

MCLS offers a variety of workshop options for your staff! All of our Staff Day workshops can be customized to be between 3-5 hours in length and are interactive to include experiential learning opportunities to foster collaboration and skill building. Contact Jan Davidson at jan@mcls.org to speak further about customized staff day training for your library!

Community Engagement

Community Engagement: Mini Course

Community Engagement is important as libraries look to remain relevant in changing times. By using tools and methods of engagement, library staff learn what is important and valued in their communities and are able to make decisions about the best use of their resources and are also able to share information learned with key stakeholders in their communities. In this interactive workshop we'll take a look at what community engagement is and the differences between engagement and outreach, as well as exploring different tools and methods you can use to creatively engage your community.

We are Wiser Together: World Café as a Method for Engaging Communities

World Café Conversations is a method for creating collaborative dialogue around questions that matter in "service to real work." The World Café is built on the assumption that, "people already have the wisdom and creativity to confront even the most difficult challenges; that the answers we need are available to us; and that we are wiser together than we are alone." The World Café method of engagement invites a larger group of people to have multiple rounds of kitchen table style conversation in a specified time frame around a particular topic. During a short presentation, participants will learn the basics of setting up and running World Café Conversations, and then will have time for experiential learning by participating in a World Café Conversation.

Customer Service

Identifying Excellent Customer Service Through a Facilitated Discussion

This workshop offers a highly interactive facilitated staff discussion about their own experiences with excellent and poor customer service in their everyday lives, with the outcome of a staff created list of qualities that the staff have identified as important in providing excellent customer service at the Library. This facilitated process will help staff to identify possible barriers to service and areas of opportunity for staff to provide consistent and excellent customer service at the Library.

Wellbeing

Wellbeing At Your Library: It Starts With "Us"

Struggle is a normal part of life and work. Yet, today, more than ever, challenging, and uncertain times are creating stress and threatening resiliency. Creating a positive, supportive work environment can lead to employees being more engaged, creative, happy, and resilient at work and in life. This session will help participants start to make small shifts in their thinking and wellbeing practices to rebalance their life.

De-Escalation

Practical Tips & Practice for Navigating Uncomfortable Conversations

Stressful, uncertain situations are common when working with the public. In this practical and engaging hands-on workshop, library staff will learn techniques to be their best selves when nerve-racking situations occur with library patrons. We'll discuss techniques to de-escalate when things get heated while staying cool, calm, and empathetic. The facilitator will work with the director to create real-world scenarios and will give participants the tools, time, and space to practice their responses to those scenarios.

These sessions are part of our Essential Workplace Skills series and are designed for employees to practice and strengthen their knowledge around topics and tools that can assist them in developing skills to interact more effectively and harmoniously in the workplace.

Accountability at Work

We all want a workplace where trust is unquestioned, commitments are clear, personal responsibility is high, people take ownership of problems, and mistakes are treated as opportunities to improve rather than reasons to blame. Participants in this session will learn about the components for building personal accountability and encouraging mutual accountability to create a more positive work environment.

Critical Thinking Skills

In today's fast-paced workplace, decisions often have to be made quickly, effectively, and without doubt. It is increasingly important for employees to be able to think critically on their own. This session explains the components of critical thinking to help participants begin to assess all possible approaches to a problem and choose the best solution confidently and calmly.

Developing Positive Relationships at Work

We spend a large amount of time with our co-workers, and having positive relationships with those we work with benefits everyone, and support and encouragement between work colleagues are highly important. This session will help participants develop relationships with co-workers that are supportive, constructive, encouraging, and free from drama.

Emotional Intelligence

Emotional Intelligence is an essential element in the workplace, especially in high-stress environments. Your emotions can preoccupy your thoughts and interfere with your ability to evaluate a situation objectively. Participants will learn about emotional response triggers to better understand how exercising self-control enables them to confront difficult issues and manage change with clarity and composure.

Resilience in the Workplace

Workplace change and stress are unavoidable. The key to handling these is not to avoid them, but to find methods to work with them without losing resolve. This session will help participants be better equipped to calmly handle daily upsets, have better relationships with coworkers and clients, and find greater happiness and satisfaction in day-to-day work life.

Productivity at Work

The modern work world is full of distractions that cut into productivity and prompt procrastination. Work left unfinished today becomes a mountain of work due tomorrow. This session is designed to show employees how to kick bad habits and stay more focused on work throughout the day.

Thriving in the Midst of Change

Changes at work are among the top life stressors you can experience, and that stress can negatively affect your health, career, and relationships. Participants will discover how a positive response to change and uncertainty will make them a more valuable employee, increase their skills and self-confidence, reduce their stress level, and help advance their career.

Workplace Etiquette

In the workplace, etiquette can be the difference between a comfortable workplace and a frustrating one. Being polite, keeping a clean workspace, or using proper grammar in an email can be some of the small, attentive details that make the workplace more enjoyable. This session will help participants begin to develop more meaningful relationships with colleagues and build a more pleasant, productive work environment.

Writing Skills for Librarians

Effective and appropriate written communication is important for much of the work we do in libraries, but it doesn't always come naturally. Proper writing can save time, avoid confusion, and improve your relationship with coworkers and library patrons. This session will help you identify common writing styles used in the workplace, plan and streamline your writing, avoid common mistakes and pitfalls, and edit and proofread effectively.