

Upcoming Events

Tuesday, March 29, 2016 – Free Webinar
 The Marketing Portfolio: Balancing The Past, Present And Future

Thursday, May 19, 2016 – Free Webinar
 Intro to What Makes a Great Library

Thursday, June 16, 2016 – Free Webinar
 How To Improve Your Workplace When You Are Not The Boss

Friday, June 24, 2016 – ALA workshop – Orlando, FL
 Freelance Success: Building a Business as A Library Trainer,
 Educator, Writer, Researcher, or Consultant

Sunday, August 21, 2016 – Free Open House – Denver, CO
 Networking Event - Conversations with interesting people

Siera: Learn. Teach. Inspire. (tm) Communication Mistakes Only Really Really Smart or Busy People Make

We'll start the webinar at the top of the hour.
 You are muted. Use the Question Panel, please.
 Twitter: **#sierasmart**

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Communication Mistakes Only Really Really Smart or Busy People Make

Siera: Learn. Teach. Inspire.tm
 Spotlight Series - #sierasmart
 March 9, 2016 - sieralearn.com
 with Pat Wagner

*These suggestions are
for you.*

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#sierasmart Spotlight series

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Meet Pat Wagner

*Trainer, consultant, educator, facilitator,
instructional designer and producer ...*

Oil company map folder, receptionist, graphic designer, college housing director, retail clothing and camera sales clerk, baker, reading tutor, shipping clerk, poet, playwright, printer, dishwasher, publisher, researcher, book reviewer, house sitter, darkroom technician, health equipment sales, feature writer, production manager, community organizer, church youth leader, bookkeeper, mediator, book binder, childcare worker, author, talk show host, book editor, folk singer, college instructor, volunteer, academic library support staff

*Was once very smart, circa 1957;
But busy, like everyone else.*

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We Are Humans on Planet Earth



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Key Idea #1

A High I.Q.
Is Not An Excuse
For Rudeness.

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Key Idea #2

A Busy, Important
Life Is Not An Excuse
For Rudeness.

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Dedication



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Agenda

- Are Smart and Busy People Human?
- I'm Important, *So I Get To Be A Jerk.*
- Appraising Status: *The Tribal Game*
- Feelings And Opinions
- Facts, Credibility, And Authority

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Outcomes

- **Improve** supervisory skills of employees with superior technical abilities.
- **Maintain** high standards for civility, not just productivity.
- **Attract** more high-quality team members for special projects.

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Introduction

*Some Of Our Best Friends
Are Really Smart...
And Busy...And Important.*

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Section One

Are Smart and Busy People Human?

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Emotions

- Stress factors: money, family relationships
- Grief: Triggered by personal loss
- Anger: Things we can't control
- Fear: Triggered by promises we made
- Sometimes, we pretend we are robots.

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Health

- Lack of sleep and exercise; poor diet
- Prescription drugs
- Recreational drugs
- Alcohol
- Chronic health issues
- Sometimes, we pretend we are bulletproof.

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Work

- Triggers:
 - Deadlines, lack of resources
 - Perfectionism
- Crisis mentality: Unreasonable standards
- Management by martyrdom
- No breaks or vacation days
- Uncompensated overtime

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*The Subsidized
Workplace*

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Section Two

I'm Important, So...
I Get To Be A Jerk.

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JerK: Someone who is indifferent to or unaware of how their behavior impacts other people.

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We excuse our flaws in the name of smartness and expect other people to accommodate us.

We claim our flaws are virtues.

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Bad Behaviors

- Late for meetings and deadlines
- Cutting off other people's conversations
- Micromanaging and redoing work
- Poor teaching, coaching, and supervision
- Sarcasm, public criticism, blaming
- Grandstanding, dominating conversations
- Favoritism: Consistently ignoring/favoring some

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Apologizing or Bragging

Do you expect me to lower my standards and:

- Waste time?
- Let co-worker mistakes slide?
- Slack off so other people can catch up?
- Dumb down so other people can understand?
- Lie and pretend nothing is wrong?
- Not step in and fix thing?

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Section Three

**Appraising Status:
*The Tribal Game***

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We equate rank, authority, influence, and privilege with *smartness*.
We don't recognize people's value outside of *smartness* or *tribal status*.

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Tribal Status (aka Snobbery)

- Age
- Tenure: How long at the position or workplace
- Socioeconomic status
- Position in workplace food chain
- Credentials and past accomplishments
- Education
- Smart status

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Legitimate Status

- Brings out the best in others
- Reliable and good-humored, even on deadlines
- Willing and able to learn new skills
- Can work with anyone, anytime
- Productive **and** civil, not productive **or** civil
- Earns trust and respect every day
- Shares skills and knowledge with everyone

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Workplace Manners

- Everyone is treated the same, as an equal.
- Courtesy regardless of traditional roles
- Patience, even if you know everything

If others can't determine the status of people from how you treat them, you probably are doing it right.

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Section Four

Feelings and opinions

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We think we have nothing to learn, outside of the smartness stuff.

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We lack empathy:
the ability to put ourselves
in other people's shoes.

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We lack positive influence,
which occurs when we know
how the world looks, sounds, and feels
to others and when we can describe
what we want using their language,
experiences, and values.

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Section Five

Facts, Credibility, and
Authority

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We think the way we do things are the way all smart people do things and the way the rest of the world should do things.

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The Hyper Skeptic

- Uses the word "rational".
- Discounts contributions from people without tribal status, particularly credentials.
- Rejects anything but mainstream views.
- Everything has to be quantifiable.
- Discredits anecdotal information.
- Forgets humans are more complicated than...

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Next Steps

- Ask for feedback. Prepare to be surprised.
- Take complaints seriously. Do something!
- Manners. Pause button. Silence. Take turns.
- Try things that are hard for you to do.
 - Fail. How does it feel?
- Learn to laugh at yourself.

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Resources

- Tom Kendrick. *Results Without Authority: Controlling a Project When the Team Doesn't Report to You.*
- Patrick J. McKenna and David H. Maister. *First Among Equals: How to Manage a Group of Professionals.*
- Roger K. Mosvick and Robert B. Nelson. *We've Got to Start Meeting Like This: A Guide to Successful Meeting Management.*
- Claire Raines and Lara Ewing. *The Art of Connecting: How to Overcome Differences, Build Rapport, and Communicate Effectively with Anyone.*

Next

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