



## **Communication Skills for Front Line Library Staff**

*Workshop Agenda*

*Fall 2004*

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Instructor

An Infopeople Workshop

### **Building Blocks for Better Communication**

- ◆ The Details of Behavior for Better Communication
- ◆ What is Rapport and Why is it Important?  
*Exercise #1 Identify which behaviors work best*

### **Specific Behaviors That Improve Communication**

- ◆ How These Behavior Details Affect People
- ◆ How You Can Use the “Good and Better” Model to Improve Communication Skills  
*Exercise #2 Improve communication with the “good and better” feedback model*

### **How These Behaviors Can Connect With People Including Strangers**

- ◆ How Good Communication Skills Improves Relationships
- ◆ How Speed, Rhythm, and Space Can Differ Among Cultures and Generations  
*Exercise #3 Identify how behavior can affect people*  
*Exercise #4 Identify how matching speed, rhythm and space can affect people*

### **The Importance of Rapport-Building in Improving Communication**

- ◆ Appropriate Ways to Build Rapport in the Workplace
- ◆ Use Rapport, Limits, and Alternatives to Deal with Library Users
- ◆ Practice the Effectiveness of the Ideas in this Class in Your Library  
*Exercise #5 Design a project and practice how behavior change can work*

### **Summary and Evaluation**

*There will be two 15-minute breaks and an hour for lunch.*