

CORE VALUES

COMMUNITY CENTERED SERVICE

Welcoming the community with exceptional customer service

DIVERSITY

Acknowledging and accepting our differences

PERSONAL ACCOUNTABILITY

Focusing on personal growth and taking responsibility for outcomes

COLLABORATION

Working together to succeed with fun along the way

ADAPTABILITY

Embracing change to remain relevant

RESPECTFUL COMMUNICATION

Exchanging ideas with openness and trust

INNOVATION

Inviting creative solutions

"To me, the function and duty of a quality human being is the sincere and honest development of one's potential."

Bruce Lee

PERFORMANCE COACHING

at imagine**if**[®]
LIBRARIES

Coaching is a great opportunity to focus on building close relationships and promoting success for all staff. At ImagineIF we focus on strengths, relationships and creativity.

THE BASICS

- Check in by phone or in-person 1 x week. Less frequently for part timer staff.
- Focus on cultivating relationships with staff. Regularly schedule meetings and strive to reschedule the same week if missed.
- Focus on the person being coached. **Notes and follow up are critical.**
- Ask open questions, get to the root of problems and give staff tools to get their jobs done.
- Create SMART goals that look toward the future and emphasize achieving results.
- Tie positive feedback to the Core Values; prioritize creativity and innovation.
- Manage staff transitions in a one-on-one environment.

THE DETAILS

10X10X10

10 minutes for Staff: encourage staff to talk about whatever they want.

10 minutes for You: ask about specific projects, share library news, give updates, provide performance feedback specifically tied to the Core Values, Manifesto and Strategic Plan. Ask about relationships with coworkers, Happy Hour and check ins.

10 minutes for Career/Growth/Development: Ask about the bigger picture, long-term goals and job satisfaction. Create a yearly personal and professional development plan.

Follow Up With Action

1. Create action plans
2. Set deadlines—Use SMART goals when appropriate

Staff Recognition

All supervisors are expected to give specific and timely recognition to staff. Supervisors should consult the Staff Recognition Guide. Team Celebrations should happen yearly.

Prepare With Reflective Questions

What positive feedback can I give?

What corrective feedback am I going to give?

Is there something I can delegate?

What do I need to be sure to communicate?

What behavior of theirs am I focusing on?

What projects or work am I involved in?

What organizational issues/news/efforts can I share?

What meetings have I just attended – what did I learn?

What are the common items I need to get out to everyone – about schedules or projects or workload or our team?

Are there any recent transitions to ask about?

CONVERSATION STARTERS

Tell me about what you've been working on.

Tell me about your week – what's it been like?

Tell me about your family/weekend/activities.

Tell me about anything you stumbled over.

Would you update me on Project X?

Are you on track to meet the deadline?

What questions do you have about the project?

What areas are you ahead of schedule?

What areas of your work are you confident about?

What worries you?

What suggestions do you have?

What questions do you have about this project?

Where do you think I can be most helpful?

How are you going to approach this?

What are your thoughts on my changes?

What do you think about it?

How do you think we can do this better?

What are your plans to get there?

What can you/we do differently next time?

Tell me about what you've learned on this project?