possible solutions together
3. Decide which one you're going to try
4. Try out the solution
5. Iterate
6. Embody your authority

Progress not perfection





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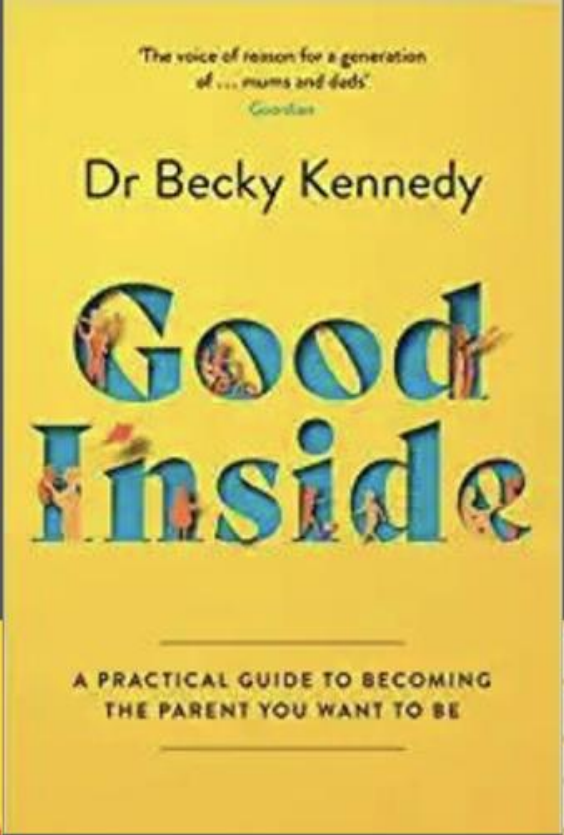
Adele Faber &
Elaine Mazlish

Authors of the #1 New York Times Bestseller

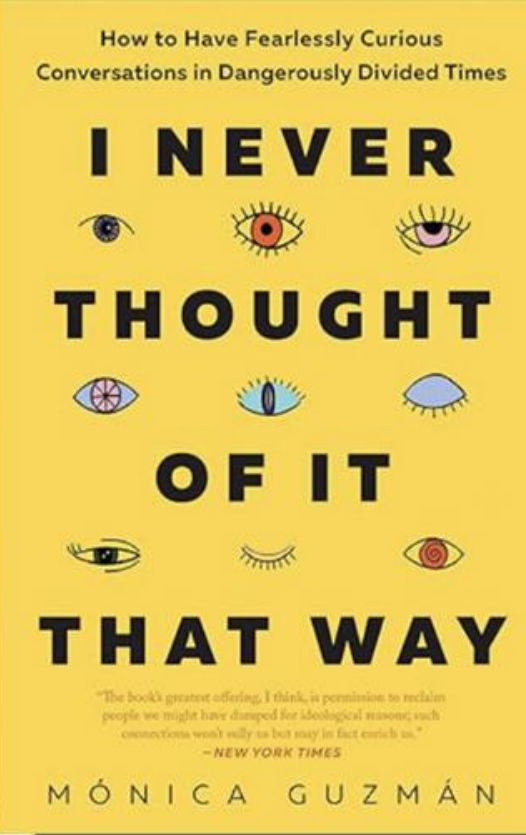
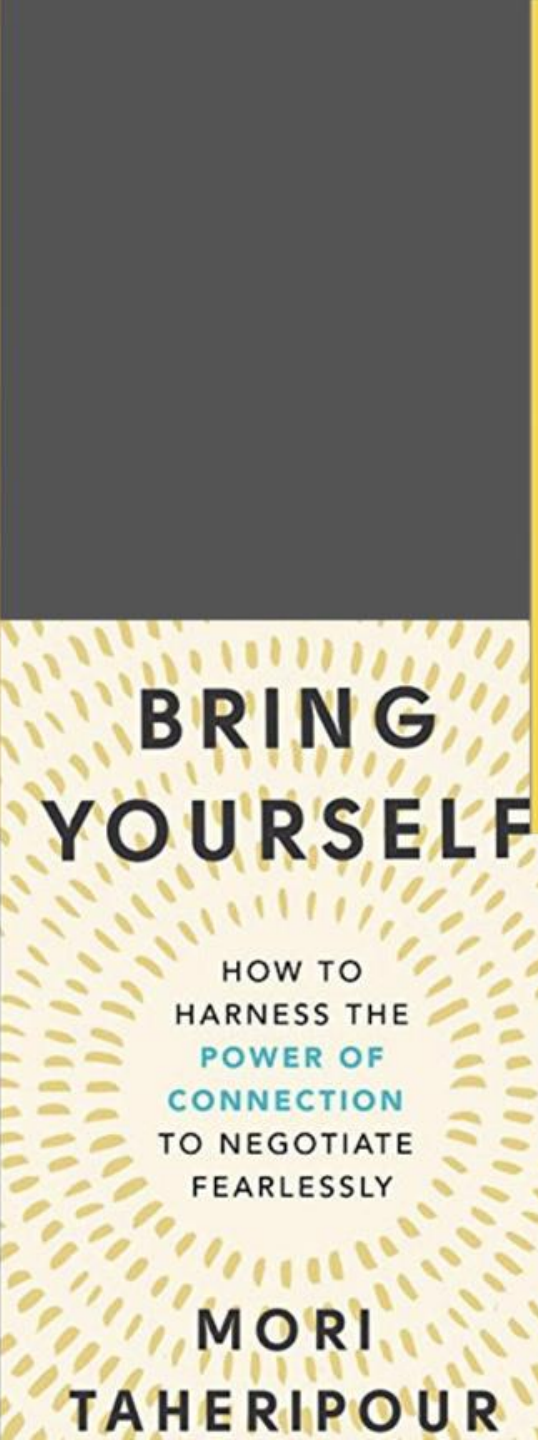
Bestselling author of
The Coaching Habit


Michael
Bungay
Stanier

**The
Advice Trap**
Be Humble, Stay
Curious & Change
the Way You
Lead Forever



Special thanks to
Dr. Karen Tao and
Loretta Ross



A vibrant red background with a white, torn paper cutout. The cutout is irregularly shaped, with jagged edges, and is positioned slightly to the right of the center. The text "Thank you" is written in a black, serif font, slanted upwards from left to right, within the white cutout. The red paper appears to be a textured cardstock, and the white cutout has a slightly rough, torn edge.

Thank you