An “ALL IN” Team

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all in
phrase of all

1. informal
   exhausted.
   “he was all in by halftime”
Do you consider yourself all in?
What “all in” looks like for me

Kind
Respectful of all humans
Cares (job, guests, and staff)
Compassionate
Values Diversity
Passionate about service
Current Staff

• Find their strengths and put them to use.
• If they are in the wrong position, move them.
• They will not always agree with you.
• Respect what they’ve been through and work with them on the change.
• Make it work the best you can.
Try to hire the right people

• It is vital to pick people that have skills but just as vital that they match the culture of your team.
• A wrong decision will impact the whole team.
• Hire for heart; train for skill. If you have heart, passion, desire, and work ethic, you will learn the skills you need and succeed at the task at hand.
• Remember, you cannot usually change a person’s attitude, but you can train if they are trainable.
How do you know who is right?

- Let the library team be part of the process.
- Use library specific interview questions
- Previous Library Experience can be + or -
- Trust your gut (most of the time..especially red flags)
- Let them observe someone working
- Explain looking for a “specific puzzle piece”
- Be honest up front about expectations
- Written job description
- Always check the references
- What questions do they ask?
First 90 days after hiring....probationary period

- Observe to see if they fit the team culture
- Multi-tasking ability
- Customer service (means different things to people)
- Interaction with other staff
- Emotional State
- Lazy, talkative,....
- Right mix of initiative with willingness to ask for help
- Doesn’t make up answers!
Hire and let them do their job

• Don’t feel threatened if they are smart(er than you)
• If you discover hidden talents, use them!
• If there is a problem, communicate!
  – Don’t let it build.
  – Find a solution and move on.
  – Don’t hold it against them!
• Respect their knowledge
• Have their back
It is amazing what you can accomplish if you do not care who gets the credit. – Harry S. Truman

Be sure the proper person gets the credit.
Think about other successful team leaders

- Gibbs from NCIS
- Level 5 Leadership (*Good to Great* by Jim Collins)
  - They always took the blame when things didn’t go well, and they never took the credit.
Show staff you appreciate them

- Staff Development Team
  - Birthdays, weddings, and babies
  - Holiday celebrations
- Support them and their ideas
- Only say no when necessary
- Help them learn and become better
- Try to correct with kindness
- If they are having a bad day, let another team member know so they can help.
Rise by Lifting Others

Everyone wants to get ahead in this world, but it's hard when people go about it in rude, selfish and thoughtless ways. The fact is, the real rise to the top starts by just letting go of the rat race and concentrating on lifting and inspiring others. When we stop focusing on ourselves we find extraordinary joy in watching others' dreams take flight. In the process, they become the "wind beneath our wings," and we effortlessly float to the top with them. In fact, we often find ourselves soaring higher than we ever dreamed possible. The ride is a blast, and the view is amazing. So inspire, uplift and empower others. It's the secret to true and lasting greatness.
Our “All In” Team