



Onsite Staff Development – FY2009 Offer

INFOLINK subsidizes 60%!

What. This is a proven program that fosters onsite staff development in member libraries.

Eligibility. Open to ALL member libraries.

Cost – 60% subsidy. The cost for the presenter and resources will be shared between *INFOLINK* and the booking library or libraries. A program for up to 30 people costs \$1400; the fee is \$1500 for over 30.

INFOLINK will pay the vendor's mileage fee and will subsidize the \$1400 or \$1500 cost at 60%. Note: if a library books a program with a required book purchase, *INFOLINK* will also subsidize the book purchase (\$.75/person) at 60%.

How. Review program offering; select one of the programs. Plan to offer program between Aug 1, 2008 and June 15, 2009. Contact Cheryl O'Connor at the office (Tel: 732-752-7720 or 1- 866-505-5465) or email coconnor@infolink.org.

Deadline. Book with *INFOLINK* by **Dec 31, 2008**. Offer program by June 15, 2009.

Why. On-going education is essential in the professional lives of ALL staff members. It is efficient and cost effective to present training for multiple staff at one time at the local site.

Provider. The vendor is CAM Consulting Group LLC which is a consulting firm that specializes in professional development training and strategic consulting services.

How many. Budgeted for up to 20 bookings. One booking may include all staff from one library or staff from several neighboring libraries.

Where. Program will be onsite at the booking library. Booking library is required to provide the required equipment and connections for the program. Booking library is responsible for the program's food arrangements and costs.

NUTS 'N BOLTS LEADERSHIP

Leading others through the process of achieving organizational objectives is a challenging, yet rewarding assignment that requires excellent administrative, interpersonal, and communication skills. In today's professional worlds, successful supervisors not only need

to create a proactive environment, but they must also react professionally to unanticipated issues and situations.

Learning Objectives: Upon completion of this one-day (five-hour) program, participants will be better able to apply situational leadership, establish performance expectations, communicate and delegate effectively, coach and motivate their staffs into high performance teams. They will leave with a management toolbox filled with nuts and bolts techniques. The book, *Nuts'nBolts Leadership*, is a required purchase for each participant at \$8.75 each.

EXCELLENCE IN CUSTOMER SERVICE

Customers, both internal and external, are important to the success of every organization. How they are treated will have a direct effect upon their desire to use your services. The bar on service expectations has been raised. Excellence requires professionalism, quality, and efficiency.

Learning Objectives: After completing this one-day (five-hour) program, participants will be able to communicate professionally with others, provide value-added service, deal with difficult situations, remain calm under pressure, and make quality their focus. They will leave recognizing the value of providing excellent service to both internal and external customers. The book, **180 Ways to Walk the Customer Service Talk**, is a required purchase for each participant at \$8.75 each.

HANDLING DIFFICULT SITUATIONS

Everyone encounters at least *one* difficult person or situation to deal with at some time. During this interactive session, participants will learn the skills needed to change interactions from ones of confrontation to those of communication.

Learning Objectives: After completing this one-day (five-hour) program, participants will be able to identify various behavior styles, understand and control their emotions, apply conflict resolution techniques, and communicate assertively to manage difficult situations. They will leave knowing how to keep issues and people from having a negative and stressful effect on them. The book, *Conflict Happens*, is a required purchase for each participant at \$8.75 each.

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FIVE STAR TEAMWORK

The challenge of group dynamics is having diverse individuals work together to achieve a common goal. The quality of team relationships directly impacts performance, motivation, retention, and customer satisfaction (internal and external). Applying a five star commitment to teamwork will contribute to organizational success.

Learning Objectives: After completing this one-day (five-hour) program, participants will be better able to work together as a team, respect the diversity of individuals, communicate for positive results, and focus on goal achievement. Participants will leave with a five star commitment to teamwork within your organization. The book, *Five Star Teamwork*, is a required purchase for each participant at \$8.75 per book.

SPEAKING WITH CONFIDENCE

A positive, confident image is the key to professional success. The manner in which a message is presented influences the way others will respond positively or negatively. With clear understanding of audience needs, participants will be able to have more productive individual conversations and be more comfortable expanding their outreach out into the community.

Learning Objectives: After completing this one-day (five-hour) program, participants will be able to have more effective discussions, present to a group, practice active listening, and manage interpersonal dynamics. They will leave feeling more confident sharing their messages with others internal and external to the organization.

MANAGING TIME EFFECTIVELY

In dynamic professional environments, time is the one item where demand always exceeds the supply. When individuals balance *urgency* versus *importance*, they gain control over the many factors that impact teamwork, quality, and productivity.

Learning Objectives: Upon completion of this one-day (five-hour) program, participants will be better able to meet deadlines, prioritize assignments, use resources wisely, clear the clutter, and communicate effectively throughout the process. They will leave feeling more focused about the proper use of their time.

CREATIVE PROBLEM SOLVING

Problems provide opportunities for discovery, learning, and growth. Creativity takes the process outside the box. Communication shares innovation. Teamwork allows diverse individuals to collaborate in the achievement of strategic outcomes.

Learning Objectives: After completing this one-day (five-hour) program, participants will be able to develop, present, and implement an idea; work together with others effectively; use their critical thinking skills; and overcome obstacles to achieve creative solutions. They will leave with the skills necessary to innovatively solve problems.

THE DYNAMICS OF CHANGE

Change is not always easy, yet it has become a way of life for those living in today's professional environments. Managed properly, it becomes an opportunity for people to contribute, learn, and grow from the experience. In this workshop, participants will learn how to confidently meet the challenges of change.

Learning objectives: After completing this one-day (five-hour) program, participants will be able to strategically plan for change, communicate information effectively, encourage involvement during implementation, and manage reactions constructively. They will leave with the tools to move forward as change agents instead of change resisters. The book, *180 Ways to Effectively Deal With Change*, is a required purchase for each participant at \$8.75 each.



This is an **INFOLINK** Continuing Education service.

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VENDOR

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