

# Out with the Old

Ditching Harmful Management Tactics



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# \*breathe\*



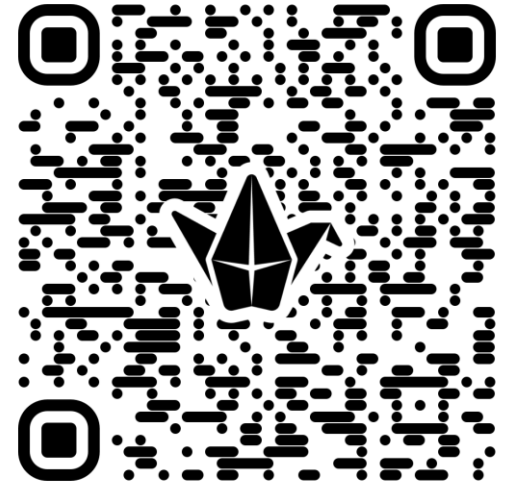
You may cringe.

That's okay.

# What do you hate?



# Why do you hate it?



**How does  
this  
happen?**



# Bad Management Types



## Systemic

How the organization, culture, and workflows operate.



## Personal

How individuals operate.



**Systemic**



**01**

# **Micromanagement**

**02**

**Monitoring**

**03**

**Disorganized**

**05**

**Too Many  
Meetings**

**04**

**Busy Work**

**06**

**Overwork**



**Personal**

01

**\*crickets\***



**02**

**Silo Protecting**

**03**

**But this is how...**

**04**

**Indecisiveness**

**05**

**Gamesmanship**

**06**

**Insensitivity**

# Themes



**Distrust**



**Power Protection**



**Entitlement**

# Themes



**Fear and Uncertainty**



**Lack of Communication**



**Unwillingness to Change**

# The Damage



**Lowers Morale**



**Workplace  
Trauma**



**Slows  
Productivity**



**Stimes  
Innovation**



# The Damage



**Reduces  
Engagement**



**Lack of  
Teamwork**



**Employee  
Turnover**



**Minoritizes the  
Marginalized**

# Why Bad Management Happens



**01**

**Peter Principle**



**02**

**Preferential Treatment**



**03**

**Lack of Assessment**



**04**

**“Bro” Culture**



# Identifying Bad Management

# Do the Work



**Workplace Audit**



**Journey / Workflow Mapping**



**Surveys**

# Do the Work



**360 Evaluation and  
Assessment**



**Third Party Review**

# Fix & Recover



# As a Supervisor



**01**

**Clarify**



**02**

**Listen**

**03**

**Look**

**04**

**Recover**

**05**

**Protect**

**06**

**Atone**

**07**

**Lead**

# As an Individual



**01**

**Document**



**02**

**Identify Allies**

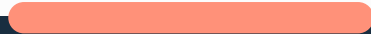
**03**

**Communicate**

**04**

**Leave**

# Fix the System



# Resources

## Newsletters

- Harvard Business Review. *Management Tip of the Day*. Newsletter: <https://hbr.org/email-newsletters>
- Harvard Business Review. *Leadership*. Newsletter: <https://hbr.org/email-newsletters>
- Harvard Business Review. *Beating Team Burnout*. Newsletter: <https://hbr.org/email-newsletters>
- Harvard Business Review. *Managing the Return*. Newsletter: <https://hbr.org/email-newsletters>
- Toister, Jeff. *Customer Service Tip of the Week*. Newsletter: <https://www.toistersolutions.com/tips>
- Anti-Racism Daily. Newsletter: <https://the-ard.com/>

# Resources

## Books

- Evans, G. E., & Greenwall, S. (2019). *Management Basics for Information Professionals*. Neal-Schuman Publishers.
- Velasquez, D.L., & Hussey, L.K. (Eds.). (2019). *Library Management 101: A Practical Guide*. ALA Editions.
- Vanduinkerken, V. & Mosley, P.A. (2011). *The Challenge of Library Management: Leading with Emotional Engagement*. ALA Editions.
- Smallwood, C. (2011). *Library Management Tips that Work*. American Library Association.
- Green, A. (2018). *Ask A Manager: How to Navigate Clueless Colleagues, Lunch-Stealing Bosses, and The Rest Of Your Life at Work*. Ballantine Books.
- King, J. & Faber, J. (2017). *How to Talk So Little Kids Will Listen: A Survival Guide to life with Children Ages 2-7*. Scribner Book Company.

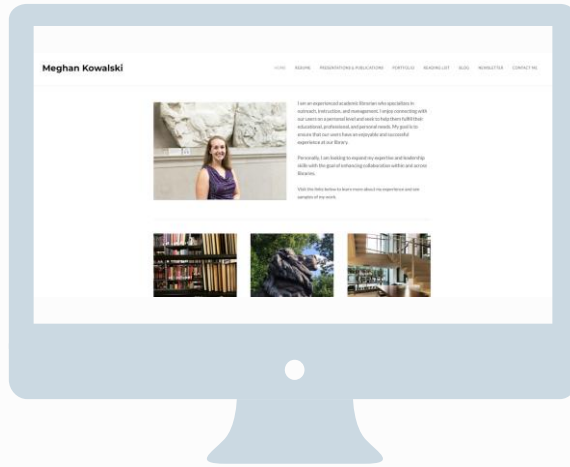
# Resources

## Websites

- Green, Alison. *Ask a Manager*. <https://www.askamanager.org/>
- Conscious Style Guide. <https://consciousstyleguide.com/>

## Journals

- CORE: Leadership, Infrastructure, Futures. *Library Leadership & Management*. <https://journals.tdl.org/llm/index.php/llm/index>
- American Library Association. *Library Worklife*. <https://ala-apa.org/newsletter/>
- Emerald Publishing. *Library Management*. <https://www.emerald.com/insight/publication/issn/0143-5124>



# Contact Me

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**Q & A**



# Thank You!



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