



Teleconference 1

Mastering the Basics: Good Manager and Employee Skills

Friday, November 14, 2003

Outline

1. What's the Job?

- Desired skills for managers
- Desired skills for employees
- Looking for commonalities and differences

2. Communication

- Effective communication
- The role of the manager
- The role of the employee

3. Performance Feedback & Appraisal

- The basics of good feedback & appraisal
- The role of the manager
- The role of the employee

4. Understanding Differences

- Examining work styles
- Considering generational differences
- What motivates us in the workplace?

5. Creating a Positive Workplace

- Characteristics of a good workplace
 - The role of the manager
 - The role of the employee
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Speaker Biography

Debra Wilcox Johnson is a partner in Johnson & Johnson Consulting, a firm specializing in management, evaluation, literacy and training. Dr. Johnson consults and trains throughout the United States on topics such as customer service, coping with technology, and creating an effective workplace. Dr. Johnson has taught at the University of Wisconsin and currently teaches for the University of Illinois via the Internet. She holds a doctorate from the University of Wisconsin-Madison and is known for her practical and sometimes humorous approach to modern life in the workplace.

Discussion Questions

Before the Teleconference

1. What are the most important skills or characteristics of a supervisor?
2. What are the most important skills or characteristics of an employee?
3. How would you describe good communication in the workplace?

After the Teleconference

1. What would you recommend for both the manager and the employee to improve feedback in the workplace?
 2. How can you improve communication throughout the library?
 3. What are the most important standards for workplace behavior? How can you help make sure these standards are implemented in the workplace?
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Selected Resources

Carson, Kerry David, Paula Phillips Carson, and Joyce Schouest Phillips.

The ABCs of Collaborative Change: The Manager's Guide to Library Renewal. Chicago, IL: American Library Association, 1997.

Glanz, Barbara A. *C.A.R.E. Packages for the Workplace: Dozens of Little Things You Can Do To Regenerate Spirit At Work*, McGraw-Hill, 1996.

Holloway, Karen L. "Developing Core and Mastery-Level Competencies for Librarians." *Library Administration & Mgmt*, 17, no.2 (Spring 2003): 94–98.

Keirse, David. *Please Understand Me II: Temperament Character Intelligence*. Del Mar, CA: Prometheus Nemesis Book Company, 1998.

Web site: <http://www.keirse.com>

Lancaster, Lynne C., and David Stillman. *When Generations Collide at Work*. New York, NY: HarperCollins, 2002.

Lubans, John Jr. "She Took Everything but the Blame: The Bad Boss is Back." *Library Administration & Management*, 16, no. 3 (Summer 2002): 156–158.

McAbee, Pat. "Library Leadership IQ: What Good Managers Know." *Book Report*, 21, no. 1 (May/June 2002): 38 – 39.

Myers, Isabel Briggs, and Peter B. Myers. *Gifts Differing: Understanding Personality Type*. Reprint ed. Palo Alto, CA: Consulting Psychologists Press, 1997. Web sites: <http://www.myersbriggs.org/> and <http://www.mbti.com>

Solomon, Muriel. *Working with Difficult People*. Rev. ed. Paramus, NJ: Prentice Hall Press, 2002.

Topchik, Gary S. *Managing Workplace Negativity*. AMACOM, 2000

Tulgan, Bruce. *Managing Generation X: How to Bring Out the Best in Young Talent*. W.W. Norton & Company, 2000.

"Work Support." *Library Mosaics*. This column in *Library Mosaics* often speaks to the issues raised in this teleconference. Some recent columns of interest include:

Be a Better Team Player – By Focusing on Yourself. Jan/Feb 2003.

Networking: More than a Job-Search Tool. July 2002.

Upping Your Reliability Factor. July 2002.

Think Before You Retaliate. January/February 2002.

Zemke, Ron, Claire Raines, and Bob Filipczak. *Generations at Work*. New York, NY: AMACOM, 2000.