Exercise #4
Using a Learning Conversation to Build Relationships and Credibility

You are a front-line staff member at a public library. It is tax season, and you and your co-workers are very frustrated by the amount of time and energy you must devote to stocking forms and providing assistance to customers, especially those who want tax advice. Last year, some staff suggested the library stop providing tax forms, but the director rejected that suggestion. You believe this is a "sacred cow" and you would like to see it put out to pasture—but you don't want to be branded as a complainer.

How would you go about turning your frustration into a tool to build your relationship—and also your credibility—with the leader?

1. **In your table group, come up with at least two open-ended questions (Inquiry) you could ask the leader to find out more.**

2. **Come up with at least one Advocacy statement that expresses your concerns about the current situation.**

3. **For extra credit ☺, reframe the problem as a "How can we" statement so that you can help people focus on coming up with a win-win solution.**

4. **For more extra credit ☺ ☺, identify a process at your own library that you could help to improve.**

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