


An *Infopeople*  Webinar

Infopeople webinars are supported by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian.



**Improvisation at
Work!**
Communicating and
Innovating in Your Library

What We'll Cover Today

- 0 What do we mean by improvisation
- 0 Why improvisation is useful in the library now
- 0 Four Skills of Improvisation
 - 0 Be Present
 - 0 Yes, And...
 - 0 Take risks, mistakes are gifts
 - 0 Support your partner

Make a list of words that
relate to the word
“library”

Make a list of words
that are unrelated

Did you have more on the
first list of words that relate
to “library”

Please use the Yes/No feedback button

What words do you think of
when you hear the word
Improvisation?

Please type in the chat window

Myths of Improvisation

- 0 Unprepared
- 0 Frightening
- 0 Irresponsible
- 0 Has to be funny
- 0 I can never do that

Improvisation Through the Eyes of an Improviser

- 0 Practice
- 0 Connection
- 0 See offers
- 0 Listen
- 0 Awareness
- 0 Shared Leadership
- 0 Positivity
- 0 Flexibility
- 0 Adaptability
- 0 Story
- 0 Trust
- 0 Rapport
- 0 Teambuilding
- 0 Support
- 0 Building
- 0 Collaboration

Library Work Then and Now

0 No longer only about:

- 0 Cataloging and organizing
- 0 Answering questions from a limited set of materials
- 0 Finding the right book
- 0 People in the building

0 Library work now is about:

- 0 Connecting people with resources
- 0 Empowering
- 0 Engaging community
- 0 Directing people to the bathrooms ;)

Work is About Communicating With People





What Skills Do We Need to ~~Thrive~~
Survive?

What Skills Do We Need to ~~Thrive~~ Survive?

- 0 Collaborate
- 0 Authentic Respectful Communication
- 0 Shared Purpose
- 0 Active Listening
- 0 Flexibility/Comfort with Ambiguity
- 0 Focus on Positive Solutions
- 0 Let Go of Outcomes/Reframe Failure as Opportunity
- 0 Confidence

Four Skills of Improvisation

1. Be present
2. Yes, And...
3. Take risks, mistakes are gifts
4. Support your partner

*Be
present*



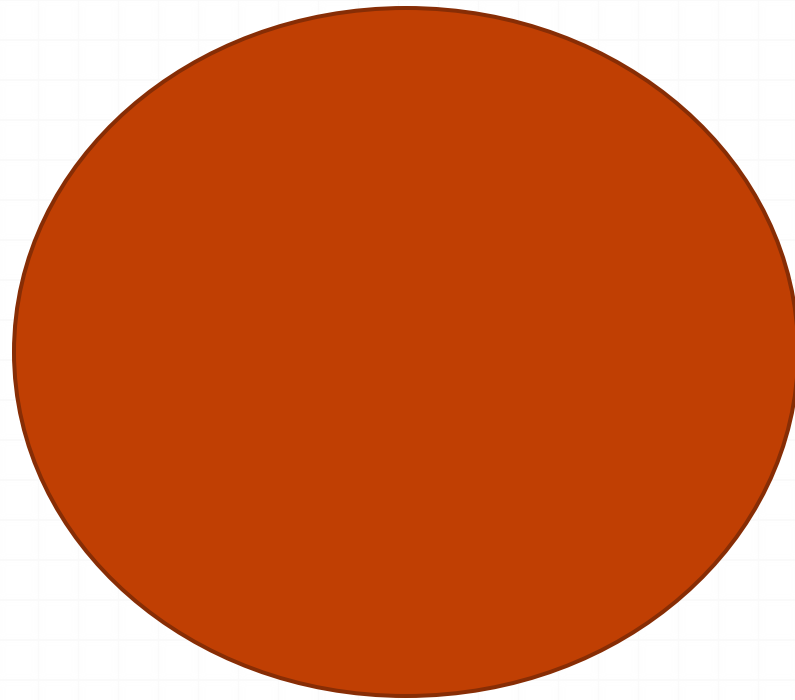


MUST BE PRESENT TO WIN

- 0 Practice building the muscle of being present:
 - 0 in meetings
 - 0 with challenging customers
 - 0 with colleagues in conversation.
- 0 Practice self awareness to:
 - 0 know when you're NOT being present
 - 0 notice the tendency to judge and react
 - 0 have a choice about how to respond



See Red





, AND ...



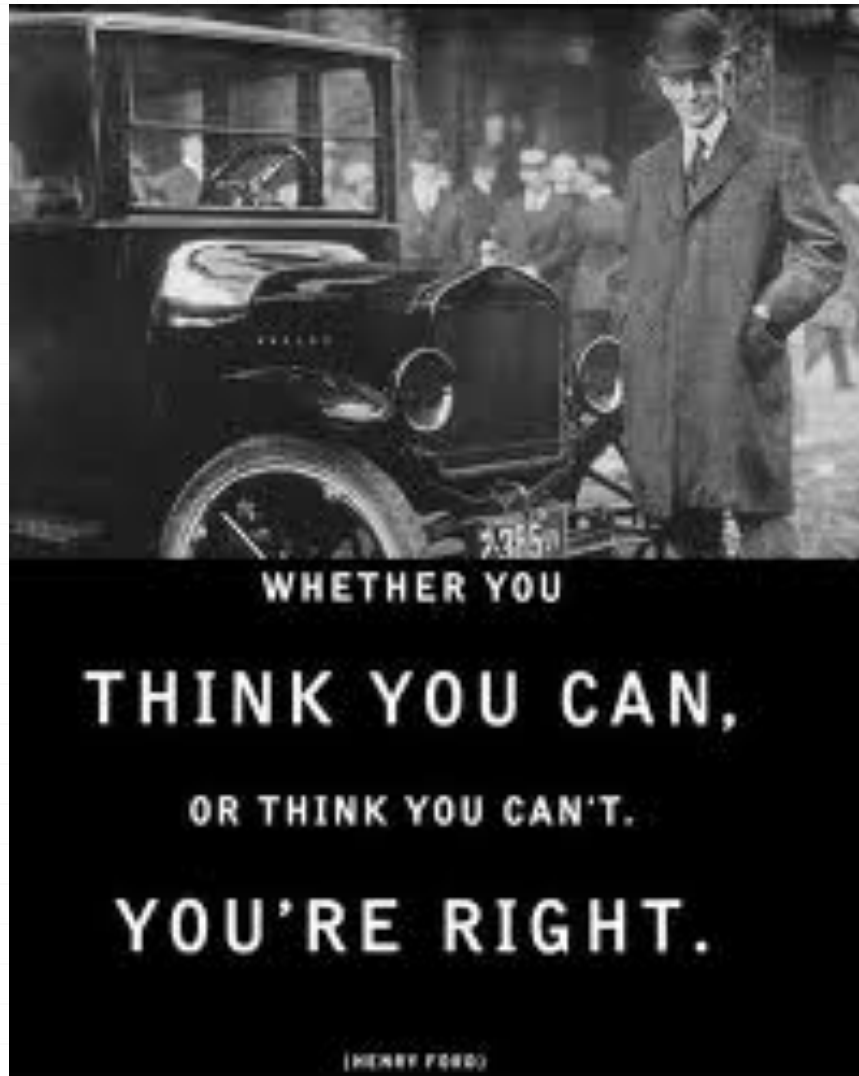
Libraries should reduce their
book collections and allocate
more space to community
gathering spaces

Build up the muscle of finding what's right!



- 0 We too often shut down or block progress
 - 0 Yes, But = Blocking
 - 0 Yes, And = Building

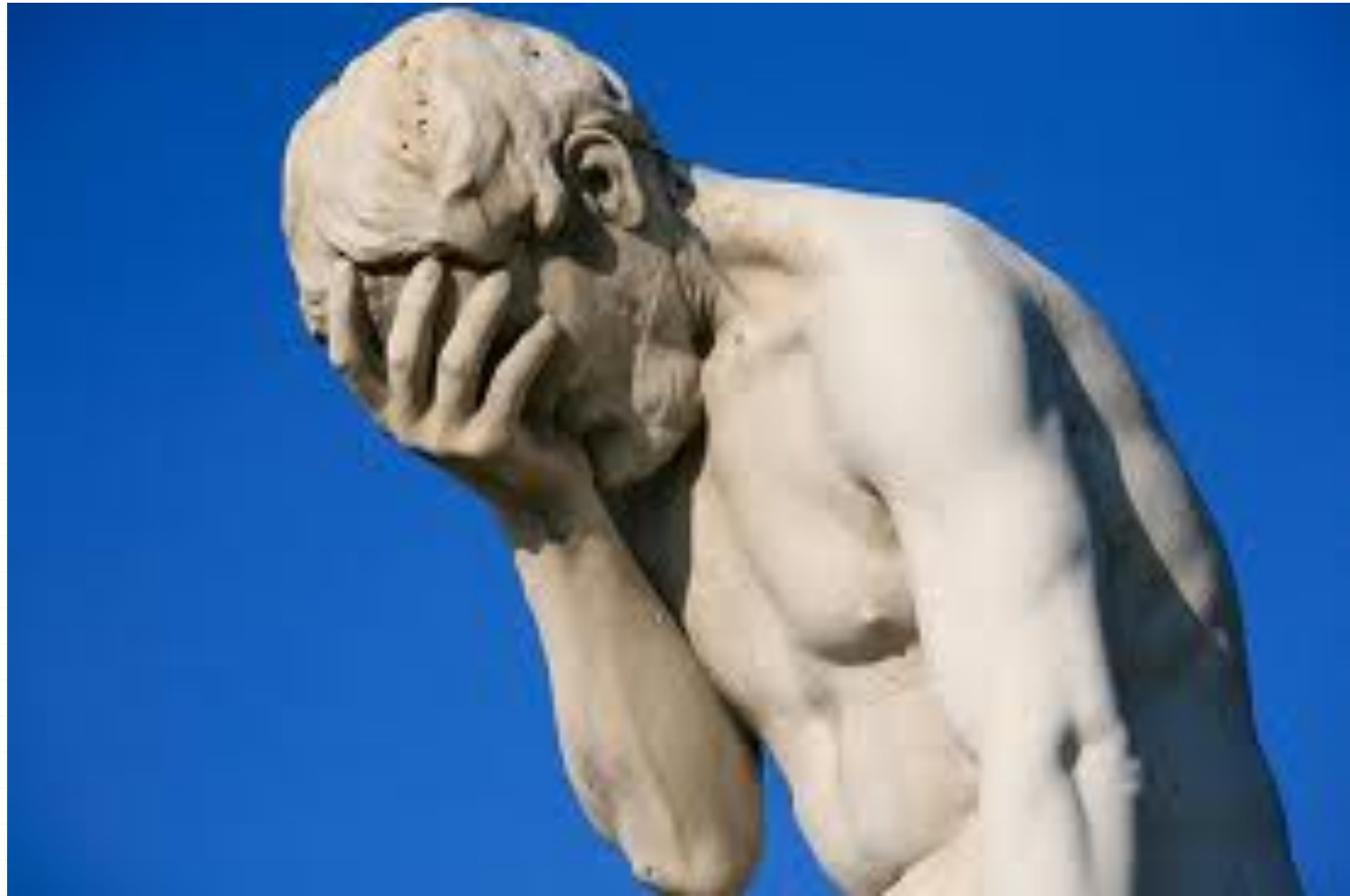
Take Risks, Mistakes are Gifts



Learning to Fly



DATE	AVIATOR	TIME ALOFT	SPEED (over ground)	DISTANCE (over ground)	HEADWIND	TIME x DISTANCE
Dec. 14, 1903	Wilbur Wright	4 sec.	16.6 kts. (19.1 m.p.h.)	112 ft. (approximate, not measured)	3.5 - 7 kts. (4 - 8 m.p.h.)	448
Dec. 17, 1903	Orville Wright	12 sec.	5.9 kts. (6.8 m.p.h.)	120 ft. (approximate, not measured)	21 kts. (24 m.p.h.)	1,440
Dec. 17, 1903	Wilbur Wright	13 sec.	7.9 kts. (9.2 m.p.h.)	175 ft. (approximate, not measured)	18 kts. (21 m.p.h.)	2,275
Dec. 17, 1903	Orville Wright	15 sec.	7.9 kts. (9.2 m.p.h.)	200 ft. (approximate, not measured)	18 kts. (21 m.p.h.)	3,000
Dec. 17, 1903	Wilbur Wright	59 sec.	8.5 kts. (9.8 m.p.h.)	852 ft. (actual, measured)	18 kts. (21 m.p.h.)	50,268



I blew it



*I made
a
mistake*





Support Your Partner





What's Good About This?

More people are
reading on
digital devices



Practice Makes Perfect

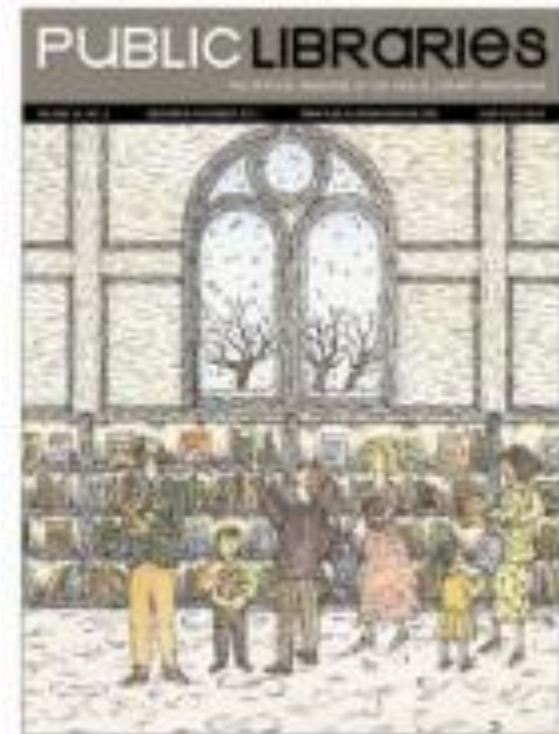
Wrong Name

Summary of Today's Skills

- 0 Be Present - let go of your personal bias, create connections and see opportunities.
- 0 Yes, And... - to show willingness to listen and build
- 0 Take risks – share ideas, worry less, experiment more
- 0 Support your partner – you don't have to do it alone!

Nov/Dec 2011 Public Libraries: PLA president says

- 0 We found our organization opening up after a communications training session that taught the “yes, and...” principle. (p. 5)
- 0 What would happen if your organizational culture was one of “yes”? (p. 5)



<http://www.publiclibrariesonline.org/magazines/from-the-president/grab-your-partner>

Infopeople Workshop on Skills of Improvisation - Coming in Spring for California libraries

- 0 Open registration all-day workshops like in the old days.
 - 0 Come alone, with a buddy or with an existing team
- 0 Contract for the workshop for your
 - 0 Management team
 - 0 Staff day
 - 0 Any groups that need to work together for the good of the library.

Q and A



Thank You!

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