My Co-Worker is a Lizard!

How a Strong Employee Experience Program Can Improve Your Library’s Service, Culture, and Reduce Personnel Issues
About us - Marilee

Marilee Moon
Assistant Director over Customer Experience
Salt Lake City Public Library
I have six boxes of costumes
About us - Patrick

Patrick Hoecherl
Staff Development Coordinator
Salt Lake City Public Library
I enjoy long walks with condors.
Overview

- First Break All the Rules
- Vulnerability - Learn about It
- Chickens and Productivity
- Vulnerability - Practice It
- What Bird are You?
- Sixteen Personalities
- Actual Feedback on Employee Experience Program
Does my supervisor or someone at work, seem to care about me as a person?
Does Someone Care about Me?

- How long a talented employee stays and how productive they are is determined by their relationship with their immediate supervisor.

- Employees who responded the most positively also worked in businesses with the highest customer satisfaction!

Happy Employees = Happy Customers
**Employee Experience**

**Obit Reference**
*Explore all the obit databases and critique them as if you had to decide which to pay for on a limited budget.
*Identify at least 3 dead persons who you have not looked up before. Find their name in as many places as you can.

**Policy/Procedure Knowledge**
*Read through all the Level 2/Browsing information on our Agency Files on Connect.
*Go look at all the meeting rooms in the library. Which ones can people walk in and use? Which can be reserved in advance? Which have whiteboards?

**Reference Questionnaire**
*Complete the Level 2 Reference Questionnaire.

**Adult Reader's Advisory**
*Read 3 highly reviewed fiction books in genres you don't normally pick. Use 3 different sources to find these books besides Goodreads.
*Use Novelist. Look up a book you enjoy and read 1 book based on a similar title or series.

**Customer Service**
*Learn about the architecture and some cool facts of the building. Write down some talking points for yourself.
*Identify a customer service skill you could improve on, come up with a plan, practice the skill for at least a week.
*What things do they have at the Library Store that could help our patrons? Find out the prices.

**Historic Newspaper Databases**
*ProQuest NYT: look up the headline the day after the Titanic sank.
*Utah Digital Newspapers: Find 2 Utah newspapers that covered the Titanic.
*Chronicle America: Identify 3 small town papers published in 1900 in Utah.

**Databases**
*Pick some databases you are not as familiar with, or ones you want to know better. Preview and use them as if you were a library patron. Write down what resources they provide.
*1 point per database (worth up to 5 pts total)

**Teen Reader's Advisory**
*Read a teen book recommended by a teen.
*Read a Beehive Book Award winner.
*Read a book from a popular teen series or author.

**Graphic Novel/Manga**
*Read 1 starred reviewed and 1 graphic novel suggestion from a staff member not on our floor.
*Ask a patron for a manga novel suggestion and read it.

**Public Transportation**
*Plan at least 4 fake trips from the library via Trax. Write down the trains you would take for the best route.
*Figure out exactly where the bus stops near the library are at. What buses stop there and where do they go?
“I don’t want to share my deepest darkest secrets with my colleagues.”
Vulnerability is about being your authentic self.
Productivity

Chickens - William Muir
Margaret Heffernan
Forget the Pecking Order at Work
Social Cohesion

“What drives helpfulness is people getting to know each other and it does not happen automatically.”
My Co-Worker is a Lizard
My Co-Worker is a Lizard
Vulnerability Activity

What were you like as a child?
Vulnerability Activity

What were you like as a child?
1. Name something about your job that makes you thankful

2. Name something you were never grateful for, but are now

3. Name something you appreciate about the person on your right
DISC Personality Test

William Moulton Marston

- Psychologist
- Polygraph
- Wonder Woman
Which Bird Are You?
Eagle?
Parrot?
Taking Flight with DISC

Verbal, Fast-Paced
- Results-oriented
- Bottom-line
- Direct
- Take charge
- Independent
- Risk-takers
- Big picture focus

Group-oriented
- Optimistic
- Enthusiastic
- Motivational
- Social
- Humorous
- Fun

Task-Oriented Dominant Interactive People-Oriented

Reserved, Even-Paced

Owl?
Dove?
Taking Flight with DISC

Verbal, Fast-Paced
- Results-oriented
- Bottom-line
- Direct
- Take charge
- Independent
- Risk-takers
- Big picture focus
- Group-oriented
- Optimistic
- Enthusiastic
- Motivational
- Social
- Humorous
- Fun

Task-Oriented
- Dominant
- Conscientious
- Interactive
- Supportive
- People-Oriented

Reserved, Even-Paced
- Detail-oriented
- Logical
- Analytical
- Accurate
- Diplomatic
- Questioning
- Organized
- Relationship-oriented
- Maintains status quo
- Harmonious
- Empathetic
- Considerate
- Patient
- Consistent

Takeflightlearning.com
Which Bird Are You?
16 PERSONALITIES
TEST
ISFJs IN THE POPULATION

19%

ISFJ Women
Strengths

- Are supportive and friendly by nature
- Attempt to please others
- Are great listeners
- Are hardworking, and driven to fulfill duties and obligations with meticulousness
- Are very organized, in fact they can create order from chaos
- Are efficient with practical matters and daily needs
- Are safe with money
- Respect tradition and security
- Skilled at remembering things about others
- Consider commitments and lifelong relationships very important
Areas for development

- Often ignore personal needs, with a tendency to underplay their accomplishments
- Find difficulty branching out and trying new things
- Strongly avoid criticism and conflict
- Are unlikely to express personal needs, often leading to internal pent-up frustrations

*Cool Fact: This group includes many generals and military people, as well as many people in the medical profession.
not being appreciated for the daily help I give

NOISE
others’ inadequacy
affecting my work

INDECISION
workplace
conflict

procrastination
DISMISsING
HOW I FEEL

last-minute
changes
insufficient
time to prepare

STRESSORS THAT
GET ME SPINNING

disregarding my
established rules and regulations

ISFJ

OTHERS
REPEATING
MISTAKES
THE DEFENDER

ISFJ

NEVILLE LONGBOTTOM

INTROVERTED | SENSING | FEELING | JUDGING

TRADITIONAL, LOYAL, KIND AND OBSERVANT OF OTHERS. VALUE STABILITY AND CULTURAL NORMS AND ARE OFTEN CONSISTENT WITH WORK. KNOWN FOR THEIR KINDNESS AND WILLINGNESS TO GO TO ANY LENGTH TO HELP THOSE IN NEED. STRIVE TO CREATE AN ORDERLY ENVIRONMENT.
not being appreciated for the daily help I give

NOISE
others’ inadequacy
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INDECISION
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Stressors that ENFP get me spinning

- Obligation
- Lack of enthusiasm
- Endless detail
- Thoughtlessness
- Spreadsheets
- Procedures
- Rudeness
- Too many details
- Micromanaging and distrust
- 15 projects at once
- Forcing to make decisions before ready
- Mundane
- Over commitment
- Long term plan
- Rules over relationships

Organization at the expense of creativity
I know it is unintentional. . .

How might you have handled this situation differently. . .
Feedback—Oh No!

More practical knowledge development/less “therapy” or personality profile based emphasis
I learn something new about my colleagues, whom I work with every day that I would have never known. It brings an element of empathy which is so valuable on a team.

It’s nice to know that other staff have the same feelings I do. Sometimes you think you’re the only one that has a problem.
Feedback-Mindfulness

I like that the exercises lead us into self-reflection because that’s something that I try to remind myself to do--it’s often difficult to step back and take a breath and really look into how we are feeling.
Feedback - Focus on the Positive

I leave the meeting happy, chatty, and not bogged down. It allows energy to be focused on the positive, the human rather than having a two hour meeting that only addresses problems, training, and departmental housekeeping.
Highlight on Strengths/
Forgiving of Weaknesses

Learning about one another, we are able to highlight the strengths of our colleagues and be supportive co-workers when identifying weaknesses.
Thank you for the feedback!

Be open to the possibility...
How might you have handled this situation differently...

I know it is unintentional...
How might you have handled this situation differently...
Shared Employee Service Expectations

- Be Caring
- Be Quick to forgive
- Be intentionally aware of strengths and stressors
- Honor deadlines and commitments
- Keep your word
- Be on time
- Practice candid and kind conversations

Personnel issues made easy
Employee Service Goals

Personnel issues made easy
You know your employees and you care!