

# **The Hopeful Workplace**

**Presented by**

**George Needham and Joan Frye Williams**

***An Infopeople Webinar***

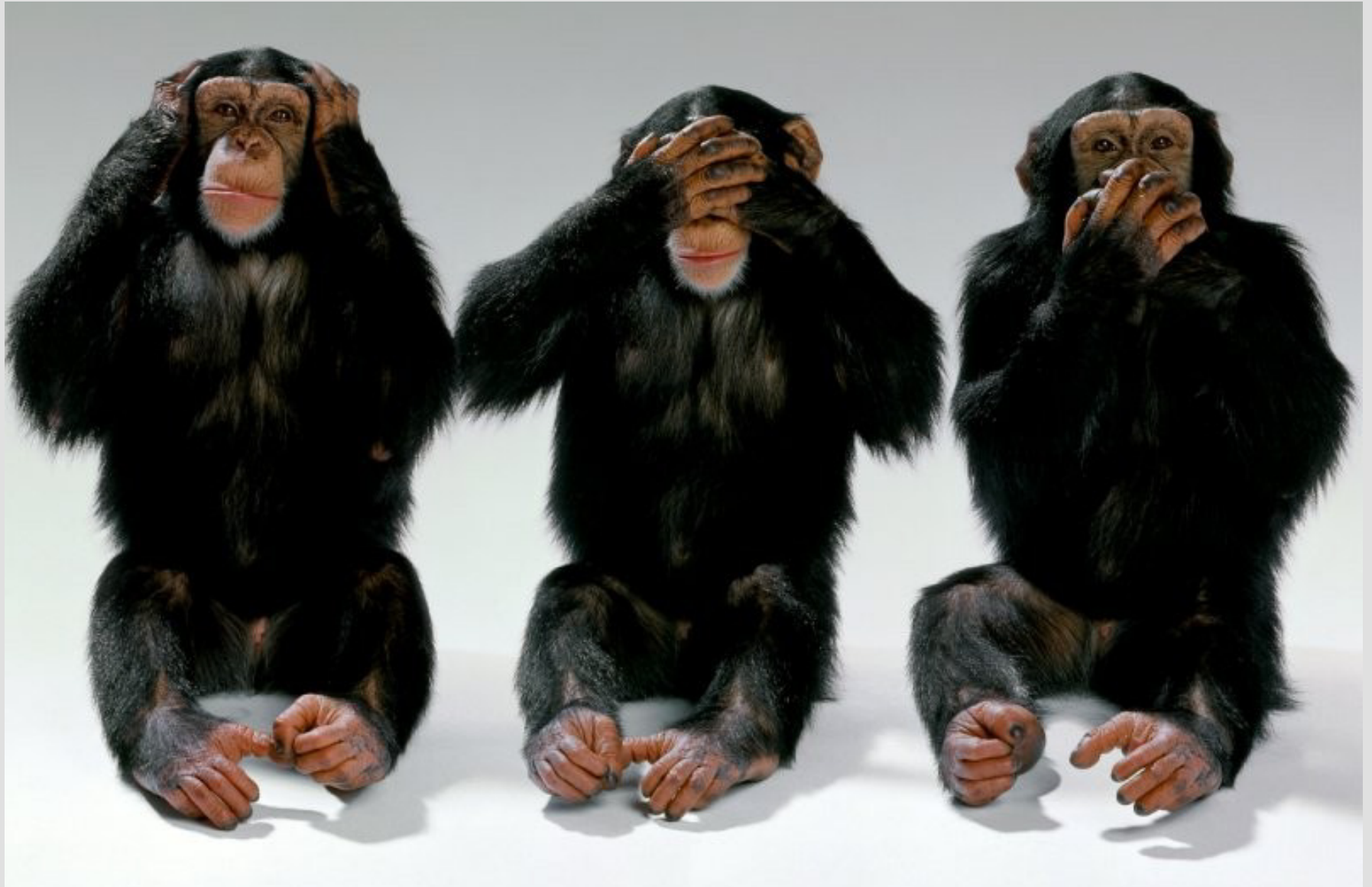
***January 17, 2012***

Infopeople webinars are supported by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian.

**This is not hope**



**Neither is this**



**Nor this...**





**Not this,  
either!**

# Ingredients

- ✓ Meaningful goals
- ✓ The will to get there
- ✓ The way to get there
- ✓ Some level of control
- ✓ Reasonable expectation of success
- ✓ Connection to others





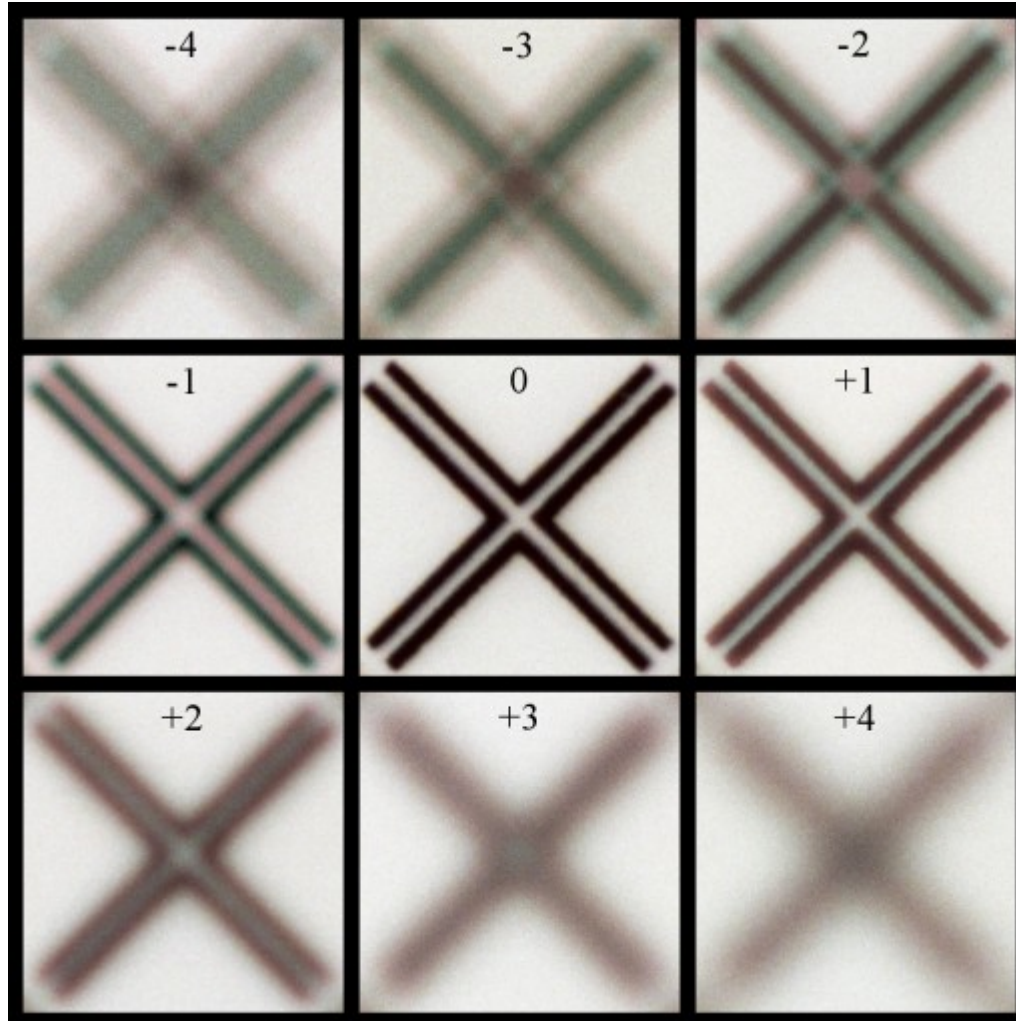
✓ **Meaningful goals**

**Look beyond  
the library**





# Clarity



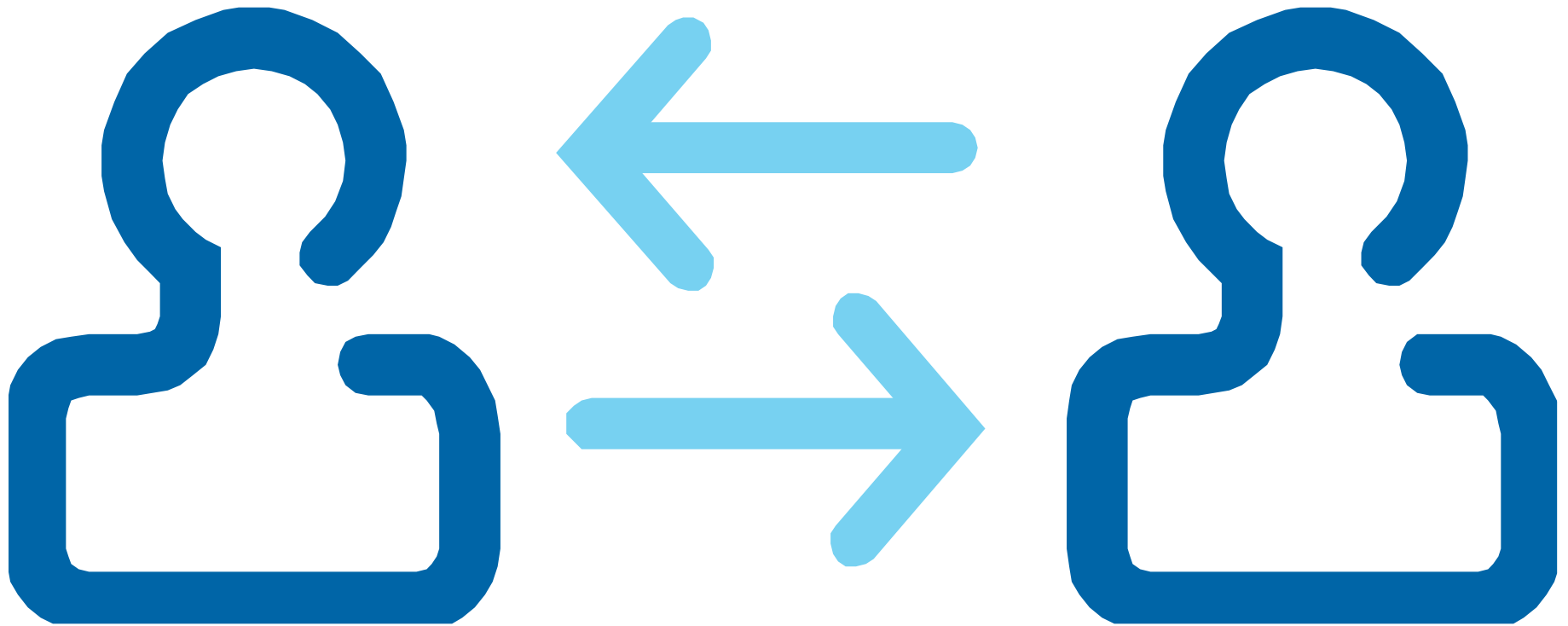


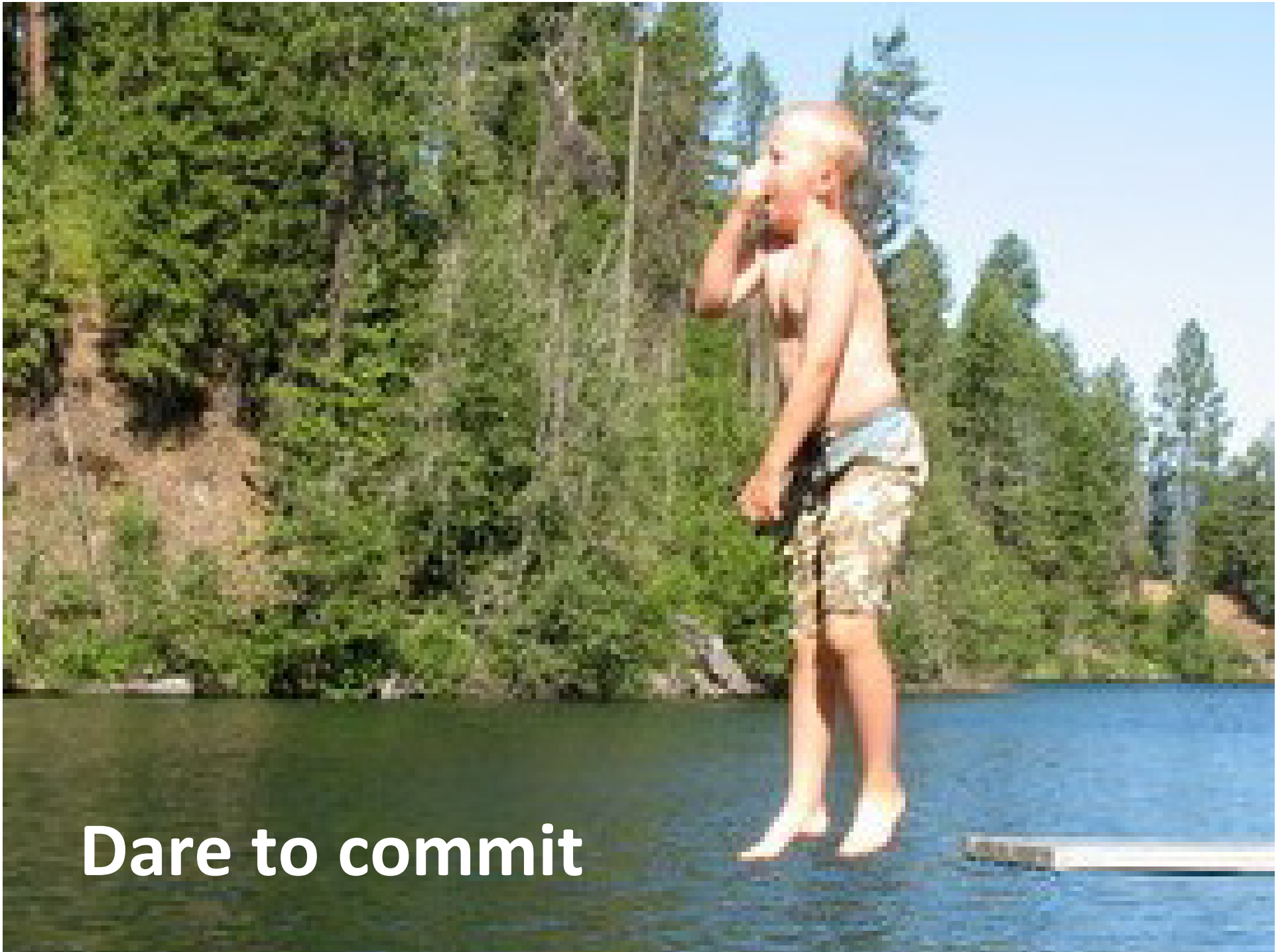
**Prepare for success**

✓ **The will to get there**



**“Here’s what’s in it for *you*...”**





**Dare to commit**

# Consensus



- The process was fair
- I understood the decision criteria
- There was an opportunity for my voice to be heard
- Even if the direction isn't exactly what I would have chosen, I will support it with positive communications and actions

✓ The way to get there



# Appreciative inquiry

- What do we have to work with?
- What are we really good at?
- What is uniquely ours?





A light blue speech bubble with a thick black outline and a white interior. The bubble has a tail pointing towards the bottom-left corner. The text "Yes, and..." is centered within the bubble in a bold, black, sans-serif font.

**Yes, and...**

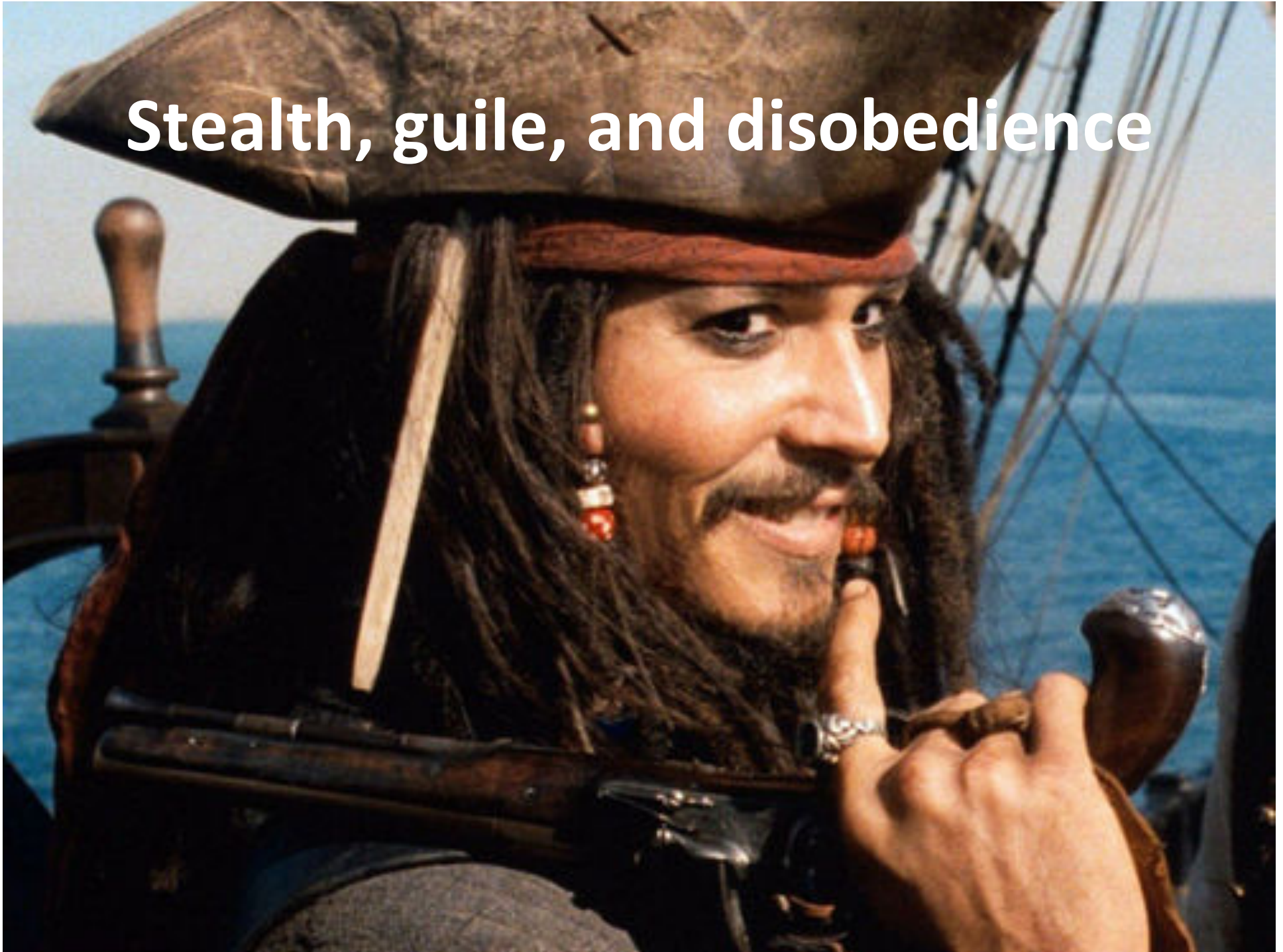


**Focus on results**

# Learn from mistakes



Stealth, guile, and disobedience



✓ **Some level of control**





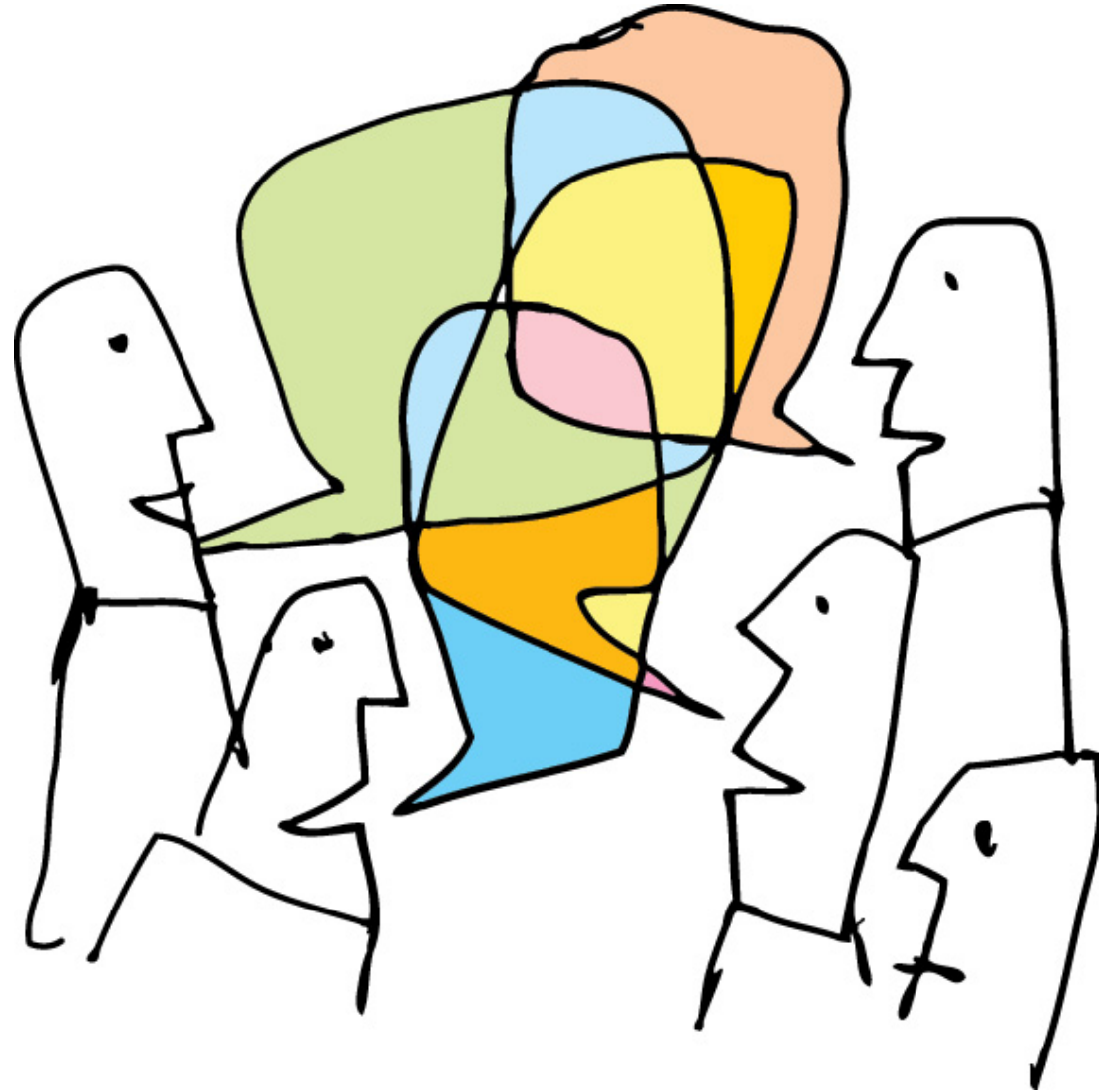
**Warning!**

*Anything You Say  
Will End Up Being Misquoted  
In My Blog*



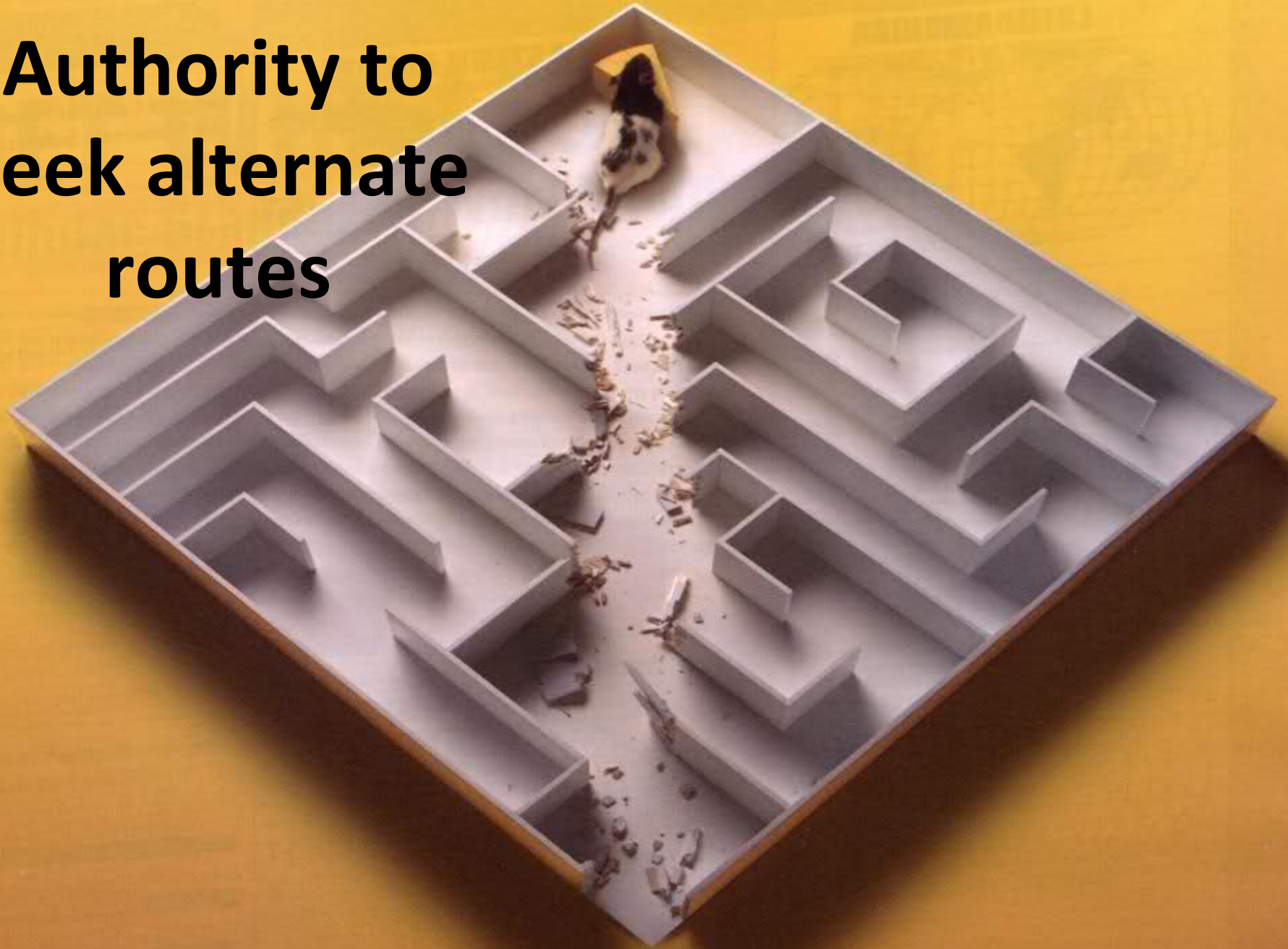
**Clear role  
expectations**

# Open communications





**Authority to  
seek alternate  
routes**



# Recognition

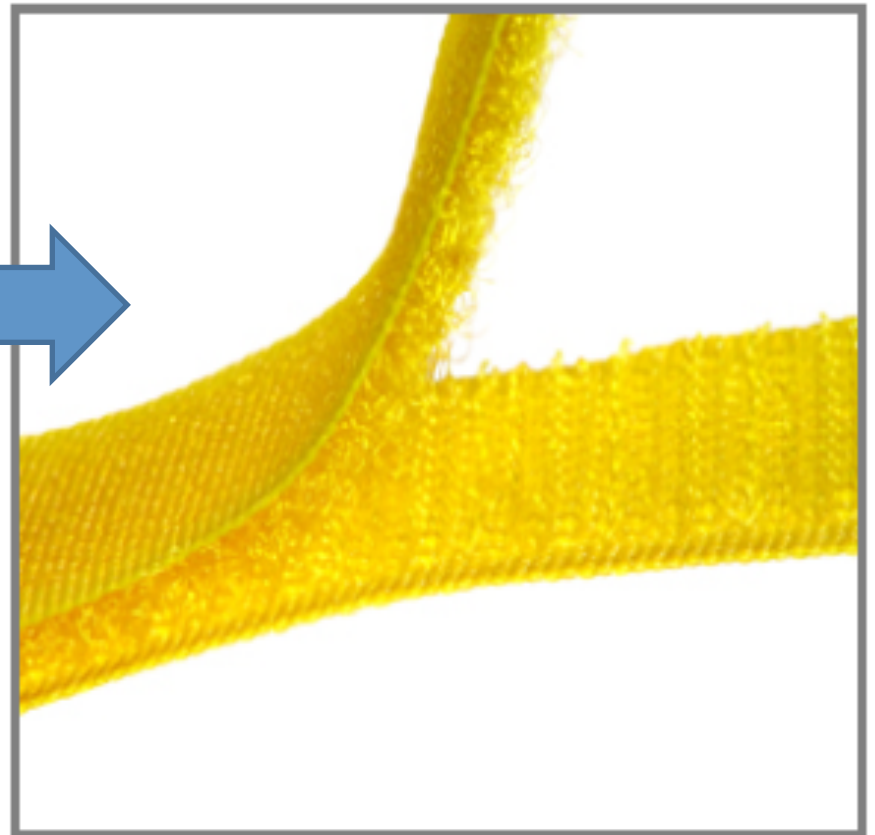


# We Can Do It!



✓ Reasonable  
expectation of  
success

# Analogies and examples

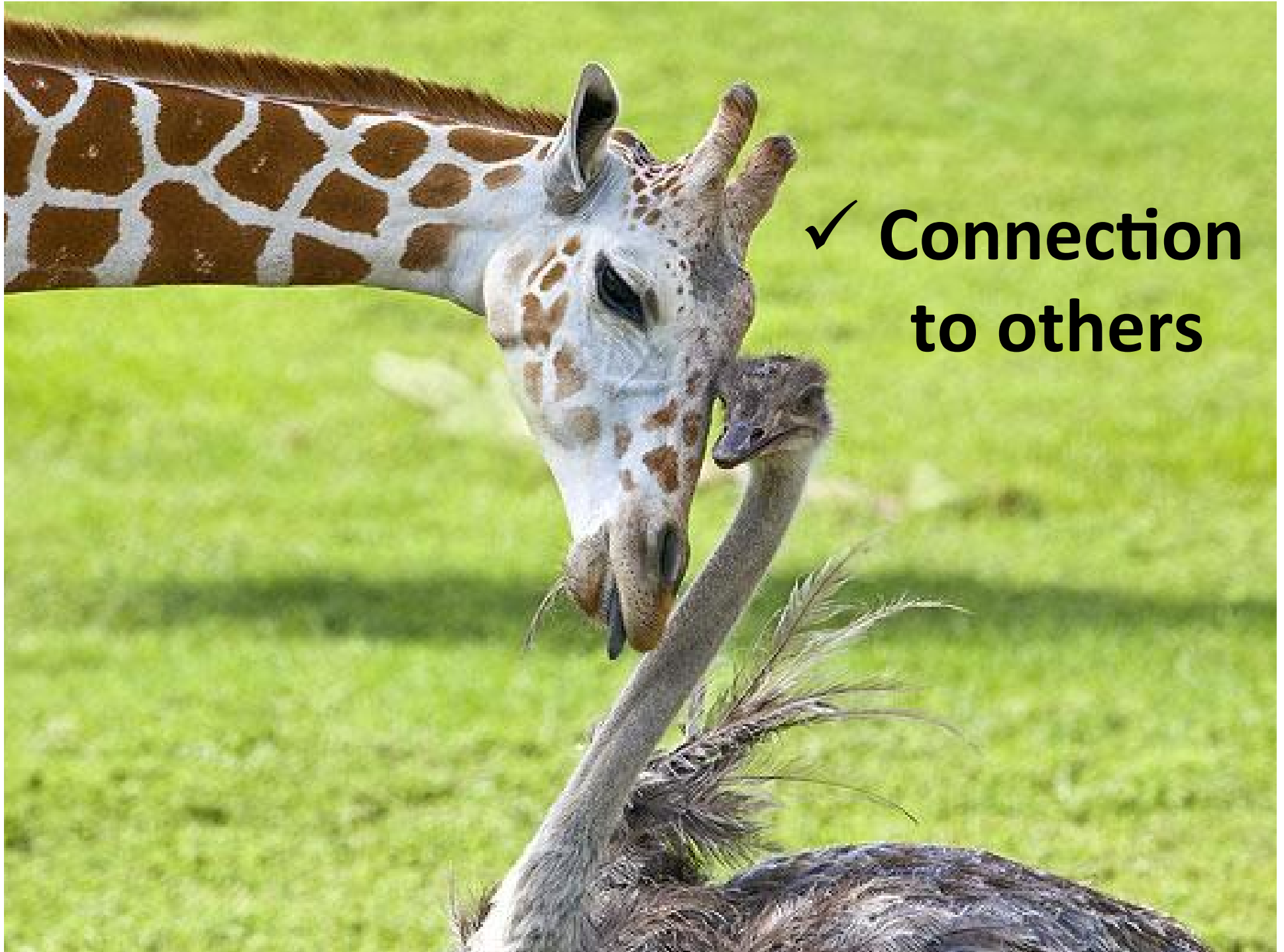


# Support from successful role models



# Equal time for the upside surprises





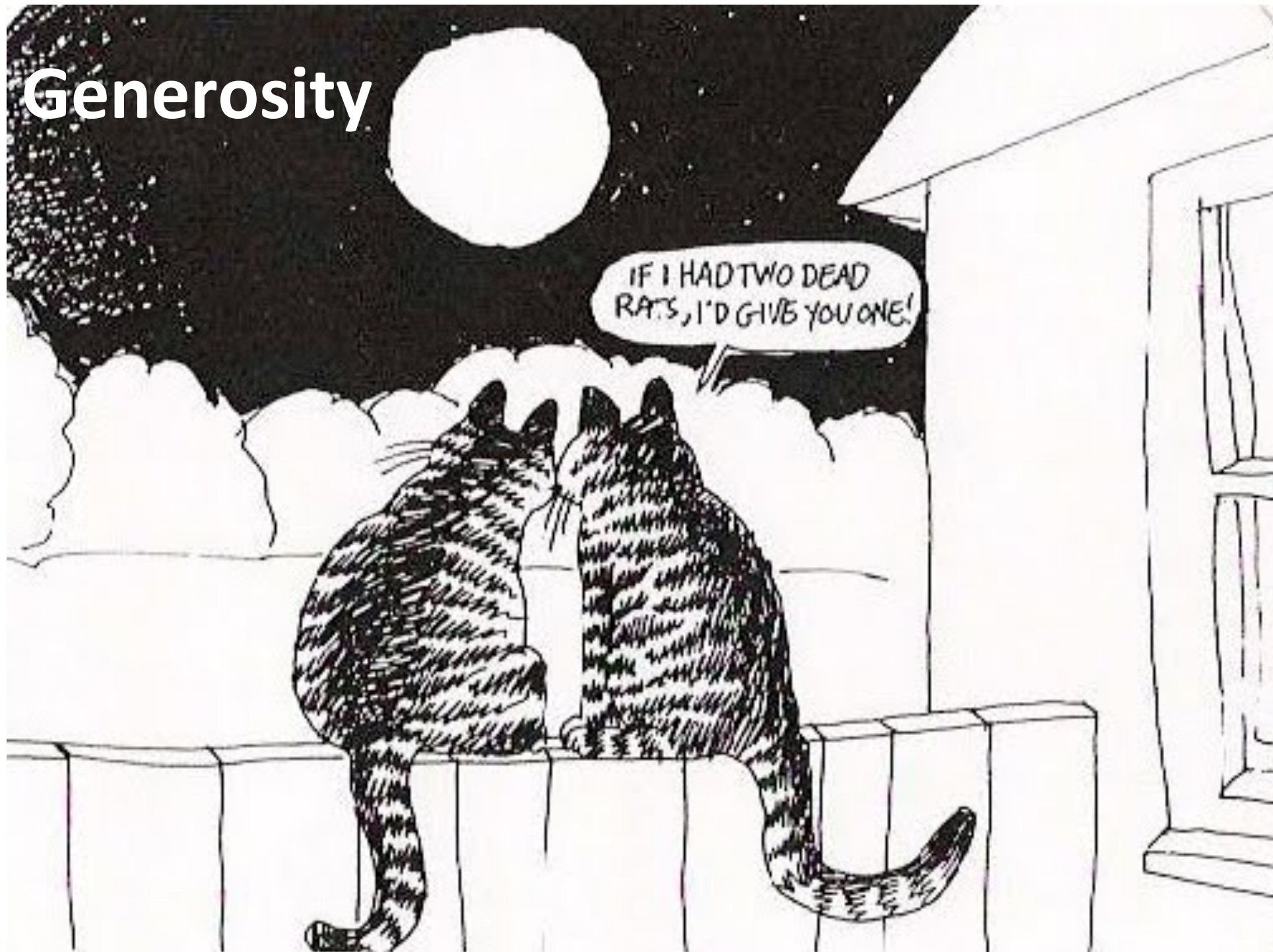
✓ **Connection  
to others**

Civility





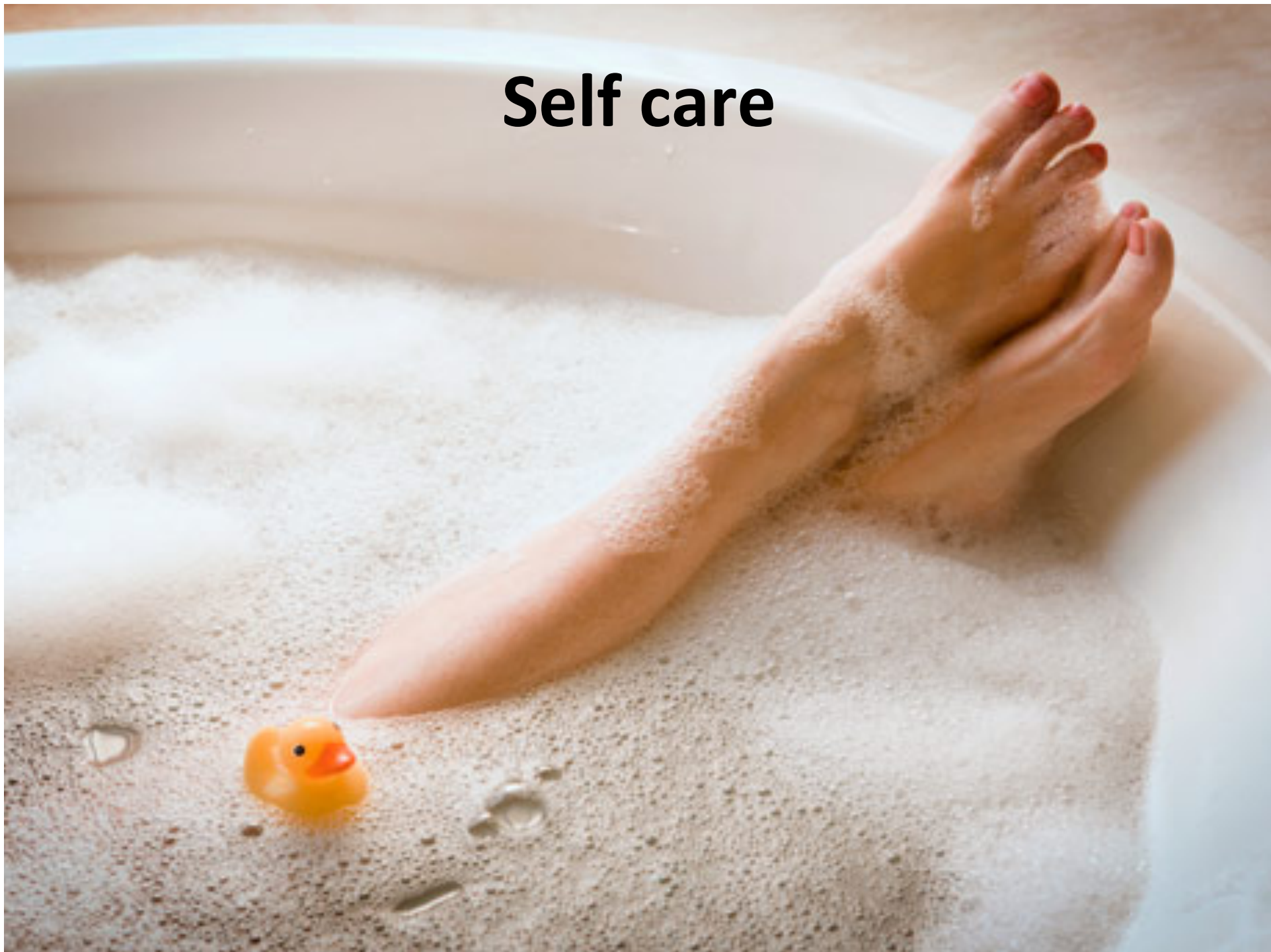
# Generosity



# Flexibility



# Self care



# Teamwork



# Laughter



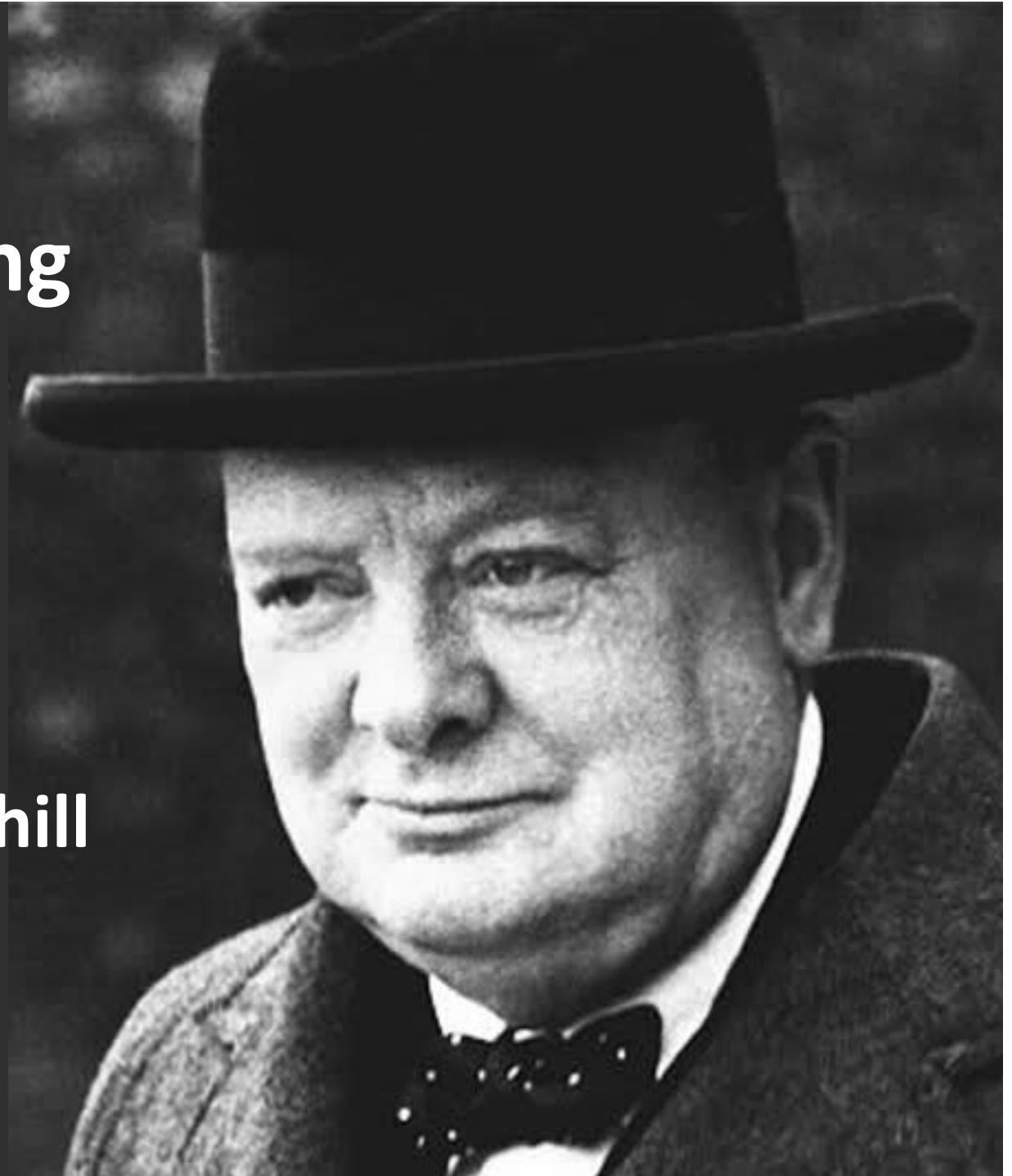
Gratitude

Thanks



**“If you’re going  
through hell,  
keep going.”**

**--Winston Churchill**



# Let's continue the conversation

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