The Art of Conversation

Morning Session

8:30 a.m.  Gather for refreshments
9:00 a.m.  Welcome
9:15 a.m.  Crucial Conversations
Presented by Louise Reimer, Director Branch Services, Edmonton Public Library, Alberta, Canada

Are you stuck in a situation where you’re not sure how to hold a difficult conversation—at home or at work? The Crucial Conversations (TM) model and skills will help you learn to speak up, talk through issues, and engage in healthy dialogue. Louise Reimer will introduce skills that will help you master high-stakes, crucial conversations.

Lunch
Noon  Buffet Lunch
12:30 p.m.  Staff Awards

Afternoon Session

1:30 p.m.  Getting to Yes
Presented by Sharon Morris, Ph.D., MLIS, Director, Library Development Colorado State Library

Create a culture of “yes” in your library. This session will use lively examples and stories to illustrate practical techniques for shifting your library culture. Discover at least three ways to go from good enough to unexpectedly amazing. Consider the value of “Yes, and...” as it applies to policies, services, and interactions in your library. Walk away with a plan that excites you.

3:55 p.m.  Closing Remarks
Community Library Network
All Staff Day
Wednesday, November 11, 2015

Presenters
Crucial Conversations
Louise Reimer is Director, Branch Services at the Edmonton Public Library (Alberta, Canada). At EPL, she leads the internal "Leading From Any Position" leadership development program, spearheads the Discovery Services initiative (a revisioning of service models), and is a certified Crucial Conversations (TM) trainer. She also holds the CHRP (Certified Human Resources Professional) designation and is a session instructor in Human Resources Management at the School of Library and Information Studies at the University of Alberta.

Getting to Yes
Sharon Morris, Director of Library Development at the Colorado State Library, provides interactive workshops and presentations throughout the U.S. to encourage joyful, extraordinary library services. She holds a doctorate in Managerial Leadership in Libraries from Simmons College and has had a variety of library jobs from software development to collection development, from outreach to children’s services. This session offers practical tips for getting to yes. The content is based on her visits to libraries and experiences with the amazing people who work in them.

Staff Awards
5 Year
Rachel Bowes
Cherie Millsap
Lesia Stolley

10 Year
Ginny Saywell
Jason James
Judy Foster
Charlotte Limesand
Trina Peterson
Sharon Bateman
Carol Leadingham
Debbie Johnson
Kathryn Deberg
Veda Weingart
Jenny Baker

15 Years
Mark Foster
Marie Gregg

20 Years
Kari Wilson

30 Years
Clydene Blocker