



*Metro*UNIVERSITY

Top 10 September 2021 Highlights

September 2021 | Metropolitan Library System | Learning & Development



*Learning and Development's **Top 10** course highlights for the month of **September**. 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.*

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

Core Value (CV) ~ Innovation

Use an Entrepreneurial Mindset to Find Success and Fulfillment at Work



48(m)

So often, our measure of success comes from someone or somewhere else. Entrepreneurial thinking can help you define success on your own terms. In this course, organizational psychologist Erin Shrimpton shows how to adopt a mindset to find success and fulfillment at work. As Erin explains, entrepreneurial thinking isn't just for startups. Taking calculated risks, seeing opportunity in adversity, and acting decisively in a crisis are all routes to success for any employee.

Niche: Tech Talk: Think Like Tech Support



No time provided.

Troubleshooting is now a common reality for anyone who works with computers in all of their various shapes and sizes - smartphones, desktops, even smart watches. Eventually, something will go wrong, stop working, or not work as expected. This tutorial is intended to sharpen problem solving skills, especially when it comes to investigating issues with technology.

In this tutorial, we will assume that you don't know where to start, or that you've tried everything and are now stuck in solving a computer problem. This tutorial is first and foremost aimed at people who are not computer experts.

Core Value (CV) ~ Respect & Integrity

Building Rapport with Customers



27(m)

Want to set yourself up for success each time you interact with a customer? Take steps to establish a genuine, human connection with the person you're speaking with. In this course, instructor Myra Golden helps customer service reps accomplish this by stepping through how to establish rapport within the first few seconds of a customer service interaction. Myra shares simple techniques that can help you kick off a conversation in a way that makes your customers feel respected, listened to, and at ease. Learn how to keep the conversation flowing by yielding to customers and pacing their words and expressions. Plus, discover techniques that can help you build rapport in specific situations, including chat interactions, emails, and circumstances in which you need to deliver bad news

Learning to Say No



22(m)

Learning to say no is about making choices about what is important to you. In this course, Dr. Todd Dewett helps you classify work into categories of importance and decide how it matches your own goals and values. Using these guidelines, you can choose what to say "yes" to and what to say "no" to more effectively. In addition, Dr. Dewett also provides advice on how to say no in a way that is brief, honest, positive, and respectful.

Core Value (CV) ~ People First

Niche: Addressing Secondary Trauma, Stress, Compassion Fatigue, and Burnout



approximately 20(m)

Library work can be stressful. Low budgets and pay, high workloads, patrons with challenging behaviors, never-ending projects, and rapid technology changes all take their toll on employees.

Helping professions are prone to secondary trauma stress, compassion fatigue, and burnout. This workplace stress causes physical, emotional, social, and cognitive changes in staff and can result in poor service, absenteeism, and high turnover. As a director, finding ways to address workplace stress is good for your staff, library, and community.

By the end of this tutorial, you'll be able to:

- Recognize the signs of secondary trauma, compassion fatigue, and burnout
- Develop strategies for addressing secondary trauma, compassion fatigue, and burnout at the individual and organizational level

Niche: Dealing with Angry Patrons



1(h)

NOTE: You must have a WebJunction Learning account to access this course.

No one enjoys having to deal with an angry patron, but with proper preparation, and by developing the specific set of skills required, you can minimize conflict, defuse patron anger and identify the underlying issues so that you can help find the best solution.

This course on Dealing with Angry Patrons is designed to help you improve your skills in dealing effectively with angry customers. It outlines a two-step method for responding to anger, by teaching the staff member to first deal with the patron's feelings, then deal with the person's problem. It includes practice with realistic patron encounters.

Managers as Multipliers of Well-Being



38(m)

Most adults spend the bulk of their waking hours at work. Why not leverage that time to improve their health and well-being? In this course, instructor Laura Putnam covers the business case for well-being and the critical role that managers play in empowering employees to engage with their well-being. Laura points out that wellness increases team performance and explains how you, as a manager, hold a unique role in persuading your team to engage with wellness. She shows you how to monitor your own well-being and your team's. Laura also provides a template for every manager to create a positive multiplier effect for their team members.

How to Be an Effective Remote Manager

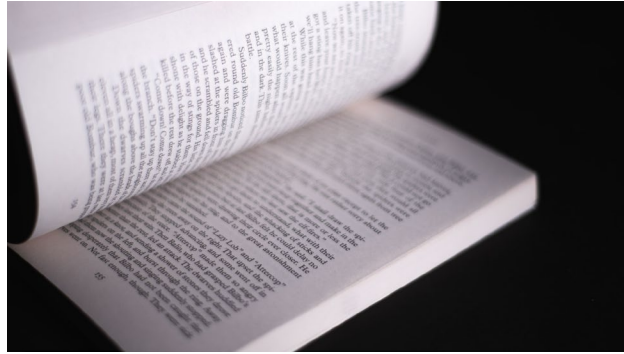


1(h) 9(m)

As a manager of a remote team, you may face unique challenges, but you also have unique opportunities to help your team thrive. In this course, Mitch Simon shares his advice for leaders who are overseeing remote teams by outlining common mistakes. Mitch starts by enforcing the importance of fun in a remote workplace, including methods for hosting meetings and allowing natural conversation to take place. He then stresses the importance of setting a tone and gathering the right people together. Mitch then reviews the importance of being vulnerable with your team by way of transparency and empathy. Mitch also highlights some classic leadership missteps, such as micromanaging, avoiding conflict, and hiding details from your team. He closes by outlining the importance of creating safe spaces where your team can take risks, give and receive feedback, and learn along the way. After this course, you'll have tools to help you lead with more confidence in a remote environment.

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

Niche: Bilingual Storytimes: Reaching Through the Language Barrier



1(h) Course requires free WebJunction.org account

NOTE: You must have a WebJunction Learning account to access this course.

As our library clientele becomes more diverse, so must our programming. The good news is that you already have the skills and access to the resources you need to research, plan, and deliver targeted programming in languages other than English. In this webinar, we'll focus on how to adapt your current storytimes for Spanish/English storytimes. You can use this same process to deliver storytimes in any language.

Discussing Racism with Dr. Christina Greer



32(m)

Dr. Christina Greer, renowned author, educator, and expert on American history, Black ethnics, and public policy, provides an engaging course intended to show that conversations about race and racism can be healthy, productive, and impactful. Christina delves into important topics such as the reasons people may be uncomfortable talking about racism, best practices for speakers and listeners, the real-life impacts of racism, and how conversations can lead to action.

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



Librarian's Guide to Homelessness Image