**Grace Under Pressure: Tips and Tricks to Cultivate a Positive Approach**

**Event Description:** Working in a library can feel like a constant juggling act. We navigate competing demands and challenging situations on a daily basis in order to meet our mission and transform our communities. In this interactive session, discover how to handle these challenges proactively. Learn positive, practical tips, stress-reduction skills, and ideas for changing your personal work style. Learn strategies to help you face challenging situations that affect your whole organization and society-wide issues that impact the communities we serve. Feel better and be more effective at your work.

**Presented by:** Cheryl Heywood, Georgia Lomax, and Anna Shelton.

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| **What are your goals for viewing this webinar?** |
| **Personal Goals** |  |
| **Team Goals** |  |

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| **Discussion question/question to ponder** |
| Georgia explained how adreline addiction can impact our work. Discuss or list some ways in which you might border on being an “adrenaline addict” and consider ways you could create better boundaries for healthy work/life balance. |

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| **Activity #1** |
| Cheryl talked about “managing the moment” with a tool like the Four D’s for considering email or work items:* **D**o it now;
* **D**o it later;
* **D**iscuss it; or
* **D**elete it.

Take five minutes now and try this out. Go through your to-do list and add each item to one of these categories, or try it on your email inbox. Will this time management technique work for you? Is there another time management tool you want to try? |
| **Activity #2** |
| Consider a recent interaction or experience at work and ask yourself the following questions: 1. What have I learned?
2. How do I feel about it?

3) What improvements can I make? By assessing and updating our work style and approach accordingly, we can manage our performance and our professional outlook successfully. |
| **Activity #3** |
| Anna discusses the STATE model for approaching workplace communications, from the book [*Crucial Conversations*](http://www.worldcat.org/title/crucial-conversations/oclc/748689151):* **S**hare your facts;
* **T**ell your story;
* **A**sk for others’ paths;
* **T**alk tentatively; and
* **E**ncourage testing.

What three questions might you try asking your coworkers to will help you understand their perspective on a situation (“Ask for others’ paths”)?1.2. 3.How do you think it might change conversations with your coworkers if you try asking questions like these? |

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| **Action Plan** (include next steps, who, when, etc.) |
| The webinar focuses on being proactive and recognizing things that you have the power to change for the better.What one change will you commit to making in how you approach your work every day? No matter what our job title is, all of us are leaders in our organizations. What one action will you try that will help make your organization more effective? What is the positive outcome you hope will happen from the actions you listed above? How could these steps improve your work life? |

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| **NOTES** |
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