

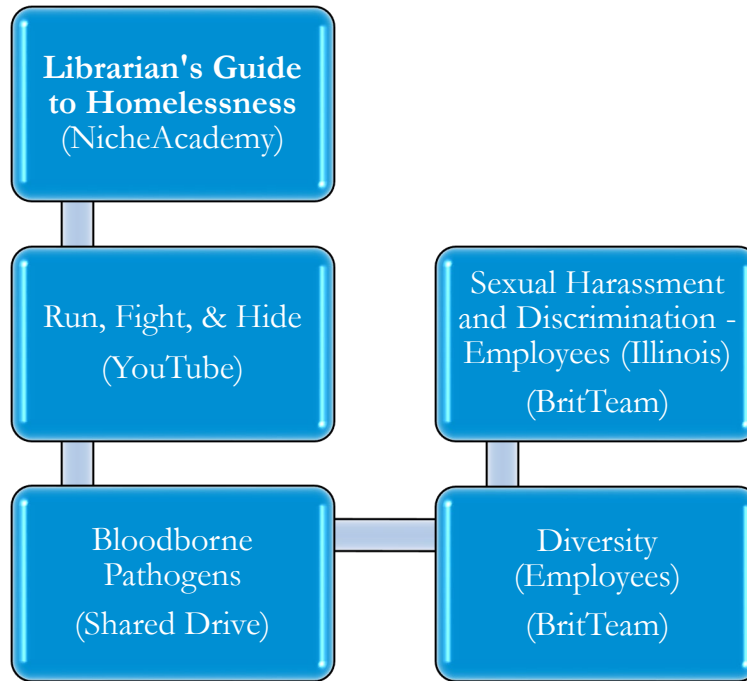
Downers Grove Public Library Staff Training

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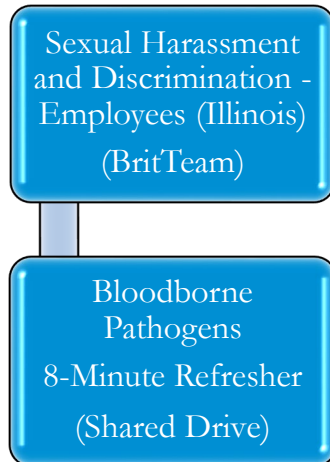
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Onboarding



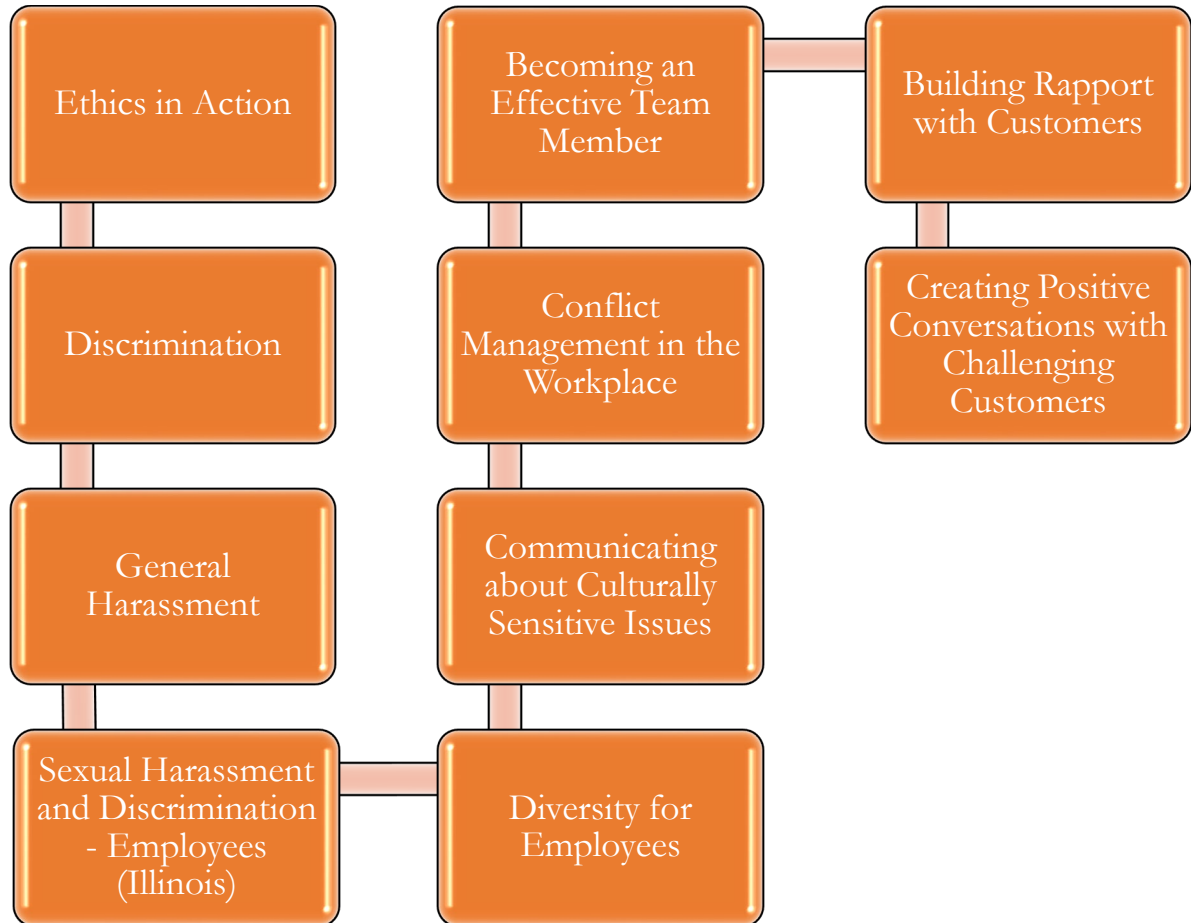
Annual Review



Managers



Team Members



Note: Access Lynda training through the Downers Grove Public Library website. GCN and LIRA training is assigned by a Brit TEAM administrator. All supervisors are administrators.

Becoming an Effective Team Member (Lynda)

Time: 31 minutes, 42 seconds

What makes a person invaluable on a team? Learn tips that can help you increase your self-awareness, demonstrate that you are a reliable teammate, approach teamwork more collaboratively, and more.

Bloodborne Pathogens

Time: Approximately 35 minutes

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Building Rapport with Customers (Lynda)

Time: 27 minutes, 4 seconds

Learn how to establish rapport within the first few seconds of a customer service interaction.

Communicating about Culturally Sensitive Issues (Lynda)

Time: 55 minutes, 11 seconds

Explore principles and strategies that can help you have more productive, meaningful conversations about diversity.

Conflict Management in the Workplace (GCN)

Time: 18 minutes

Discover what conflict is, why it occurs, and the primary emotion resulting from conflict.

Creating Positive Conversations with Challenging Customers (Lynda)

Time: 33 minutes, 20 seconds

What do you do when faced with customers who are fuming over a delay, cancellation, or objection to a policy? How can you adequately address their issue when your interaction starts on such a sour note?

Discrimination (GCN)

Time: 18 minutes

Anyone in a position of authority over another employee (whether direct or indirect) needs to be aware of the many ways discrimination may occur, whether it is intentional or, and more likely, unintentional.

Diversity for Employees (GCN)

Time: 25 minutes

Every day, each person makes the decision on how he or she communicates with co-workers, administrator, students, business people, etc. This tutorial addresses diversity from a global perspective and discusses the impact culture has on the workplace.

Diversity for Supervisors (GCN)

Time: 35 minutes

Managers and supervisors explore diversity from a broad perspective that includes, but is not limited to, the workplace and socio-economic status.

Ethics in Action (LIRA)

Time: 30 minutes

Ethics is not about being perfect. It is about making choices that are considerate of others and appropriate for all the stakeholders—employees, customers, suppliers, management, and the community.

General Harassment (LIRA)

Time: 30 minutes

Employees now have a reasonable expectation that their co-workers, vendors, and especially their boss, will treat them respectfully and professionally. Essentially, employees know that they will not be harassed based on their gender, age, race, religion, national origin, or other protected classification.

Leading Inclusive Teams (Lynda)

Time: 60 minutes

Create a shared understanding of why inclusion is critical for your team. Learn how to adopt a more inclusive and open style and revamp your leadership practices.

Librarian's Guide to the Homeless (NicheAcademy)

Time: Approximately 4 hours

Managing a Diverse Team (Lynda)

Time: 81 minutes

Learn how to manage, counsel, and lead a diverse team in order to foster its best performance.

Managing Someone Older Than You (Lynda)

Time: 37 minutes, 29 seconds

Find out how to build more effective communications and collaboration with older workers and create a harmonious and efficient multigenerational team.

Run, Fight & Hide (YouTube)

<https://www.youtube.com/watch?v=ZvkdGK2j2Bs&t=45s>

Time: 5 minutes 54 seconds

Sexual Harassment and Discrimination - Employees (Illinois)

Time: 32 minutes

This tutorial assists employees in Illinois in understanding their federal and state legal obligations to prevent discrimination and harassment in the workplace. Employees must complete a quiz at the end of training with a score of at least 70 percent.

Sexual Harassment and Discrimination - Supervisors (Illinois)

Time: 32 minutes

Supervisors learn federal and state definitions and classifications of discrimination and harassment in the workplace under the Civil Rights Act of 1964, Title VII, and Illinois Human Rights Act (IHRA) including protected classes, rights of employees and prospective employees, and supervisor responsibilities. Supervisors must complete a quiz at the end of training with a score of at least 70 percent.

Next Steps

Service Desk Supervisors

- Complete assigned training modules.
- Evaluate after training.
- Attend effective grammar and business writing class, if needed.
- Work at least one desk shift per week.
- Enter a mentor/mentee relationship with another service desk manager. They could meet a few times a month at a neutral location to discuss the challenges of running a service desk. This mentoring relationship should be confidential.

Team Members

- Complete assigned training modules
- Evaluate after training

Bibliography

Guy, J. t. (2014, August 5). *What Makes a (Super) Service Desk Manager?* Retrieved from Joe the IT Guy: <https://www.joetheitguy.com/2014/08/05/what-makes-a-super-service-desk-manager/>

Lindsey, A., King, E., Membere, A., & Cheung, H. K. (2017, July 28). *Two Types of Diversity Training That Really Work*. Retrieved from Harvard Business Review: <https://hbr.org/2017/07/two-types-of-diversity-training-that-really-work>