



Welcome!

**The webinar will begin at
2:00 Eastern/11:00 Pacific**



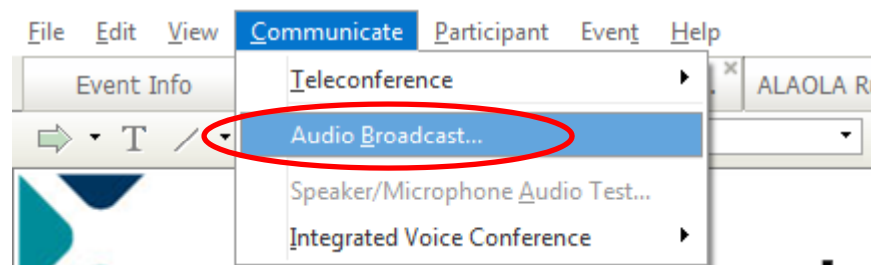
Audio Tips

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

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



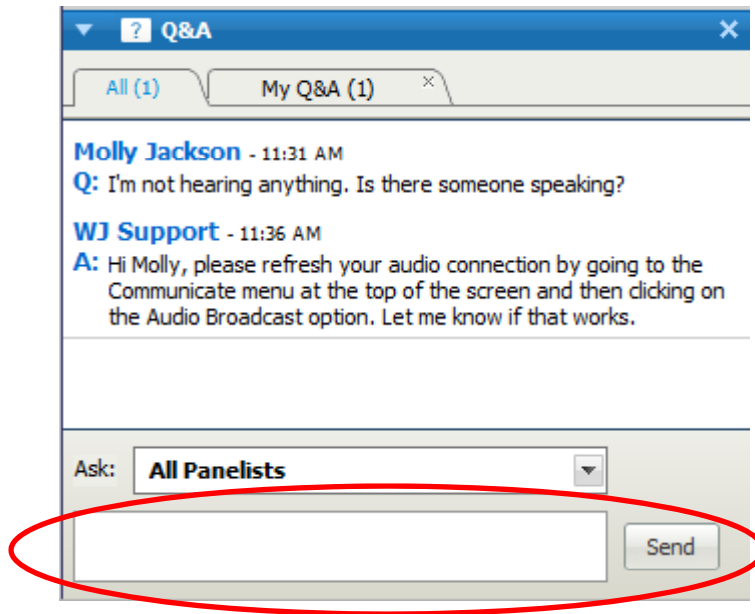
Lost all sound? Hear an echo? At the top of the screen, go to the **Communicate** menu and select **Audio Broadcast** to refresh your connection.





Need Help?

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



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

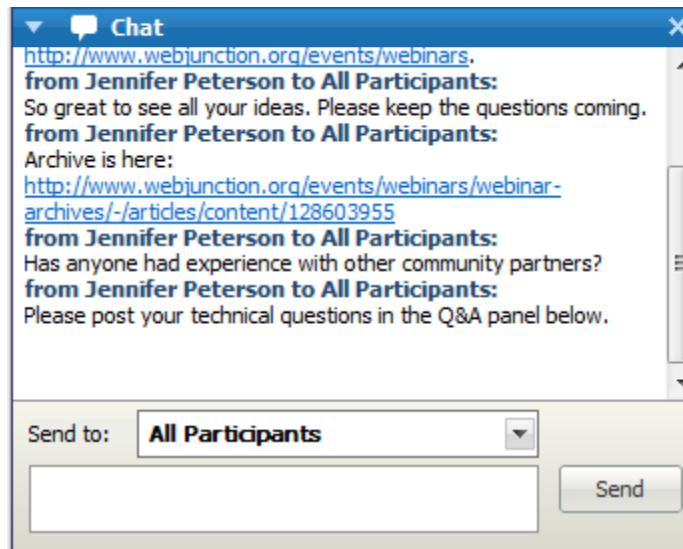
Step 2: Click **Send**.



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**



Type responses into chat:

- Why are you here today?
- What one “everyday leader” conversation do you hope to get help with today?
- What situation do you wish you had more strategies with which to respond?



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.

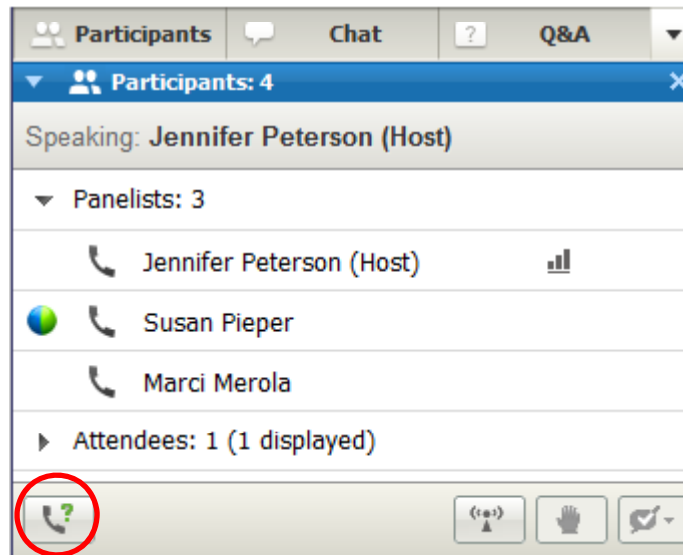


The screenshot shows a webinar interface with two main panels: 'Participants' and 'Chat'. The 'Participants' panel is at the top and includes a header with a close button (X) circled in red. Below the header, it lists 'Speaking: Jennifer Peterson (Host)', 'Panelists: 3' (Jennifer Peterson (Host), Susan Pieper, Marci Merola), and 'Attendees: 1 (1 displayed)'. The 'Chat' panel is below and shows a message from 'WJ Support to All Participants' with a 'Send' button. A red arrow points to the right edge of the 'Chat' panel header, and another red arrow points down to the close button on the 'Participants' panel header.



Telephone Access

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



Step 1: Click on **Phone Icon** under the Participants list.

Step 2: Call the toll-free number provided.

Step 3: Enter the **Access Code** and **Attendee ID** provided.



Remember to post to **Q&A panel** if you need technical assistance.

Other Technical problems?

Contact WebEx support

Event Number: 717 908 240

Phone: 1-866-229-3239



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Missouri State Library

State Library of **North Carolina**

State Library of **Ohio**

Access **Pennsylvania**

Texas State Library & Archives Commission
Library of **Virginia**

Washington State Library



Today's Presenter



Edra Waterman

Director,
Hamilton East
Public Library,
Noblesville, IN

Skills for the Everyday Leader

Edra Waterman

4/4/12

Welcome to the dark side.

10 Mistakes to Avoid

- Thinking nothing has to change.
- Wanting everyone to like you.
- Buying into the hype.
- Ignoring problems or behaviors.
- Being a doormat.



Mistakes to Avoid



- Being reluctant to make decisions.
- Thinking you are always right.
- Hiding in your office.
- Being a jerk.
- Taking things personally.

10 Actions to Take

Know Your Stuff

- Ask for management training. ASAP
- Reread the staff handbook.
- You are responsible for your own information seeking behavior.



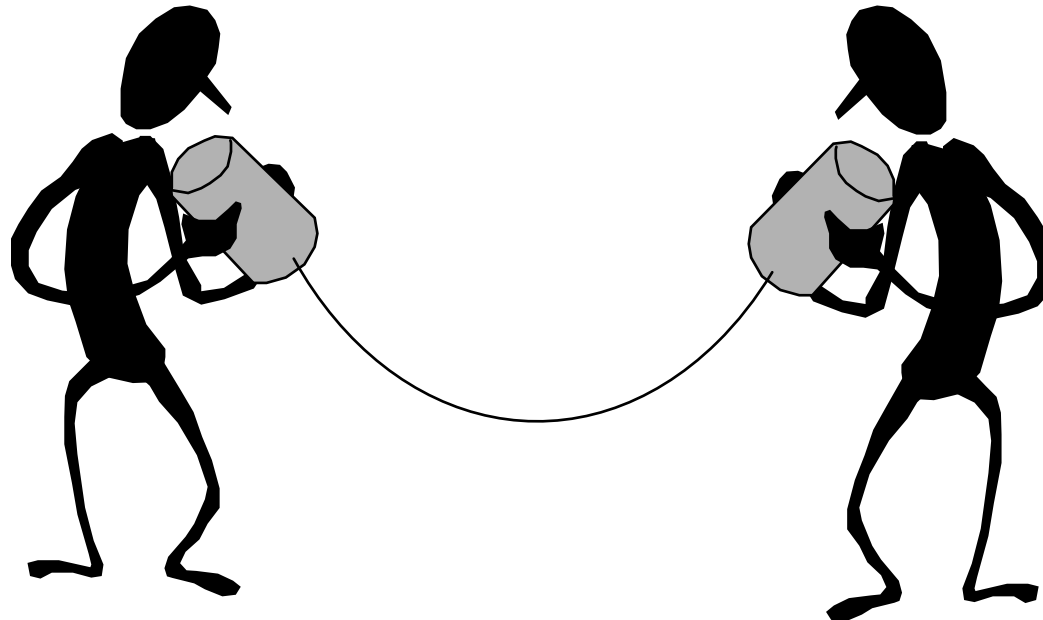
Is it the truth?



- Be honest.
- Without spilling your guts.

Communicate

- Provide clear expectations of outcomes, but let go of charting the course.
- Don't assume everyone knows what's in your head.



Share the work

- Include yourself when assigning unpleasant tasks and workdays.
- If your department is public service, you should be working evenings and weekends.
- Don't ask anyone to do something you are not willing to do.



Sidele



- Some things need immediate or on the spot intervention.

Learn to FIRR

- Fact
- Impact
- Respect
- Request



Catch 'em being good

- Actively seek opportunities to pat people on the back
- Give credit where credit is due
- Say no to insincere praise
 - Everyone needs an attagirl once in a while, but no one wants it for filling the copier paper tray



Admit when you are wrong

- Go ahead. It won't kill you.

Be the shield.



- Stand between front line staff and the slings and arrows of the public, other staff, or your own supervisors. If someone needs a target, it should be you, not them.

Do as I do, not as I say

- Model the behaviors you want to see. No matter how many times you tell people to do something, it won't have the same impact as seeing you do it just once.



Questions?





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