Activity III
1. #/Frequency of changes
2. We promote trust (core values) but we are not fully exercising it
3. Staff feel as though there is a division between professional/MLS staff and non-professional/non-MLS staff

Activity IV
1. #/Frequency of changes
a. My action:
      i. Grow knowledge of change management and emotional intelligence
1. Books
2. Trainings
      ii. Implement strategies for change management and emotional intelligence
1. In rolling out changes
2. In discussing change with staff during staff meetings, one-on-ones, and crucial conversations
b. Staff action:
      i. Attend change management and emotional intelligence discussions/trainings and incorporate skills into daily work
c. Admin action:
      i. Provide more training for all levels of staff on emotional intelligence and change management
      ii. Discuss at management level how to roll new changes out to staff
1. Talking points
2. Solicit and use feedback
2. We promote trust (core values) but we are not fully exercising it
a. My action:
      i. Include all levels of staff to help prioritize projects/changes
      ii. Start with "this is what we want to accomplish" and include staff in determining the how
      iii. Empower staff to make decisions using core values as guidance
      iv. Create committees at local level that allow staff to grow leadership and decision making skills
b. Staff action:
      i. Move beyond complaints and engage in identifying solutions
      ii. Learn core values and incorporate into daily decision making
c. Admin action:
      i. Include all levels of staff to help prioritize projects/changes
      ii. Start with "this is what we want to accomplish" and include staff in determining the how
      iii. Continue to create committees (such as the staff appreciation/recognition committee)
3. Staff feel as though there is a division between professional/MLS staff and non-professional/non-MLS staff
a. My action:
      i. Provide cross training opportunities between departments and exchanges with other libraries/departments in the system

b. Staff action:

      i. Actively grow skills by requesting to attend trainings and shadow their colleagues

      ii. Share knowledge with colleagues in staff meetings and via email

c. Admin action:

      i. Create boot camp/learning tracks for promotion

      ii. Further encourage MLS attainment by providing 1-3 hours per week for paid education leave while enrolled in accredited program

      iii. Create internship opportunities for non-managers and/or managers looking to continue to move upward (MLS not required for internship)

1. This would also be a way to support libraries with openings that take a long time to fill or when a manager goes on FMLA