

Leading Others...to and through

Change is Good: You Go First
(Prepared-Clear-Memorable)

CARLI
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I need your
HELP
Please

You Choose

??? Or !!!

You Choose
Change?
Or
Change!

Get Ready

Here comes
the joke....

Sometimes

??? or !!!

Other Times

@#\$%^&*

A Doctor in Central Illinois

**Transformational
Skills**

Richard Rohr

ORDER

DISORDER

RE-ORDER

Library Change Means...

More Work

Two Jobs Already

...Maybe Three!

My Goal:
**“We make
research better”**



Elements of Change

1

I feel
listened to

2

I feel you are
interested in me

3

I feel you have
helped me focus

4

I feel
encouraged

An Elevator Encounter

An Elevator Encounter

Initiate the Moment

Define “Voyager”...

Long Trip

Faraway Land

A Space Probe

Define... "Alma"

Generous Mother

Kind

Nourishing

Define...“Migration”

Seasonal Movement

Of Animals

One Region to Another

Inferiority

Uncertainty

Significance

Usefulness

Connect
I belong

Capable
I can do it

Count
I Contribute

Courage with
Confidence
Next Step

Psychology Party

Your Winning Formula

Trust & Reliability

“We Can Do This”

Leading With...

EARS

ON OR WITH

SLOW TO GO FAST

Leading Specialists

And others too!

Groups of
TWO
Please

LISTEN

I remind myself every morning:
Nothing I say this day will teach me
anything. So if I'm going to learn, I
must do it by listening.

-- Larry King





Sunday in the Park with George

ORDER

DESIGN

HARMONY

COMPOSITION

BALANCE

LIGHT

TENSION





Sunday in the Park with George

ORDER

DESIGN

HARMONY

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LIGHT

TENSION

Your Inner GPS

Paraphrase

AS A FIRST RESPONSE



Judgment

Advice

Placate

Quiz

Judgment

Advice

Paraphrase with

Emotion = Empathy!

Placate

Quiz

1

PARAPHRASING

Paraphrase as
a first response

2

CURIOSITY

Consider questions
before conclusions

3

ENCOURAGEMENT

Affirm what you
heard that you liked

4

CONNECTION

Link and connect
with “and,” not “but”

5

APPRECIATION

Respond with a thank you
...or a paraphrase

First Rule of Solutions with Others

Nora Dunn

“Your job is not to please the audience...
your job is **to engage** the audience...”

“Leaders are
not born...
they are
cornered.”

-Winston Churchill



Ask for
solution?

Re-ask them
first

Opinionated
colleagues?

Reflect
Feelings

You Hear
Fear/Anger

Empathize
(Emotion coach)

They do well
Show effort

Encourage
(Avoid Praise)

They Talk

WAIT!

When you
present

Wrap Data
in Story

Do you remember this?
A Special Wedding Song...

Do you remember the 21st night of September?
Love was changing the minds of pretenders
While chasing the clouds away

Our hearts were ringing
In the key that our souls were singing.
As we danced in the night,
Remember how the stars stole the night away

Aaahh Ba de ya - say do you remember
Ba de ya - dancing in September
Ba de ya - never was a cloudy day

His Best Advice

Maurice White to Alee Willis

“Never let the words get
in the way of your
groove.”

My Goal:
**“We make
research better”**

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