

North Central Library District Presents

**Communication Skills
For Front Line Staff**
with Pat Wagner - pat@pattern.com

March 24th, 2006 2 pm - 3 pm
Thanks for your time and attention!
Technical Problems? Call: 1-866-229-3239
A LEADing Libraries: E-Learning program

Getting Ready For Today

- Have handout of slides ready.
- Print out and put up your sign.
- Paper and pen for notes.
- Prepare questions for end of program.

Acknowledgements

Funding for this project made possible via the *U.S. Institute of Museum and Library Services* under the provisions of the *Library Services and Technology Act*, administered in Pennsylvania by the *Office of Commonwealth Libraries*.

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Features of Today's Session

- Communication tools.
- Chat questions.
- Writing tools - remember to click!
- Polls.
- Exercises.

After Today's Session

- Post-program quiz.
 - *(required for CE credit)*
- Feedback from you.
- Handout.
- Bibliography and online resources.
- Support.

Communication Tools

- Hands Up!!!
- Yes or no?
- Emoticons.
- Chat tools.
 - Send a question for Q & A session.

Writing Tools	
<i>Section One</i>	<i>Section Two</i>
<i>Section Three</i>	<i>Section Four</i>

Polls
<ul style="list-style-type: none">• Polls are anonymous.• Quick decision - think fast!!• Learn about your online community.• Have fun!

Communication: Agenda
<ul style="list-style-type: none">• What is communication?• Words that work.• Lowering your emotionality.• Using positive influence model.

Communication: Introduction



What is Communication?

- Send a message.
 - Ask for something.
- Receive a message.
 - Provide something.
- What works best?
 - Respect means equals.

Verbal Communication

- Words you use.
- Be specific.
- No mind-reading!
- No jargon!
- Any word can be used poorly.

Nonverbal Communication

- Details count: 95% is nonverbal.
- Facial expression.
- Gestures and posture.
- Tone of voice.
- Pace and space.

Nonverbal Communication

- Look person in the face.
- Lean forward.
- "Square" body to other person.
- Smile.
- Speak longer.

Successful Communication

The **measure** of successful communication:

*Did you get the **response** you wanted from the other person?*

Front Line Communication

- Did the library users feel they were treated well by the library staff?
- Did the staff solve their problems?
- Your main goal is NOT to enforce the rules or ensure the library users does not interfere with your "work".

Words That Work

- **Yes, and** instead of *yes, but.*
- **Can** instead of *can't.*
- **Please, always.**
- *Three magic words:*
 - **next**
 - **instead**
 - **despite**

Lowering Emotionality

How do you calm yourself down if an event has upset you?
Please give **two** examples on the next slide.

Lowering Emotionality	
<i>Section One</i>	<i>Section Two</i>
<i>Section Three</i>	<i>Section Four</i>

Positive Influence
<ul style="list-style-type: none">• Rapport<ul style="list-style-type: none">– empathy: connection• Information<ul style="list-style-type: none">– objectivity: data• Action<ul style="list-style-type: none">– responsibility: consequences

Positive Influence: Rapport
<ul style="list-style-type: none">• Manners.• See, hear and understand world from other person's point of view.• Assume positive intention.• Easier with people like yourself.<ul style="list-style-type: none">– Age and socioeconomic status

Why We Skip Rapport?

Rapport works **+50%** of the time in successful communication.

What reasons do people give to skip this step? Please write two reasons on the next slide.

Why We Skip Rapport?

<i>Section One</i>	<i>Section Two</i>
<i>Section Three</i>	<i>Section Four</i>

Positive Influence: Information

- Everyone is new, every day.
- Too many rules create criminals.
- Consistency reduces manipulation.
- No surprises.
- Write it down!

Positive Influence: Action

- Offer alternatives.
- Distract with something better.
- Move!
- Enforce rules consistently.
- Always thank people.

Positive Influence: Action

What is hard about enforcing the rules?

Please write two examples on the next slide.

Positive Influence: Action

<i>Section One</i>	<i>Section Two</i>
<i>Section Three</i>	<i>Section Four</i>

Questions, please.

- Ask a question, using the chat tools.

Thank you!

- Could you hear the program?
- Could you see the slides?
- Did you have a decent connection?
 - Stable
 - Fast
- Could you work the tools?

Curtain call

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Support

- Tricia will contact you personally for more feedback.
- You can reach Pat at:
 - pat@pattern.com **or**
 - Pat can call you, if you like.

FINIS


