



# Management Webinar Bundle

## Best Practices in Performance Documentation

Proper employee performance documentation can protect a library from future litigation and benefits its employees by providing concrete and specific feedback on areas in need of improvement.

This webinar will explore:

- How to document performance
- Scoring perils
- How to deliver difficult performance evaluations

Presenter: Sara Hodgson, Director of Human Resources at the Mandel Jewish Community Center

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## Good Hiring Practices: Learn how to ask great questions & read basic body language signals

Participants will learn the how to select the most qualified job candidate by applying the ever-popular behavioral approach to interviewing. This method, developed by industrial psychologist Dr. Paul Green, directs you to probe the job applicant for specific examples of their past. The reason is simple: The best predictor of a job applicant's future work behavior is their past work behavior.

Learning Objectives:

- Practice steps and techniques to use in a behavioral based interview
- Utilize questions to uncover past behaviors to predict future performance
- Recognize basic understanding of how to read positive and negative body language candidates will demonstrate in an interview
- Learn body language signals that communicate their communication style which will assist you in assessing their potential success in a position

Presenter: Amy B. Shannon, President, Pinnacle Leadership Solutions, LLC, and a Partner in Your Partner in HR

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## Raising the Bar! Tools for Continuous Improvement with Your Customer Service Team

Management thinker Peter Drucker said “what gets measured gets managed”. How do you measure success(es) with your customer service team? And how do you manage your team to build upon those successes to raise the bar to achieve more?

Continuous improvement is one approach to consider. But what is it?

Continuous improvement is a dedication to making small changes and improvements every day, with the expectation that those small improvements will add up to something significant.

In this interactive and informative webinar, we will look at the three step approach to using continuous improvement to raise the bar for your customer service team and discuss how you can immediately apply each step in your department and organization.

Presenter: Andrew Sanderbeck, chairman of the board of the Haywood County Public Library

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## Evaluating Managers: The key to success!

Consistent and effective evaluation of your managers is key to the success of your organization. Even the most motivated, highest performing employee will struggle and become disengaged if they are being managed poorly and bad managers open you up to a host of negative consequences: poor customer service, high turnover rates, lawsuits, and more. Evaluating managers can be a challenge; it is quite different than evaluating other types of employees. There are many attributes and skills that a manager must have and in order to accurately judge that manager's performance, the evaluation must take these things into consideration. And, making the evaluation meaningful and effective requires you to do more than simply fill out a form each year. If you have a manager evaluation process but want to improve it, or if you do not have such a process, this workshop will provide you with some great tools to use when improving (or creating) your own manager evaluation process.

Learning Objectives:

- Learn some of the commonly used evaluation tools and learn about the Mansfield/Richland County Public Library's tool and process.
- Learn the key areas to explore as you begin crafting your own manager evaluation tool and process.
- Understand the three components that must be included in the manager evaluation process.

Presenter: Mary Frankenfield, Deputy Director of the Mansfield/Richland County Public Library

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## Managing a Professional Customer Service Team

Managing a team of even the most talented customer service professionals can be difficult. The secret ingredient to professional customer service in any organization is the people who work in it. Every organization has good days and bad days and the way the team is managed during each defines the service are customers will receive.

In this interactive and informative webinar, we will look at the approaches and actions that people managing, supervising and leading teams can use to create and maintain a culture of professionalism.

Learning Objectives:

- Holding team members accountable to being professional
- Staying cool when understaffed and extra busy
- Ways to keep things fresh for you and your team
- Techniques for empowering your team to do more

Presenter: Andrew Sanderbeck, chairman of the board of the Haywood County Public Library

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## Collaboration, Evaluation, and Iteration: The Agile Approach to Project Management in Libraries

We have all heard the saying, "If at first you don't succeed, try, try again." This is the essence of Agile Project Management. In contrast to more traditional project management methodologies, Agile puts the emphasis on consistent collaboration, evaluation, and iteration throughout the project lifecycle to increase the possibility of a successful deliverable. Much of the work done in libraries is in the form of projects (e.g., a new program, the redesign of a space, or a library-wide collection audit). In this webinar, we will discuss Agile Project Management and the benefits of utilizing and adapting this methodology when embarking on a new library project, big or small.

Learning Objectives:

- Understand the principles of Agile Project Management and how they compare to other methods of project management.
- Examine the benefits of utilizing Agile when managing library projects.
- Explore possible adaptations of the Agile method and discuss the process of implementation.
- Discuss specific examples of library projects and how Agile could be applied.

Presenter: Ragan Snead, Director of the Northeast Ohio Regional Library System

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## Making the Shift: Increasing Staff Engagement & Reducing Drama

Wouldn't it be great to be getting things done quicker and with less drama? Prior to the session, participants are encouraged to identify a situation which they would like to improve in their facility as we will be completing a worksheet to apply the principles learned.

Learning Objectives:

- Increase leader effectiveness
- Improve staff engagement
- Advance operational effectiveness

Presenter: Joe Pannitto, Trainer, Speaker and Coach

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## If It's Broke, Fix It: Handling Leftover Challenges Effectively

All too often, outgoing supervisors leave unresolved challenges “for the next guy” to fix. Then, you arrive! As the new supervisor, you have two choices. You can look the other way, forge ahead with your plans and hope the old issues disappear (although, if they didn't before, it's not likely they will now) or you can fix them. The right answer is, of course, to correct the problems, so you have a clear shot at success in your position. But, how do you go about addressing something that might have been brewing for a long time? In this webinar, we'll consider 5 Simple Steps to Starting with a Clean Slate. Learn how to use expectations, goals, communication, follow-up and follow-through to right the ship and move forward with confidence.

Presenter: Cheryl Kuonen, Director, Mentor Public Library

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## Highly Effective Meetings

Meetings are important to organizations although many times we feel that nothing is accomplished and we have wasted our time. This webinar will focus on how to run an effective meeting by covering the following topics:

- How to prepare
- Who to invite
- Creating an Agenda
- The Meeting Setup
- Dealing with Problem Personalities in a Meeting
- The Value of Disagreement
- The Importance of Action Steps and Minutes

Presenter: Betsy Lantz, former Executive Director, NEO-RLS

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## Soft Skills for Strong Management: Cultivating Good Critical Thinking

With the challenges and demands supervisors continually face each day, it is essential to possess great critical thinking skills. It is also important to instill such soft skills in your employees so that they can handle the daily demands of their jobs. But what exactly are these crucial abilities? And better yet, why are they important and how can they help us in this ever-changing library environment?

Critical thinking is an overarching skill that helps you succeed in many facets of your professional and personal life. Characteristics like open-mindedness, good decision-making, the ability to be self-aware, and the capacity to adapt in the workplace are all tools that are driven by good critical thinking.

Learning objectives:

- Define what the concept of critical thinking
- Explore several of the associated tools mentioned above
- Investigate soft skills and learn ways we can immediately improve to become a more conscious and efficient critical thinker

Presenter: Holly Klingler, former Research and Innovation Coordinator, NEO-RLS

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## Course Correction: How to Guide Library Employees Back on Track

Some managers think that the best way to correct poor library workplace behavior is to wait until someone does something wrong, and then tell the person in front of a crowd how they failed: in detail and going back several decades. A better approach is to create an assignment that deals with a single concrete behavior, which can be measured or observed. The assignment is discussed in private, has specific goals, and sets expectations for improved performance without the drama. It helps hold employees accountable while treating them with courtesy and respect.

Topics include the importance of ensuring employees have written guidelines, the value of weekly check-ins, and how to reinforce successful behavior change.

Learning Objectives:

- Ensure employees have the information and tools to do their jobs well.
- Create precise outcomes for an assignment to correct behavior.
- Stop having “feel-good” conversations that do not set goals and consequences for behavior change.

Presenter: Pat Wagner, trainer and consultant

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## Effective Workplace Communication Skills for New(er) Supervisors

Effective communicators are not born, they are continually developing. You can improve your communication skills and forge great relationships with employees by getting more intentional about how you communicate.

In many ways, your success as a supervisor will depend on how effective you are in communicating your messages to others in your library.

This program will focus on the dos and don'ts of effectively communicating with others (including your boss)!

Learning Objectives

- How to effectively use the Communication Cycle to determine the best way to create and send your messages (verbal and written)
- How to give more effective and more easily understood instructions
- The one question to NEVER ask your employees
- Tips on writing emails that get results

Presenter: Andrew Sanderbeck

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