



*Metro*UNIVERSITY

Top 10 November 2021 Highlights

November 2021 | Metropolitan Library System | Learning & Development

Learning and Development's **Top 10** course highlights for the month of **November**. Earn a **Top 10 Badge** on your EduBrite profile by completing one of the below courses! Note: Time provided to complete a course is approximate.

November



Core Value (CV) Challenge ~ Complete one of the highlighted LinkedIn Learning or Niche Academy Courses in EduBrite:

Core Value (CV) ~ Innovation



How to Boost Your Creativity from Home in 10 Days



32(m)

Creative thinking is something we're all capable of. And it's a skill we can all improve with a bit of effort. Instructor Dave Birss has spent much of his career studying and applying creativity. He's helped to lead the creative departments of some of the UK's biggest ad agencies. And he's conducted experiments to see what helps people come up with better ideas. In this course, he shares his knowledge with you. Discover how to develop your creative abilities, so you're better equipped to generate valuable ideas for your company or yourself. Each lesson includes a practical exercise that's designed to improve different facets of your creative abilities. Along the way, Dave shares tools and techniques to help you come up with, improve upon, and prototype novel ideas. Plus, get tips for persuading decision-makers to support your ideas. Tune in to one lesson a day for 10 days to supercharge your creative abilities.

Managing Innovation (Audio Only Course)



58(m)

In many organizations, the way innovation happens is unpredictable. It doesn't have to be that way. In this audio-only course, innovation expert Jim Belfiore shares methods, concepts, and practices that can help you more effectively manage innovation programs at your organization. Jim dives into the levels and methods of innovation and shares how to frame the right problem to drive the right solutions forward. He explains how to effectively use tools such as brainstorming, value engineering, TRIZ, and even crowdsourcing to create game-changing ideas. Plus, he covers how to do the research necessary to validate your idea and assess the competitive landscape.

Core Value (CV) ~ Respect & Integrity



Essential Lessons for First-Time Managers

1(h) 5(m)

Becoming a manager can be intimidating. With so much information out there, it's hard to know where to start. In this course, leadership expert Dave Labowitz shows you some essential lessons you should learn to be an effective manager. Dave covers how to understand your responsibilities and how to transition from a manager to a leader. He explains how to improve your communication, become a better listener, and connect to your employees emotionally. Dave shares the ins and outs of management, then goes into how you can remove roadblocks and know your key performance indicators. Finally, he provides useful tips on mistakes that you should avoid as a leader.

How to Stop Wasting Time in Meetings



33(m)

Does anyone love meetings? Let's face it—meetings have a bad reputation, and we probably all know why. They can waste time, add confusion, and lack clear takeaways. The good news is that they don't have to be this way. In this course taught by creativity-productivity expert Samantha Bennett, Sam explains the various ways in which you can make meetings more impactful. She walks through how you can set a clear meeting purpose based on the stakeholders and the type of meeting, and how to get aligned on a direction and ensure all voices and perspectives are heard. She also imparts her rules for effective meetings, how to follow up, and how to hold folks accountable after your meeting. If you take the time to watch this course, you might just find yourself making more of your time in your next meeting.

Do you ever feel panicked when someone asks you a legal reference question? Are you not sure if you can answer or how much information you can provide? What can libraries actually do to assist self-represented litigants?

In this webinar, Deborah Hamilton will focus on how to handle legal questions from patrons. We will look at how to do a legal reference interview and what

types of information you can provide; how to connect with legal service organizations in the community so you can make good referrals; and discuss possible ideas for legal programs that you can offer to your patrons.

Niche: Above and Beyond: Developing a Culture of Organizational Citizenship



1(h)

In this webinar, learn what it means to develop a healthy organizational culture, based on the concepts of organizational citizenship behavior.

A healthy and effective workplace often stems from strong leadership. For supervisors, it's important to develop a team of individuals who work well together, do what needs to be done, and help each other succeed. Join us for a dynamic session to learn what it means to develop a healthy organizational culture, with an introduction to the concept of organizational citizenship behavior and its relevance to public libraries. You'll learn techniques to build and support a team that is willing and able to go above and beyond, and to help your library succeed.

Essentials of Team Collaboration



32(m)

The best teams don't wait for someone to tell them what to do. Instead, they work together to set themselves up for success. In this course, learn how teams can collaborate more effectively. Discover how to ask key questions, clarify expectations, and ensure everyone is kept in sync. Find out how a team can refine its purpose, use one another's preferred communication modes, and solicit and incorporate feedback, helping members collaborate proactively—with or without managerial oversight. Join corporate trainer and author Dana Brownlee as she shares clear and proven collaboration strategies, specific activities, and techniques you can use to minimize miscommunications and avoid common collaboration mishaps.

How to Proactively Manage Conflict as an Employee



26(m)

Manage conflict before it escalates. Learn how to recognize the signs of conflict and apply problem-solving strategies to resolve it with tact and diplomacy. Veteran HR leader Laurie Ruettimann explains how to differentiate conflict from bullying and identify when you need third-party intervention. Then she discusses how to overcome conflict with colleagues, whether they're disengaged, hostile, or simply stressed. Finally, learn how to manage conflict with your boss and lead others through conflict—no matter what your role—by being a peer leader. Plus, see how practicing conflict management in personal situations can help you master it on the job.

Core Value (CV) ~ Equity, Diversity, Inclusion (EDI)



How to Be More Inclusive



1(h) 12(m)

Creating an inclusive workplace, where every employee feels welcomed, valued, respected, and heard, requires both structural change to your company processes and active allyship in your day-to-day interactions. In this course, Kelsey Bardfield explores common biases in the workplace and tangible ways to shut them down. Kelsey explores privilege and equity, and illustrates the key differences between equality and equity and the importance of doing so. She also discusses key topics like identity, microaggressions, hiring practices, allyship, and inclusion best-practices.

Digital Accessibility for the Modern Workplace



30(m)

The move towards a more digital workplace affects everyone, from newly remote employees to frontline workers. With technology being such a critical part of how we do our jobs, having accessible solutions is essential to providing an inclusive workplace. In this course, join Hector Minto, an accessibility evangelist at Microsoft, as he shares how to use accessibility solutions across your tools and processes. Hector covers the importance of accessibility, as well as how modern trends have brought accessibility to the forefront. He also shares technology solutions for each type of disability and provides best practices for developing more inclusive experiences in your meetings, emails, presentations, and social media posts. After taking this course, you'll have the tools you need to start creating a work environment that is inclusive.

Don't miss Ryan Dowd's courses available via EduBrite with our 1-year subscription to Niche Academy!



Complete one of the above courses and this badge will appear on your EduBrite dashboard!

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