

Developing Motivated Cultures

Six Simple Factors that Shape Your Organization



Presented by:
Doug Crane, Director
Palm Beach County Library System



When the temperature drops to 60 degrees in Florida

Local Residents



Tourists



Why did you apply to work for your library?

Why are you still working there?

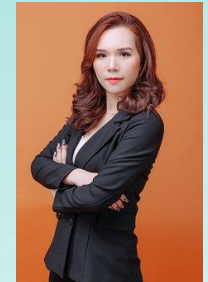




Connect. Inspire. Enrich.

What is Culture?





OUR VISION

Opening
MINDS

unlimited
POSSIBILITIES
through

to a
world
of

education,

technology,

and growth.

Palm Beach County
LIBRARY
www.pbclibrary.org System

Palm Beach County
LIBRARY
www.pbclibrary.org System

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OUR MISSION

Connect
COMMUNITIES,

inspire
thought

ENRICH
lives.

and

Palm Beach County
LIBRARY
www.pbclibrary.org / System

Palm Beach County
LIBRARY
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CONNECT COMMUNITIES

1. Enhance the role of the library in the community and offer services beyond the library's walls.
2. Build partnerships that best leverage Library and partner resources.
3. Promote inclusivity and embrace diversity in collections, services, activities and spaces.
4. Provide opportunities for community members to become involved with the Library.

INSPIRE THOUGHT

5. Provide access to technology, services and activities designed to meet the digital literacy needs of Palm Beach County citizens.
6. Provide access to a collection of print, non-print, and electronic resources for borrowing and research that supports the needs and interests of Palm Beach County citizens.
7. Spark creativity and stimulate thoughtful conversation by providing a welcoming environment and collaborative process with the Library.

ENRICH LIVES

8. Design family learning opportunities to improve a child's ability to achieve academically.
9. Provide a Summer Reading Program to people of all ages.
10. Offer opportunities for adults to improve basic literacy skills for success in everyday life.
11. Design activities that allow the community to learn and develop new skills.



BIONICLE





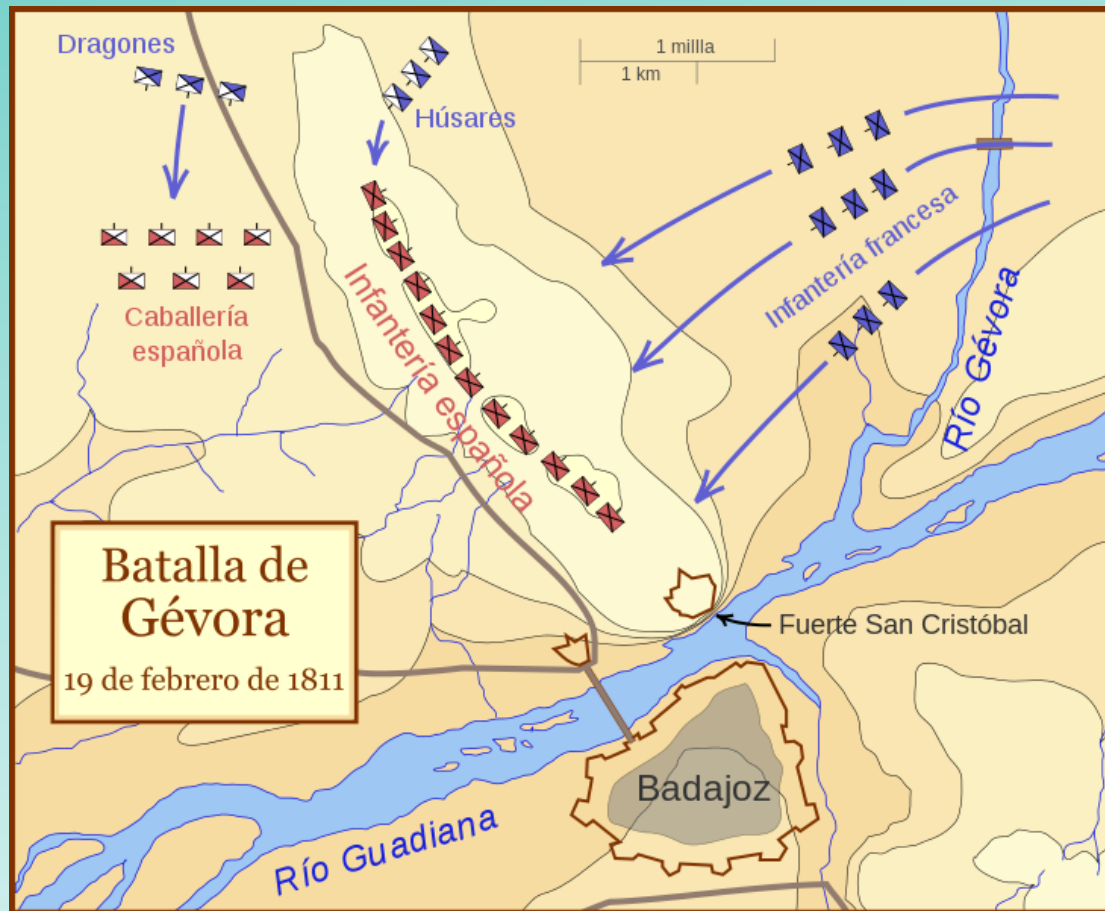


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7

Tactical



“No Battle Plan Survives Contact With the Enemy”
- Helmuth von Moltke, Military Strategist

Adaptive



“You have to be fast on your feet and adaptive or else a strategy is useless.” - Charles de Gaulle

MOTIVATION





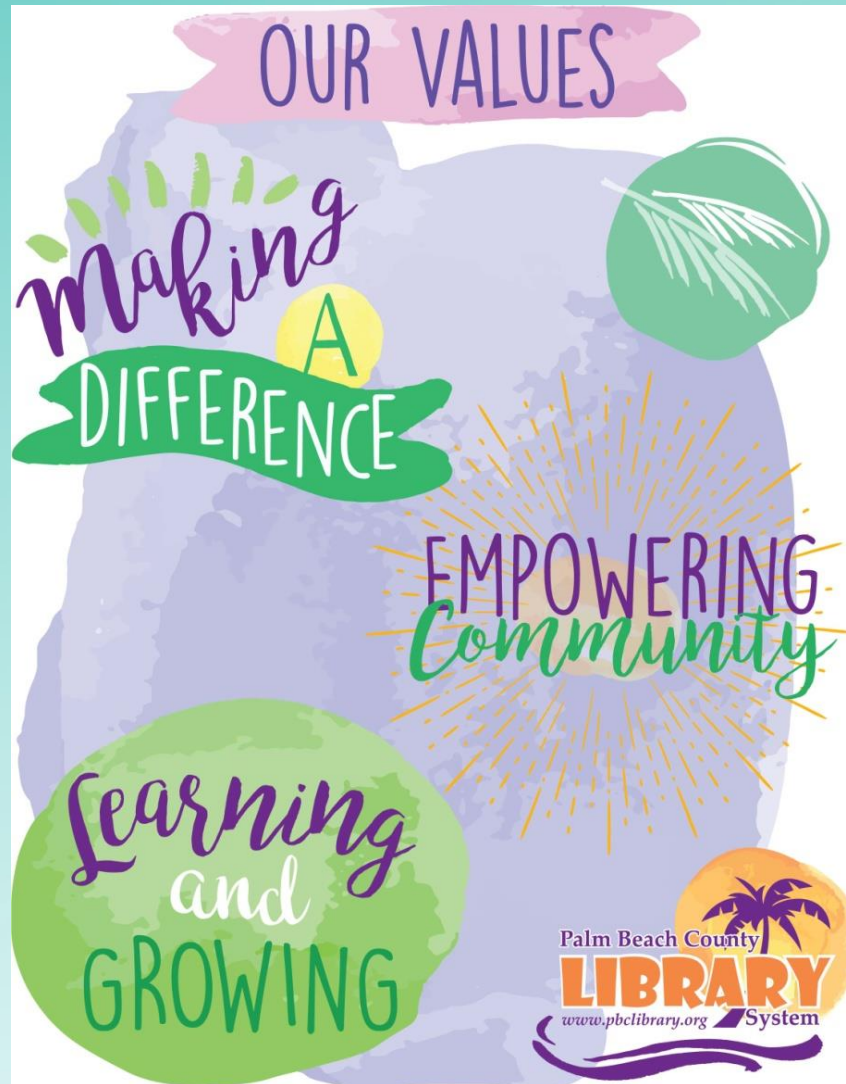
Culture Eats Strategy for Lunch - Peter Drucker



E X P E R I E N C E

Beliefs

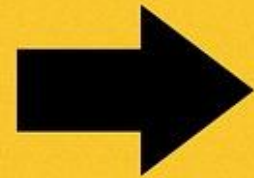




BEHAVIOR



RIGHT



← WRONG

E X P E R I E N C E

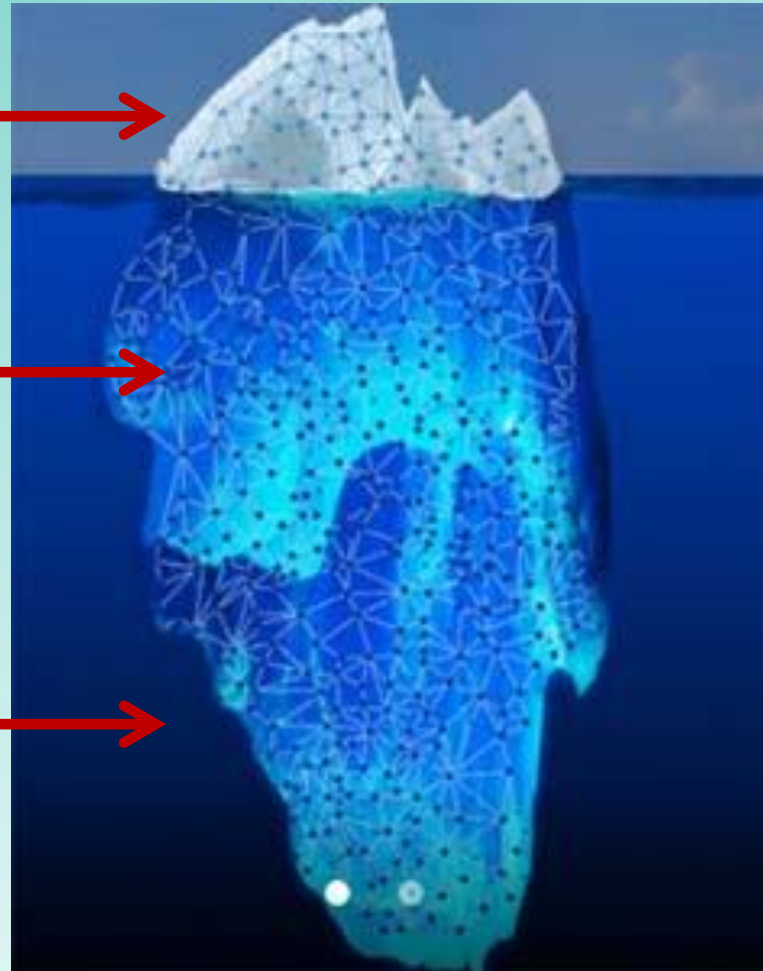


**Surface level =
Artifacts of the organization**

**Just under the Surface =
Strategy and Goals**

**Deep Under Surface =
Underlying Assumptions**

(Schein 1992)





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Blame Complain Defend



Blame Complain Defend

FUNDAMENTAL ATTRIBUTION





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THE CURSE OF *KNOWLEDGE*

DVDs

Television Series





NEW YORK TIMES BESTSELLER

PRIMED TO **PERFORM**

HOW TO BUILD THE
HIGHEST PERFORMING
CULTURES THROUGH
THE SCIENCE OF
TOTAL MOTIVATION

**NEEL DOSHI &
LINDSAY MCGREGOR**





Inertia

There is no good reason
why I continue to work at
my current job.



Economic Pressure

I continue to work at my current job because without this job, I would be worried I couldn't meet my financial objectives.



Emotional Pressure

I continue to work at my current job because if I didn't, I would disappoint myself or people I care about.



Potential

I continue to work at my current job because this type of work will help me to reach my personal goals.



Purpose

I continue to work at my current job because I believe this work has an important purpose.



Play



I continue to work at my current job because the work itself is fun to do.

A large billboard with a black background and white text, supported by two metal towers on concrete bases. The text on the billboard is "35.8!".

35.8!

Final Score
Scale -100 to +100





THEORY INT PRACTICE





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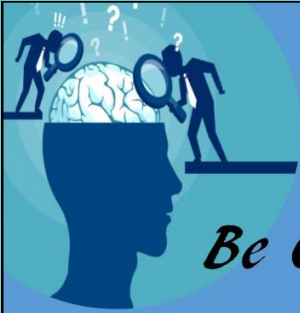


STRENGTHS	WEAKNESSES

Customer Service

Communication

The Way We Work



Be Curious

- I enjoy the rewards of everyday challenges.
- I embrace the freedom of new ideas.
- I work with passion, energy, and curiosity.
- I pay attention, show interest, and ask questions.



Be Helpful

- I take the extra steps to leaving lasting positive impressions.
- I share ideas and appreciate feedback.
- I consider others in my thoughts and actions.
- I work every day to be an exceptional team member.

Be Resourceful

- I seek opportunities to learn and grow.
- I accept differences and find ways to work together.
- I stand by my words and actions.
- I celebrate successes and learn from mistakes.




"My purpose in life is to connect people to information and this job helps me fulfill this purpose."

-PBCLS Staff Member


Culture Playbook

← → ↻ 🏠 <https://www.octanner.com/global-culture-report.html> 📄 ⋮ 🛡️ ☆ 📖 📄 📱 📺 ☰

 **O.C.TANNER** **Products** **Services** **Resources** **Case Studies** **Company** **DEMO**

Global Culture Report

Workplace culture and everyday employee experiences go hand in hand. And both are more critical than leaders imagine.





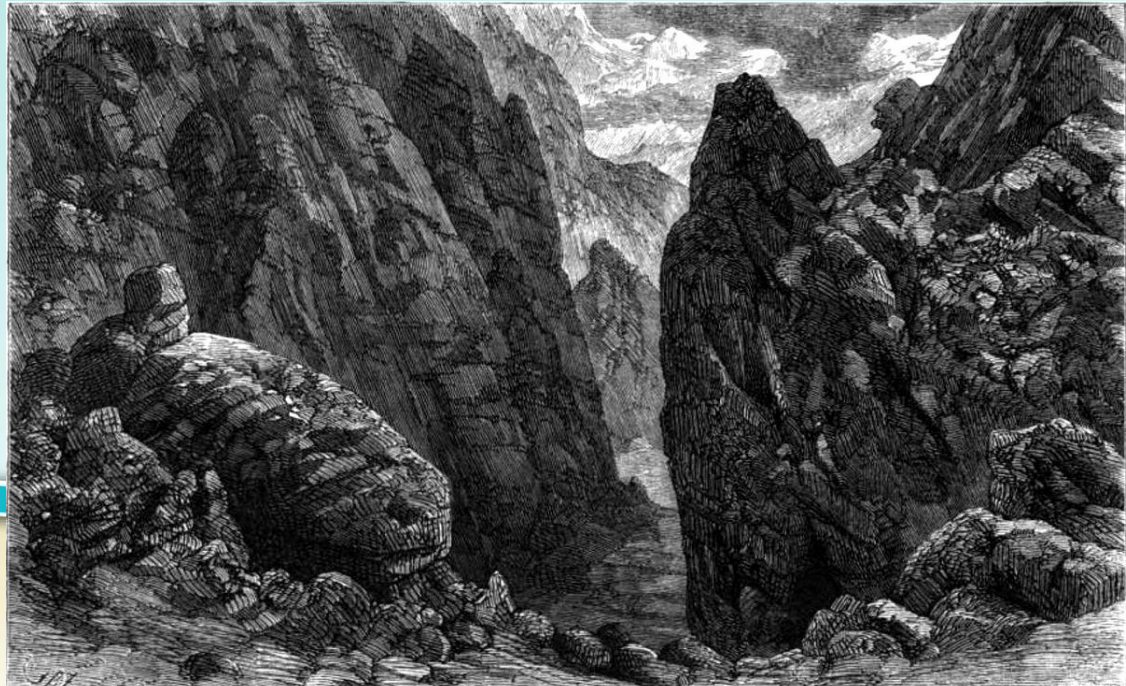
Secret of Employee
Satisfaction:

Micro-Experiences

Peaks



Valleys



79% of employees are suffering from some level of





Great leaders
connect employees
to:

- Purpose
- Accomplishment
- Each Other



54% of employees say
leaders don't know what
they do.

103% increase in perception
of experience and 87%
increase in the amount of
great work employees do
when leaders are transparent
with their team.



Regular one-to-one sessions enable leaders to form meaningful, collaborative connections.





Successful One-to-One meetings have four things:

- * Constructive feedback
- * Time to brainstorm new ideas
- * Opportunity for development
- * Recognition

For top leaders,
extra time spent
with employees
improved company
performance while
work spent with
people outside the
organization did not.



Only 26% of employees feel their team works seamlessly.





Essential Teamwork Foundation: Sense of Autonomy & Psychological Safety

Teams need leaders during challenging and stressful situations.



“Leaders need to move away from merely gathering feedback and instead listen authentically and act on what they learn.”



Quick Follow Up

2020

JANUARY

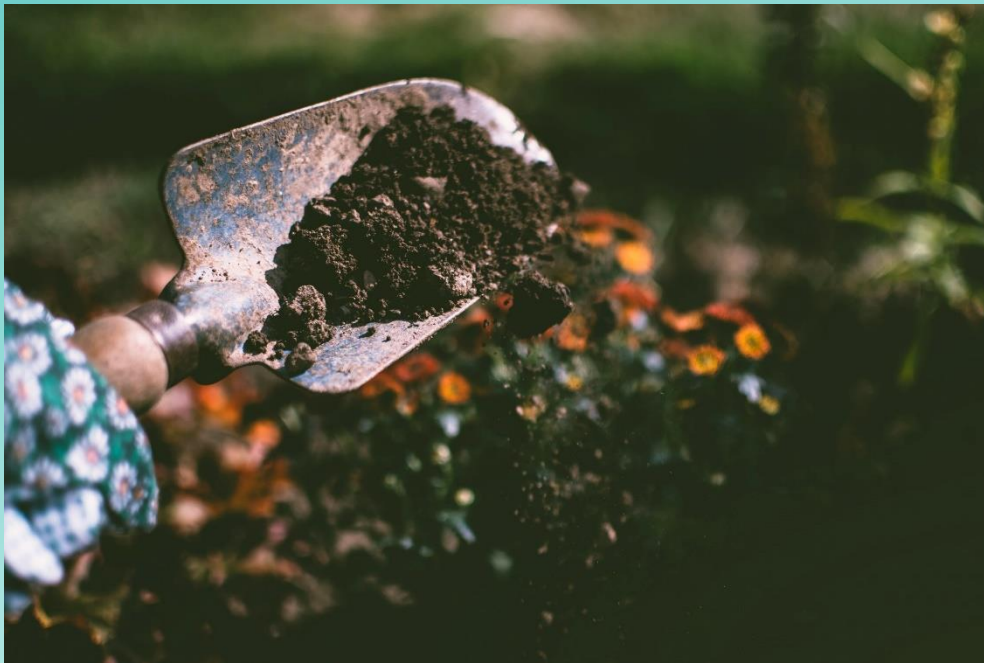
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FEBRUARY

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MARCH

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Efficient Librarian

www.efficientlibrarian.com



EFFICIENT LIBRARIAN

EXPLORING THE INTERSECTION OF EFFICIENCY AND LIBRARIANSHIP

[WHAT IS AN EFFICIENT LIBRARIAN?](#) • [ABOUT DOUG](#) • [THE BLOG](#) • [ARTICLES](#) • [WORKSHOPS AND WEBINARS](#) • [CONTACT ME](#)

WHAT IS AN EFFICIENT LIBRARIAN?

"An Efficient Librarian is an elite knowledge worker navigating the complexity of the post Internet information world. She combines the skill sets of a librarian with the best productivity and efficiency practices to become a powerful consultant and decision maker. She masters the ability

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Conclusion



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