Final report on LST Objectives owned by Bob Diaz

6-20-95

LST Objective #2: Improve communication about staff development activities so that staff are aware and participate.

B. Achievement/Accomplishment

In order to meet this objective, Bob Diaz and Shelley Phipps created a marketing plan to publicize the Quality Dialogue Roundtables that took place this Spring. We posted information on the Library's allstaff listserv and in the newsletter, performed a skit promoting the roundtables during an all staff meeting, sent out a promotional flyer to each staff member, and also sent reminders to team leaders encouraging them to have their team members sign up.

3. Barriers
   a. what would have helped

It would have helped if all teams had understood why training as part of the annual plan was a critical part of their objectives and outcomes.

C. Outcome/Product/Impact
   1. On Customer

Communication is still problematic and sending things out on email is generally not very effective.

Engaging in this extra effort did pay off. Attendance at the Quality Dialogue Roundtables was very high. A total of 71 staff attended one of four sessions. The impact on the customer is because of the extra effort put into marketing this particular program, staff have a better understanding of the principles of TQM and why we are placing customer service, process improvement, use of data and other concepts, so high on the list of our organizational priorities.

D. Learnings

Given the state of Library information overload, marketing training and staff development programs using a variety of tools and tactics is an effective way to get through to staff. Also, after consulting with Susan Heckler, I learned that when advertising or marketing something, it is very important to state up front what people can expect at a training session, what they will learn and why the session is relevant and important to them individually. It is also hoped that in the future, once needs assessment is more effectively used to identify training needs, more people will be willing to participate in the training provided.

LST Objective #14: Will complete two teambuilding sessions.

B. Achievement/Accomplishment

Three teambuilding sessions were completed, two with Michael Ray, the other with Don Boyd. Two of these addressed our communication issues; one addressed our problems in team and customer defintion.

3. Barriers
   a. what would have helped

It would have helped if everyone on the team had been present the entire time. Our team still has difficulty getting everyone together.

C. Outcome/Product/Impact
   1. On Customer

Communication within the team appears to have improved though we have not assessed our performance in this area; we did commit to, and have done some follow up to continuing to share our learnings in this area. The teambuilding session on team and customer definition definitely helped us understand and operate better as a team and helped us clarify customer groups, led us to create and clearly define work team within LST, and helped us to draft our objectives.

D. Learnings

We learned that we need to continually ask ourselves what our mission as a team is, and that spending time on process issues is important for us to move forward as a team. We also learned that we need to continue to follow-up on any training we do receive.

LSt Objective #15: Will have completed two training documents (Checklist for doing Dean's Cabinet agendas, workshop set-up checklist). Will develop list of all areas where we need to cross-train and create documentation.

2. Progress

I have created a workshop checklist, but need to work with Karen Garcia in writing the instructions for following the checklist. I would also like to test the checklist's effectiveness with Karen.

3. Barriers
   a. what would have helped

The administrative assistant position became vacant and it was very difficult to test the checklist as a result.

C. Outcome/Product/Impact
   1. On Customer

The anticipated outcome of having this document in place will be that programs and training sessions will be conducted without any glitches, and if by chance I am not available to see that everything gets done, someone else can step in and follow the necessary steps. We will be able to use this document to cross-train and to train new people.

D. Learnings

Not having a half time assistant has given me an opportunity to understand the nuts and bolts of program planning which will in turn enable me better train Karen Garcia.

LST Objective #16: Will send 100% of our team to diversity training.

B. Achievement/Accomplishment

1. Completed

All of our team attended one of two sessions entitled Dismantling Racism.

3. Barriers
   a. what would have helped

C. Outcome/Product/Impact
   1. On Customer

We are better equipped to work with people from different backgrounds and to work more effectively as a team.

D. Learnings

Setting training for the team as an objective has been very beneficial. We understand that our differences enable us to make better and more effective decisions because we have learned to listen to and respect the diversity of opinions within our team.

LST Objective #17: 100% of LST will have interpersonal communication training. (4hrs)

1. Completed

We completed this project by having a four hour session with Don Boyd.

C. Outcome/Product/Impact
   1. On Customer

Our team communicates more effectively, and in turn does a better job of serving the customer. We are learning to confront issues and to confront eachother in constructive ways.

D. Learnings
I think we learned to question our assumptions about where someone is coming from. It also helped us to clarify the roles we play in the communication process.

LST Object #18: 75 - 100% of LST will attend CORe 1-2-3 training.

1. Completed

   All of our team attended this program.

C. Outcome/Product/Impact
   1. On Customer

We have a better understanding of TQM and can thus communicate what this is and why we are doing it to our customers.

D. Learnings

Setting training for the team as a priority objective has helped us move the library forward.