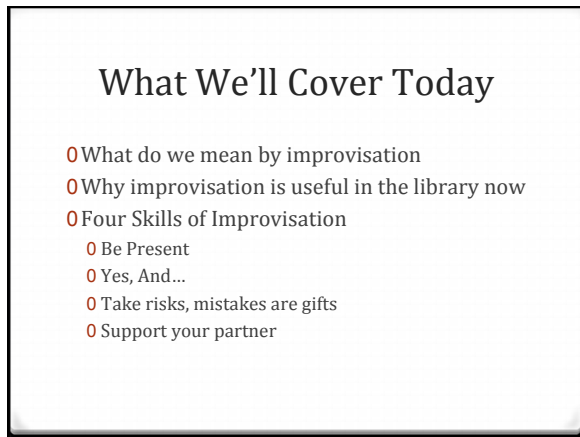
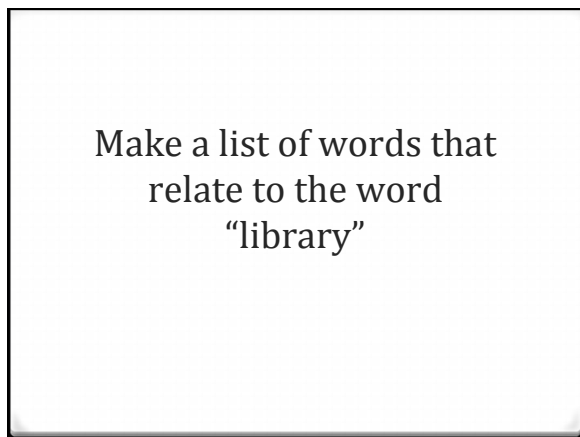


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Make a list of words
that are unrelated

Did you have more on the
first list of words that relate
to "library"

Please use the Yes/No feedback button

What words do you think of
when you hear the word
Improvisation?

Please type in the chat window

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Myths of Improvisation

- Unprepared
- Frightening
- Irresponsible
- Has to be funny
- I can never do that

Improvisation Through the Eyes of an Improviser

<input type="radio"/> Practice	<input type="radio"/> Adaptability
<input type="radio"/> Connection	<input type="radio"/> Story
<input type="radio"/> See offers	<input type="radio"/> Trust
<input type="radio"/> Listen	<input type="radio"/> Rapport
<input type="radio"/> Awareness	<input type="radio"/> Teambuilding
<input type="radio"/> Shared Leadership	<input type="radio"/> Support
<input type="radio"/> Positivity	<input type="radio"/> Building
<input type="radio"/> Flexibility	<input type="radio"/> Collaboration

Library Work Then and Now

- No longer only about:
 - Cataloging and organizing
 - Answering questions from a limited set of materials
 - Finding the right book
 - People in the building
- Library work now is about:
 - Connecting people with resources
 - Empowering
 - Engaging community
 - Directing people to the bathrooms ;)

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Work is About
Communicating With People





What Skills Do We Need to Thrive
Survive?

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What Skills Do We Need to Thrive Survive?

- Collaborate
- Authentic Respectful Communication
- Shared Purpose
- Active Listening
- Flexibility/Comfort with Ambiguity
- Focus on Positive Solutions
- Let Go of Outcomes/Reframe Failure as Opportunity
- Confidence

Four Skills of Improvisation

1. Be present
2. Yes, And...
3. Take risks, mistakes are gifts
4. Support your partner

*Be
present*




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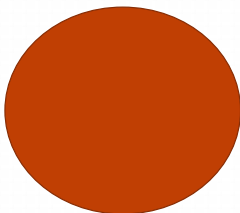


MUST BE PRESENT TO WIN

- Practice building the muscle of being present:
 - in meetings
 - with challenging customers
 - with colleagues in conversation.
- Practice self awareness to:
 - know when you're NOT being present
 - notice the tendency to judge and react
 - have a choice about how to respond



See Red




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Libraries should reduce their book collections and allocate more space to community gathering spaces

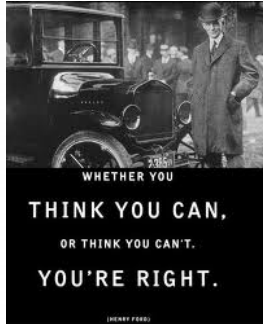
Build up the muscle of finding what's right!



- We too often shut down or block progress
- Yes, But = Blocking
- Yes, And = Building

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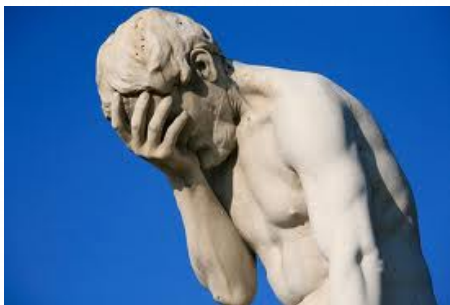
Take Risks, Mistakes are Gifts



Learning to Fly



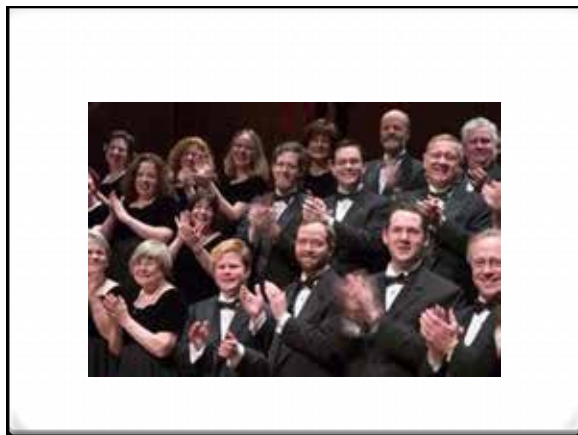
DATE	AVIATOR	TIME TO GET OFF	SPEED (mph)	HEIGHT (ft)	DISTANCE (over ground)	HEADWIND (mph)	TIME-DISTANCE
Dec. 14, 1903	Wright Wings	4 SEC.	14.6 Kts. (25.5 mph)	102 ft.	120 ft.	10.0 mph	440
Dec. 17, 1903	Orville Wright	12 SEC.	5.9 Kts. (10.2 mph)	120 ft.	120 ft.	10.0 mph	1,440
Dec. 17, 1903	Wright Wings	13 SEC.	7.9 Kts. (14.4 mph)	175 ft.	175 ft.	10.0 mph	2,275
Dec. 17, 1903	Orville Wright	15 SEC.	7.9 Kts. (14.4 mph)	200 ft.	200 ft.	10.0 mph	3,000
Dec. 17, 1903	Wright Wings	59 SEC.	8.5 Kts. (15.5 mph)	252 ft.	252 ft.	10.0 mph	50,260



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What's Good About This?

More people are reading on digital devices



Practice Makes Perfect

Wrong Name

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Summary of Today's Skills

- Be Present - let go of your personal bias, create connections and see opportunities.
- Yes, And... - to show willingness to listen and build
- Take risks - share ideas, worry less, experiment more
- Support your partner - you don't have to do it alone!

Nov/Dec 2011 Public Libraries: PLA president says

- We found our organization opening up after a communications training session that taught the "yes, and..." principle. (p. 5)
- What would happen if your organizational culture was one of "yes"? (p. 5)



<http://www.publiclibrariesonline.org/magazines/from-the-president/grab-your-partner>

Infopeople Workshop on Skills of Improvisation - Coming in Spring for California libraries

- Open registration all-day workshops like in the old days.
 - Come alone, with a buddy or with an existing team
- Contract for the workshop for your
 - Management team
 - Staff day
 - Any groups that need to work together for the good of the library.

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