Welcome!
The webinar will begin at 2:00 Eastern/11:00 Pacific
Audio Tips

Today’s audio is streaming to your computer’s speakers or headphones.

**Too loud or soft?** Adjust volume level in the Audio broadcast box:

![Audio Broadcast interface]

**Lost all sound? Hear an echo?** Click on the small radio tower icon (above chat box) OR go to the **Communicate** menu (at the top of the screen) and select **Audio Broadcast** to refresh your connection.
Need Help?

Please post **technical support questions** into the **Q&A Panel**.

**Step 1:** Type the problem in the **dialog box**.

**Step 2:** Click **Send**.
Chat Etiquette

Use **Chat** to talk with attendees and presenters about the topic.

Do not post technical questions to Chat.

And if you’re tweeting, use this hashtag: **#wjwebinar**
Customize your experience

Panels can be opened or closed by clicking on the panel name at the top of the column, or by using the X in the individual panel.

Hover over edge of panels to drag and resize.
Telephone Access

If you are not able to listen via your computer, you may join by phone.

**Step 1:** At top left corner, select **Communicate > Teleconference > Join Teleconference**.

**Step 2:** Call the toll-free number provided.

**Step 3:** Enter the **Access Code** provided.
Remember to post to Q&A panel if you need technical assistance.

Other Technical problems?

Contact WebEx support
Event Number: 719 418 937
Phone: 1-866-229-3239

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**Mississippi** Library Commission
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State Library of **Ohio**
Access **Pennsylvania**
**Texas** State Library & Archives Commission
Library of **Virginia**
**Washington** State Library

And to the **Bill & Melinda Gates Foundation** for their continued support of WebJunction.
Today's Presenters

Cheryl Heywood
Director
Timberland Regional Library, WA

Georgia Lomax
Deputy Director
Pierce County Library System, WA

Anna Shelton
OCLC Program Consultant
Grace Under Pressure:
Tips and Tricks to Cultivate a Positive Approach

Image: Geralt, Pixabay

Image: Inhyuk Song, Flickr
http://www.flickr.com/photos/btweenus/7309139246/
What we’ll cover:
Personal work style

Navigating organizational & societal change


Image: Amy_Kearns, Flickr: http://www.flickr.com/photos/midatlanticbulldogrescue/33484088/
Using the check mark

You will be asked to use annotation tools during today’s webinar to answer questions.

• Go to the top left corner of the slide.

• Find the square and click on small arrow to access check mark.

• Click on checkmark.

• Then click on your answer selection.
What’s Your Stress Level Right Now?

Listening to this webinar from a beach, on vacation.

My head’s going to explode!

Image: Osamu Uchida, Flickr
http://www.flickr.com/photos/13975275@N00/153993894/

Image: Dave Buchwald, Wikimedia Commons
Biggest Stressor Today?

<table>
<thead>
<tr>
<th>Too much to do</th>
<th>Relationships with colleagues/leaders</th>
<th>Frustrated library clients</th>
</tr>
</thead>
<tbody>
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<table>
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<tr>
<th>Budget cuts, Reorganization, New Leadership</th>
<th>Technology issues</th>
<th>Other (note in chat)</th>
</tr>
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</table>
Part 1: Personal Work Style

Personal Work Style

• We’re all leaders
• Be yourself – it’s up to you!
• Communication
Time Management and Prioritization

- Planning
- Email
- Work space
- Workflow process
- Plus/Delta

Image courtesy of Chris Florence on Flickr: http://www.flickr.com/photos/chrisflorence/7542642880/
Manage the Moment

• The 4 D’s

Daily Work Habits to Reduce Stress

- Self-talk
- Work-life balance
Presenting Yourself

• Steps to improve performance and satisfaction

Image courtesy of Glenda Sims, Flickr: http://www.flickr.com/photos/glsims99/3508186511/
Can Your Work Style Reduce Stress?

Georgia Lomax, Deputy Director
Pierce County Library System
Stress is a Part of Everyone’s Life

We know it’s healthy to reduce negative stress at work and home, but how can that be accomplished?
Time and Demand

As responsibilities increase, so do the demands on your time and resources – How can you stay organized?
Fast Paced Technical Environment

Do NOT create stress for yourself by becoming an adrenaline addict

Try Internet Search Phrase: “adrenaline addiction and work”
Libraries offer unique services, and we encounter unique customers – how do you bounce back and stay on track?
Home Life Stressors

What’s on your mind while you’re at work?
Avoiding Stress at Work Doesn’t Work

Work stress can make you want to find a secluded place and escape into a good book.
Getting Things Done by David Allen

Find material on seminars, resources and ideas for organizations and individuals at www.davidco.com. Subscription to a free newsletter is also available.
Setting realistic timelines helps me meet project deadlines on or ahead of schedule.
Brain Dump

De-clutter your mind - there's only so much room! Use it wisely!
Managing Time to GTD

Blocking GTD time provides valuable 1 on 1 time with projects and allows me to focus
Life After Work!

A well-planned day at work can help reduce job stress and free your mind so you can have a less stressful life after work.
Less Stress Through Better Communication

We control what we bring to our relationships and communication.

Image from David Wheeler, Flickr: http://www.flickr.com/photos/theory/3193684688/
Conflict Happens – Know Your Style

Assertiveness: How important is the goal?

Avoid

Compete

Compromise

Accommodate

Cooperativeness: How important is the relationship?

Based on Thomas-Kilmann Conflict Instrument (TKI):
http://www.kilmanndiagnostics.com/overview-thomas-kilmann-conflict-mode-instrument-tki
Know Your Buttons

. . . and Your Wheelhouse

Image from Graham Holliday, Flickr: http://www.flickr.com/photos/noodlepie/8113494373/

Image from University of Wisconsin Digital Collections, Flickr: http://www.flickr.com/photos/uwdigicollec/2247503384/
Difficult Conversations are an Opportunity to Get New Information

- Put your antennae up
- Be curious

Image from Samira Mink, Flickr: http://www.flickr.com/photos/mink/8205711325/

Image from Pandiyan V, Flickr: http://www.flickr.com/photos/pandiyan/242963318/
STATE model

Crucial Conversations (VitalSmart) [http://www.southamconsulting.net/cc1/skills/state.html](http://www.southamconsulting.net/cc1/skills/state.html)

- **Share** your facts
- **Tell** your story
- **Ask** for others’ paths
- **Talk** tentatively
- **Encourage** testing

Image from Vernon Area Public Library, Flickr: [http://www.flickr.com/photos/vapld/9195930180/](http://www.flickr.com/photos/vapld/9195930180/)

Embrace mistakes

• Raise it to the right people
• Be part of the solution
• Seek discovery

Image from Chris Brown, Flickr:
http://www.flickr.com/photos/zoonabar/5970520149/
How Can I Be a Force for Positive Change in My Universe?

Image from Kfergos, Flickr: http://www.flickr.com/photos/kfergos/143948354/
Fill the well

- Self
- Mission/passion for this work
- Relationships with colleagues

Image from Echiner1, Flickr: http://www.flickr.com/photos/decadence/249922565/
Part 2:
Navigating Organizational Change & Societal Issues that Impact our Communities
Types of Organizational Change

- Budget cuts
- Levy failures
- Reorganization
- Rapidly changing technology
- New leadership

- Moving to floating collections
- Classification study
- Policies and procedures
- Introduction of fines

Approaching Organizational Change

• Guiding principles
• Decision-making
• Task forces

Being Organizationally Pro-Active

- Internal Communication Plan
- Decision-making
- Employee Standards of Performance
- Training
- Annual Staff Survey and Administrative Response
- Committees / Task Forces

Image: Zabdiel Flickr
http://www.flickr.com/photos/zabdiel/3028620509/
Adjust, Flex, Change, Grow & Learn How to Succeed During Change

Georgia Lomax, Deputy Director
Pierce County Library System
Practice, Practice, Practice

You must accept the challenge and change with change

Work toward your 10,000 hours to be an expert
Many Decisions Are Not in Your Control

If you are told a decision is to let something go . . .
LET IT GO!
The RACI (responsible, accountable, consult, inform) model is often used to be clear about responsibilities, but it also works for communication and change.
Don’t Accept Any Monkeys Unless You’re Prepared to Feed Them!

Rick Maurer, Organizational Development and Change  http://www.rickmaurer.com
What Am I Doing?

When it feels like you have too much to do, it’s time for some honest examination.
The Choice is Yours

REMEMBER: You have the ultimate choice-
You must make the ultimate decision
Societal Impacts Affecting TRL Communities

- High Unemployment / Low Wage Jobs
- Mental Illness
- Drug and alcohol abuse
- Homelessness
- ACEs
- Health

Image: Kryscendo, Flickr
http://www.flickr.com/photos/kryscendo/5719500667/ Kryscendo
Timberland Regional Library’s Approach To Societal Impacts:

- Strategic Plan
- Staff Training
- Programming / Outreach
- Service Stories

Image: Kolby, Flickr
http://www.flickr.com/photos/kahunna/104278812/
What You Can Do

• Develop Emotional Resilience
• Context/Perspective
• Work Ethic - Keep Skills, Knowledge and Abilities Up-to-Date
• Keep Your Resume Fresh

Image: Twiga269, Flickr
http://www.flickr.com/photos/twiga_269/3560861172/
Your Presence Makes a Difference

Images:
1. Top left from Bowman Public Library, Flickr: http://www.flickr.com/photos/bowmanlibrary/715928659/
2. Middle left from Skokie Library, Flickr: http://www.flickr.com/photos/skokiepl/3921318540/
4. Top right from San Jose Library, Flickr: http://www.flickr.com/photos/sanjoselibrary/2800673223/
<p>| What one action will you take when you leave here today (personal work style)? |
|-------------------------------|---------------------------------|---------------------------------|---------------------------------|
| Try new time management approach | Monitor my self talk | Try a new communication technique | Create a new habit |
| Focus on doing things I love outside of work | Look for opportunities to be a leader | Reconnect with what inspires me in this work | Other (note in chat) |</p>
<table>
<thead>
<tr>
<th>Action</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Ask to discuss a topic at a staff meeting</td>
<td>Help recognize our accomplishments</td>
<td>Reach out to a potential partner organization in my community</td>
<td>Spend time practicing something I’m challenged by</td>
</tr>
<tr>
<td>Identify an opportunity for meaningful staff training</td>
<td>Get people together to propose a solution to something making us nuts</td>
<td>Seek opportunities to better support my colleagues</td>
<td>Speak up with an idea I’d like us to try or about a concern I have</td>
</tr>
</tbody>
</table>

What’s Your Stress Level Right Now?

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http://www.flickr.com/photos/13975275@N00/153993894/

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