

PEOPLE HAVE THE POWER
ORGANIZATIONAL HEALTH & STAFF
EMPOWERMENT

Wild Wisconsin Winter Web Conference
January 25, 2017



CHECKLIST TO SUCCESS

Organizational Health
Customer Service
Innovation
Recognition



T R U S T



CIRCLE OF SAFETY

Leaders Eat Last: Why Some Teams Pull Together and Others Don't
By Simon Sinek

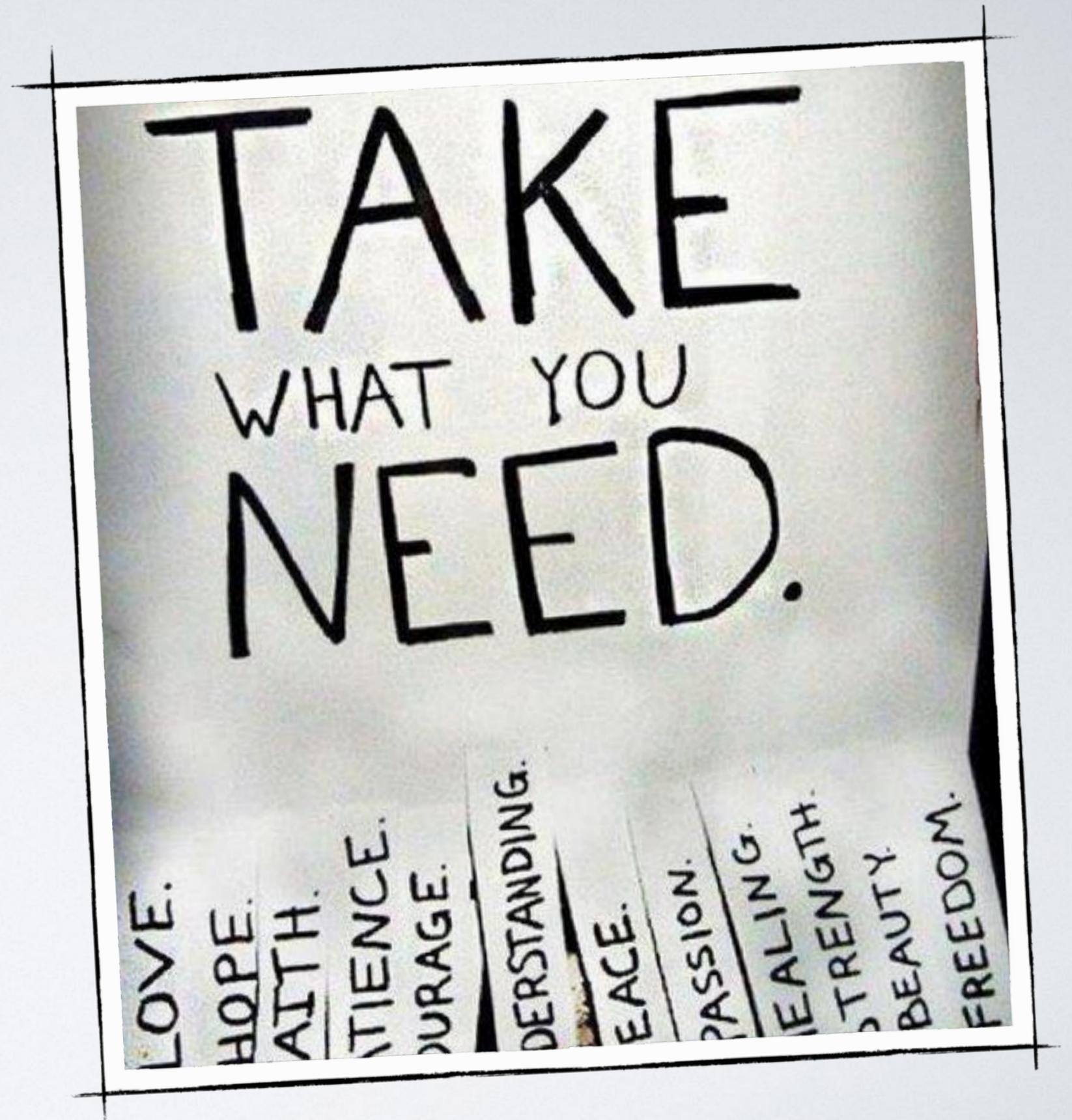


ORGANIZATIONAL HEALTH

By Patrick Lencioni

CUSTOMER SERVICE

Fundamental Attribution Error
Trust & Compassion
Attitude
Theatre Training
Evaluate







**BEST CUSTOMER SERVICE
TRAINING VIDEO EVER!**

INNOVATION

InnTeams
Scanning
Creative Conflict
Sacred Cows





SACRED COWS

RECOGNITION

Accelerates the Checklist!

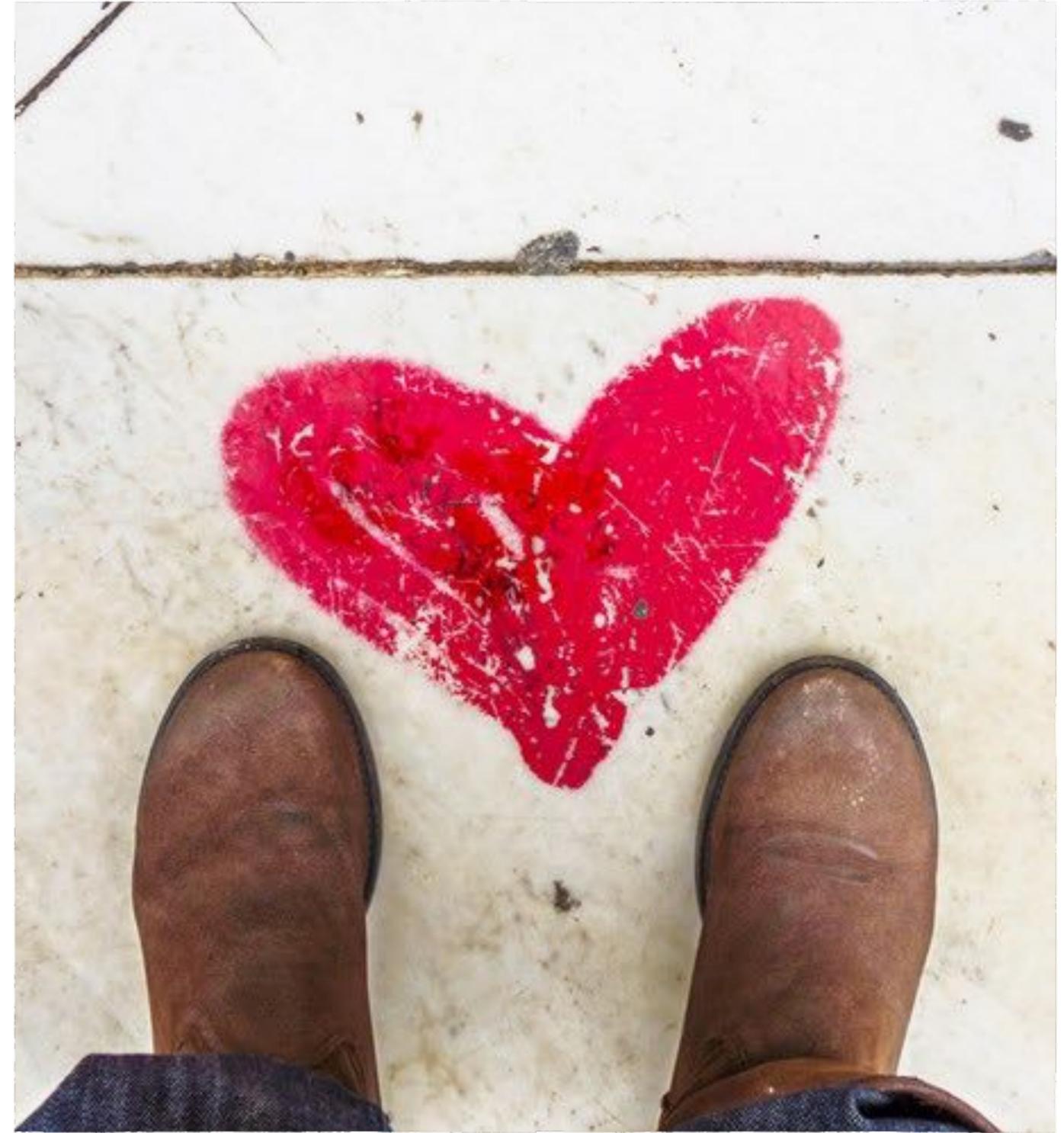
All the time!

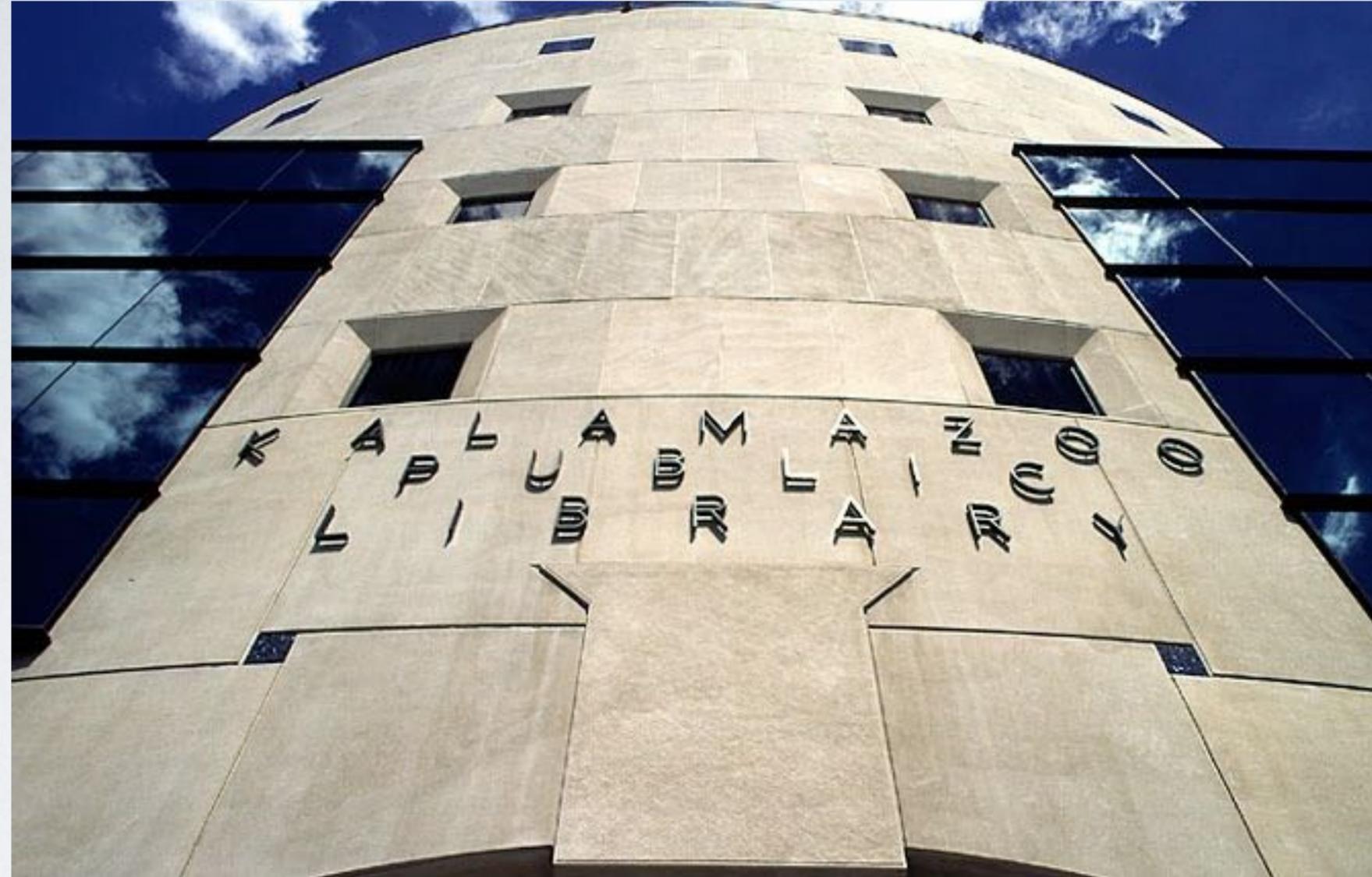
Publicly and Privately
Schedule Recognition
Expectors vs. Altruists



SELF-CARE

Please put on your own oxygen mask before assisting others.





HOW IT'S DONE AT KPL

Commitment and Support from the Top Down!

CHECKLIST REVIEW

Organizational Health
Customer Service
Innovation
Recognition



QUESTIONS?

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Library Lost and Found
www.librarylostfound.com

RESOURCES

- *The Advantage* by Patrick Lencioni - **Organizational Health**
- *The Five Dysfunctions of a Team* by Patrick Lencioni - **Organizational Health**
- *Leaders Eat Last: Why Some Teams Pull Together and Others Don't* by Simon Sinek - **Organizational Health**
- *Work Rules! Insights from Inside Google That Will Transform the Way You Lead* by Laszlo Block - **Organizational Health**
- *The Customer Rules: The 39 Essential Rules for Delivering Sensational Service* by Lee Cockerell - **Customer Service**
- *The New Gold Standard : 5 Leadership Principles for Creating a Legendary Customer Experience Courtesy of the Ritz-Carlton Hotel Company* by Joseph Michelli - **Customer Service**
- *The Starbucks Experience and Leading the Starbucks Way* by Joseph Michelli - **Customer Service**
- *Be Our Guest: Perfecting the Art of Customer Service* by Disney Institute - **Customer Service**
- *Creativity, Inc.: Overcoming the Unseen Forces That Stand in the Way of True Inspiration* by Ed Catmull - **Innovation**
- *A Curious Mind: A Secret to a Bigger Life* by Brian Grazer - **Innovation**
- *The Carrot Principle* by Adrian Gostick and Chester Elton - **Recognition**