

Exercise #2 Practice Personal Credibility

Spend a few minutes coming up with your responses, and then share them with your table group. As a group, be ready to report one or more responses to each question.

1. **Self-Management and Initiative**: What is something that needs to be done in your library, that no one else is doing, and that you could step up to do?

2. **Respecting the Culture**: Identify up to three good things about the library's history and culture. You can use them when making the case for your ideas. (Example: *Our library prides itself on the high circulation of its popular collection.* You could use this when putting forward ideas to increase circulation.)

3. **"How Can We" Statements**: Practice re-framing these common complaints into statements that help people to seek solutions.
 - *We can't do more programs without more staff.*

 - *The library can't ever hope to be visible in this university—nobody cares about us.*

 - *We can't cope with the needs of the rapidly-growing population of English-language learners.*

 - *We can't ever hope to make people aware of all the things the library provides without resources for better marketing.*