



**25TH ANNUAL
INNOVATIVE USERS GROUP
CONFERENCE**

APRIL 2-5, 2017



Leadership Renewal@The Library



Leader with Head in the Sand



STALE LEADERSHIP



Sour Leadership



Renewed Leadership



Everybody is Talking About It!



Gallup Poll

- **A Gallup poll of more 1 million employed U.S. workers concluded that the No. 1 reason people quit their jobs is a bad boss or immediate supervisor. "People are quitting their bosses not their companies."**



Discussion Points

- Recognize and evaluate your leadership style
- Three skills that are necessary for successful management
- Tips on how to develop effective supervisor/employee relationships
- Three things to avoid when leading people



THE RCA EFFECT!



25th Anniversary

IUG2017

The RCA Effect

—

WHAT???



Respect Communication Action



RESPECT


- Harvard Business Review(HBR) – study of 20,000 employees say respect is what they want most.



RESPECT – HAVARD BUSINESS REVIEW STUDY

- No other leader behavior had a bigger effect on employees across the outcomes that were measured. Being treated with respect was more important to employees than recognition and appreciation.



A photograph of two men in business attire looking at a computer screen in an office setting. The man on the left is older, with grey hair and glasses, wearing a dark jacket. The man on the right is younger, with dark hair and a beard, wearing a white shirt and tie. They are both looking intently at the screen. A purple speech bubble is overlaid on the top right of the image.

Please get away from me so I can finish this!

RESPECT – HAVARD BUSINESS REVIEW STUDY

- Those that get respect from their leaders reported 56% better health and well-being
- 89% greater enjoyment and satisfaction with their jobs
- 92% greater focus and prioritization



COMMUNICATE

Knowing what tasks you want to accomplish and being able to communicate it to someone else is crucial.





What Just Happened???

- **Totally confused**



COMMUNICATE

- Be Specific
- Give Deadlines
- Prioritize Assignments



LISTEN

- *Good listening skills are essential.*
- *Listening to staff will let you know who your employees are.*
- *provide an atmosphere where they can be creative and motivated to work with excellence.*
- *Build Trust*



ACTION

- Give Feedback – Take the time- if the job is good....say so. If the job needs more work.....say so.
- Empower, Support and Encourage





He doesn't know
it yet but
something
needs to
change...will you
tell him?

More
importantly how
will you tell him



Don't Give Up

I have not failed. I've just found 10,000 ways that won't work.

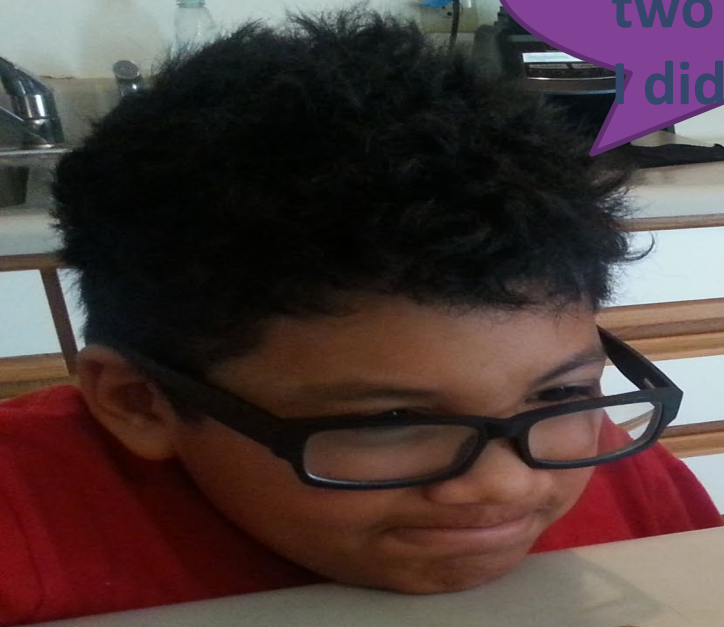
Thomas A. Edison



Never Ending Books and Workshops



Why did she get
two drops more
than I did????



Be consistent – treat everyone with the same respect.

• **Autocratic leaders** make decisions without consulting their team members, even if their input would be useful. This can be appropriate when you need to make decisions quickly, when there's no need

What type of leader are you?





Dictatorship



Being Rude - avoid speaking loudly, rudely, to staff and allowing other employees to be bullies and intimidators.





I LOVE MY JOB! CAN'T YOU TELL!



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The RCA Effect

- *Respect*
- *Communication*
- *Action*



Thank You!!!

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