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X-Change Morale Impact Activity Part 4

"Describe at least two actions that you, your staff, or your supervisor/Library Administration should take to resolve or enhance the issue/behavior you mentioned"

1) Implementing projects/changes/initiatives before the decision has been properly scrutinized.

   a. Library Administration Action: Develop a decision-making process or guidelines which include a feedback step that occurs after the "first-draft" decision, but before the finalized decision. Ideally, the feedback step directly involves the people closest to the change. If that is not possible, at least solicit feedback from some set of people who were not involved in the initial decision-making process.
   b. My Action: (possibly) Assist in creation of the aforementioned guidelines. Follow guidelines.
   c. Staff Action: Actively engage in the feedback process.

2) Efficiently involving the people who are most directly affected in the decision-making process.

   The actions for this issue are the same for the previous. They are not the same issue, though the solution is the same.

   #1 is about the decision itself, recognizing the need to admit our limited perspective and find ways to be initially tentative with our answers while maintaining speed and efficiency in decision-making (think SCRUM software development, if you are familiar). #2 is about respecting (and recognizing the value of) the whole staff's thoughts and opinions. The word "efficiently" is included here too because we need to find a way to create that involvement without bogging down the decision-making process with second-guessing and slow communication channels.

3) Celebrating Success / Celebrating What Works.

   a. Staff Actions: Continue writing the local "Kudos" emails and encouraging others to do the same.
   b. My Actions: Build reflection on success into meetings: 1) "Tell a Story" at each monthly staff meeting. 2) End on Positives at each Leads meeting. 3) Be intentional about communicating when employees have done something especially well. 4) Find ways to encourage positive reflection among staff.
   c. Administrative Action: 1) Staff Recognition Taskforce is a good start. 2) Formally recognize when implementations have gone well (for instance, people talk about how the ILLiad implementation was virtually seamless.). 3) Don't forget to do your own small acts of celebrating success at your meetings (I have no idea if you do already. Presumably so). 4) In addition to analyzing the issues for why they were issues, analyze the successes for why they were successful.